

IT Services for Your Learning Journey at LU

STAFF ORIENTATION 2025

Overview

- Information Technology Services Centre (ITSC) aspires to become a forward-looking centre of excellence providing enabling solutions and leveraging cutting-edge technology to advance the strategic priorities of the University.



ASSESSING IT
RESOURCES &
SERVICES



IT FACILITIES



LEARNING SUPPORT



CYBERSECURITY



HELP & SUPPORT

Assessing IT Resources & Services

ITSC web site lists all accessible services to students

myLingnan Portal is profile-based to display your entitled services

Login to Lingnan Campus Network enables you to access all IT resources and services

ITSC web site

- <https://www.ln.edu.hk/itsc/>

**User Account Services**

- [User Accounts](#)
- [New User Account Activation](#)
- [Account and Password Management](#)
- [Account Termination](#)
- [Account Services for Long-serving Retired Staff](#)
- [Manage Departmental, Project and Contractor Accounts](#)

**Email**

- [Email Services](#)
 - [Webmail](#)
 - [Checking Email Quota](#)
 - [Auto Reply and Email Forwarding](#)
 - [Email Alias](#)
 - [Microsoft Outlook App](#)
- [Bulk Mail Management System](#)

**Network Connection**

- [Campus Network](#)
- [Wi-Fi Access](#)
- [VPN Connection](#)
- [Connection of IoT Devices to the Campus Wi-Fi Network](#)

**Learning and Teaching Services**

- [ChatGPT Service](#)
- [LU Mobile](#)
- [e-Learning on Moodle](#)
- [Moodle Mobile](#)
- [Plagiarism - iThenticate](#)
- [Qualtrics Survey System](#)
- [Online Video Platform - Panopto](#)
- [Online Teaching and Video Conferencing - Zoom](#)
- [Video Conferencing - Microsoft Teams](#)
- [Term-end Course Teaching and Learning Evaluation \(CTLE\)](#)

**IT Facilities**

- [Teaching and Classroom Support](#)
 - [Lecture Theatres](#)
 - [Lecture Rooms](#)
 - [Tutorial Rooms](#)
 - [Teaching Computer Laboratories](#)
 - [Language Laboratories](#)
 - [Black Box Theatre](#)
- [General Computer Laboratories](#)
- [AV Equipment Support \(non-teaching venues\)](#)
- [Hybrid Classrooms](#)

**Campus-Wide IT Systems**

- [myLingnan Portal](#)
- [ERP Banner System](#)
- [Microsoft Sharepoint](#)
- [Website Publishing](#)
- [Registration Builder](#)

ITSC web site

- <https://www.ln.edu.hk/itsc/>

Computing Services

- [Printing](#)
- [Software](#)
- [Microsoft Office 365 ProPlus](#)
- [Research Computing](#)
- [Microsoft OneDrive](#)
- [Networked Disk Storage](#)
- [Remote Desktop Connection](#)

Information Security

- [Data Governance and Protection](#)
- [Cybersecurity Training](#)
- [Network Access Control \(NAC\)](#)
- [Two Factor Authentication \(2FA\)](#)
- [Data Encryption Solution](#)
- [Report Phishing Emails](#)
- [Spam Control](#)
- [Best Practice](#)

Audio Visual Services

- [Event Support Services](#)
- [Desktop PC / AV Equipment On Loan for Supporting University Events](#)

User Training

- [Information Literacy Courses](#)
- [Orientation](#)
- [Other Seminars](#)

Telephone

- [Campus Telephone \(IP Phones\)](#)
- [Softphone](#)
- [Voice Mail](#)

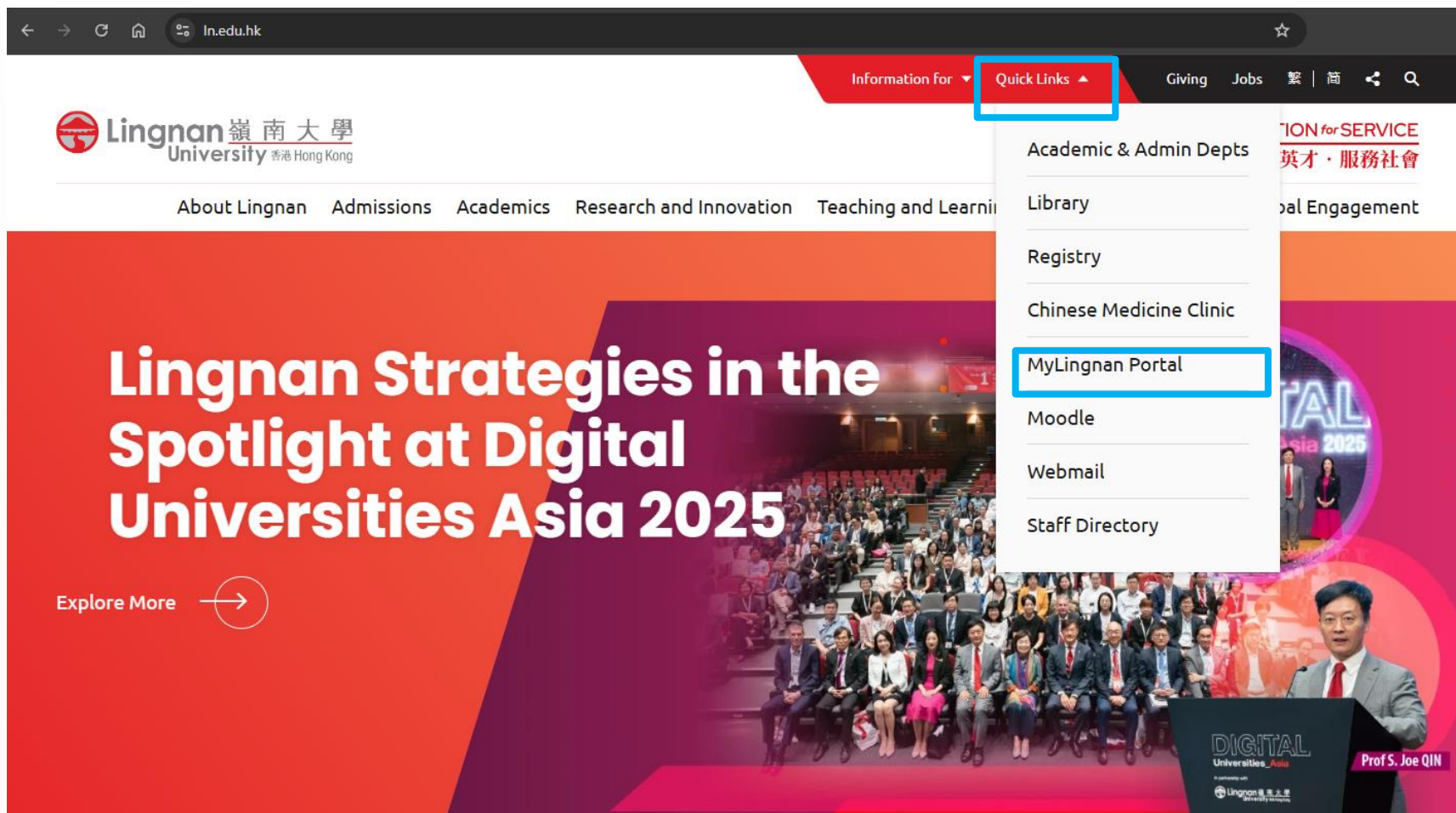
Help and Enquiry

- [ITSC/Library Helpdesk](#)
- [ITSC Service Counter](#)
- [Hotline and Email](#)

Accessing Banner System (Staff Information), eLearning, Degree Works, CTLE

MYLINGNAN PORTAL

Login to myLingnan Portal (1)



The screenshot shows the Lingnan University website at ln.edu.hk. The 'Quick Links' menu is open, and 'MyLingnan Portal' is highlighted. The main banner features the text 'Lingnan Strategies in the Spotlight at Digital Universities Asia 2025' with an 'Explore More' button. The background image shows a large group of people at a conference.

Navigation bar: Information for ▾ Quick Links ▲ Giving Jobs 繁 | 簡 🔍

Quick Links menu:

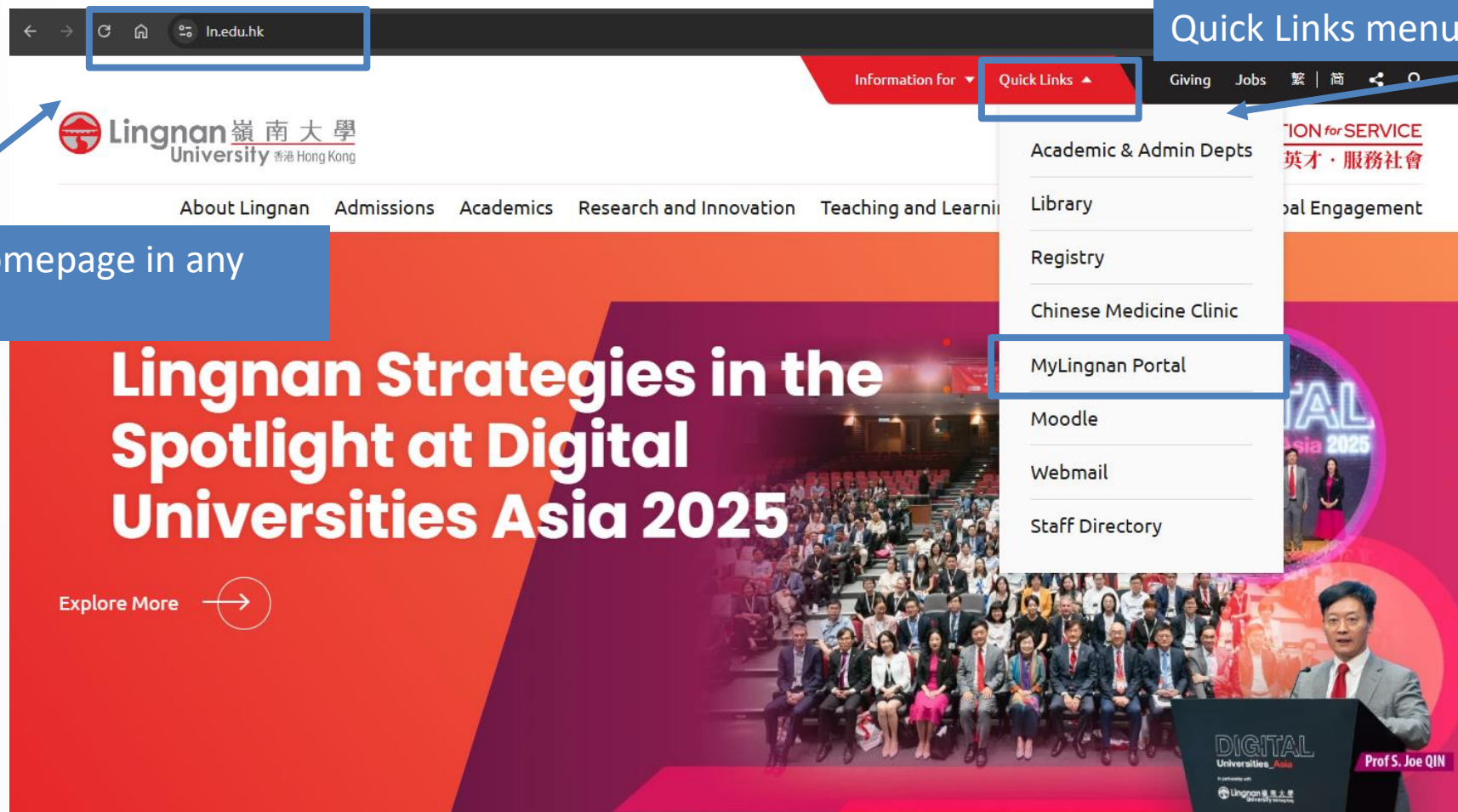
- Academic & Admin Depts
- Library
- Registry
- Chinese Medicine Clinic
- MyLingnan Portal**
- Moodle
- Webmail
- Staff Directory

Main banner: **Lingnan Strategies in the Spotlight at Digital Universities Asia 2025**
Explore More →

Event details: DIGITAL Universities Asia 2025
Prof S. Joe QIN

Login to myLingnan Portal (1)

1. Access LU homepage in any browser



2. Click MyLingnan Portal under the Quick Links menu

Login to Lingnan Campus Network

- Input your Lingnan account credentials in the following LU Login Page
- If successful, you will be granted the access.
- If you forgot your password, please click “Forgot Password”.



Forgot Password (1)

- Access to <https://selfservice.ln.edu.hk>
- Enter your username and verification code



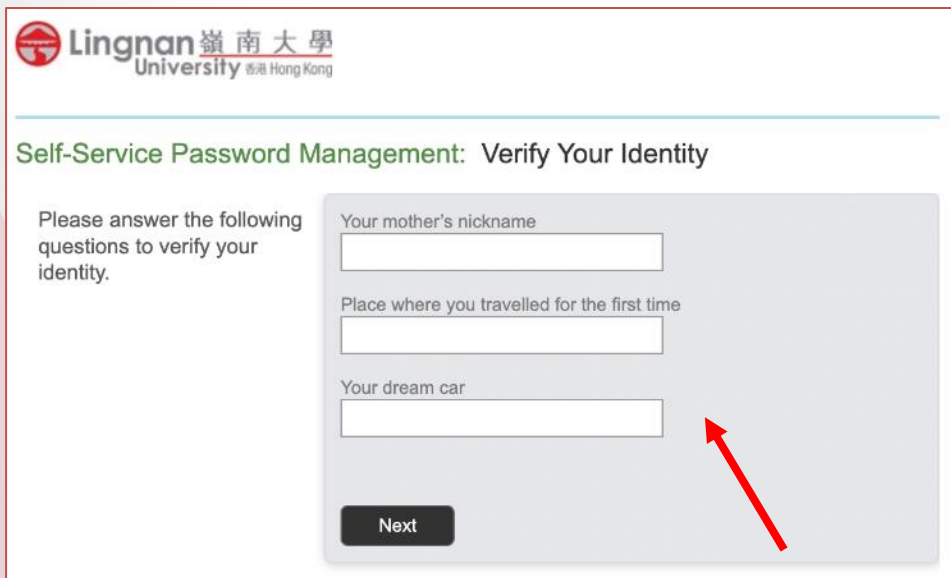
1. Enter your Lingnan username

2. Enter the verification code, and click 'Next'



3. Click Forgot Password

Forgot Password (2)



 **Lingnan** 嶺南大學
University 香港 Hong Kong

Self-Service Password Management: Verify Your Identity

Please answer the following questions to verify your identity.

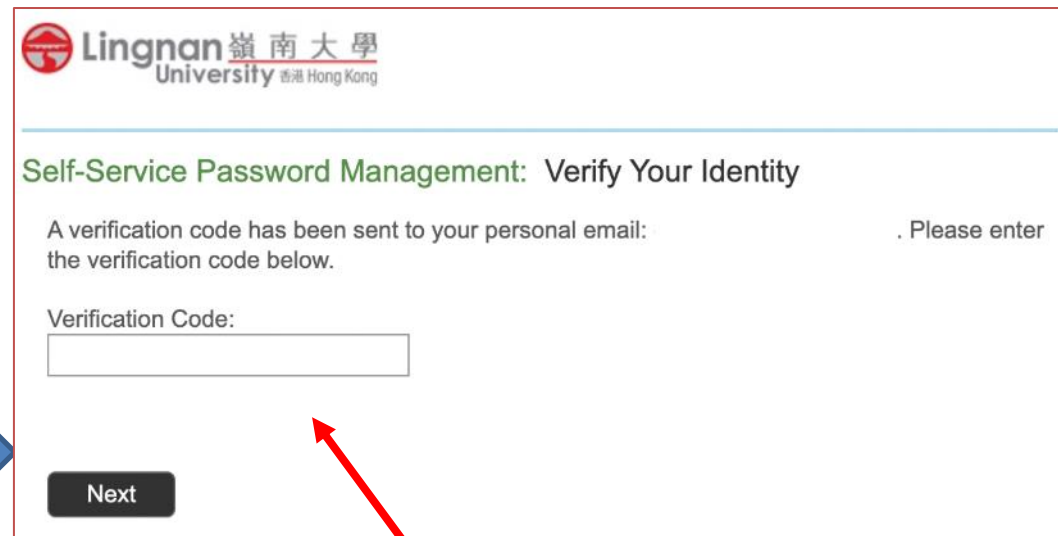
Your mother's nickname

Place where you travelled for the first time

Your dream car

Next

4. Fill the security questions, and click 'Next'



 **Lingnan** 嶺南大學
University 香港 Hong Kong

Self-Service Password Management: Verify Your Identity

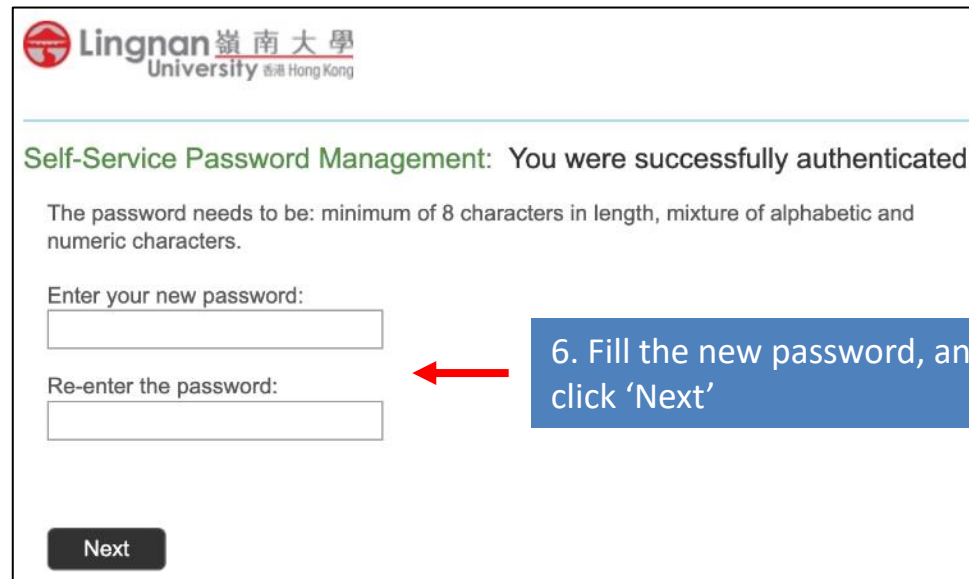
A verification code has been sent to your personal email: . Please enter the verification code below.

Verification Code:

Next

5. Check your personal mail and find the verification code, fill the box and click 'Next'

Forgot Password (3)



 **Lingnan** 嶺南大學
University 香港 Hong Kong

Self-Service Password Management: You were successfully authenticated.

The password needs to be: minimum of 8 characters in length, mixture of alphabetic and numeric characters.

Enter your new password:

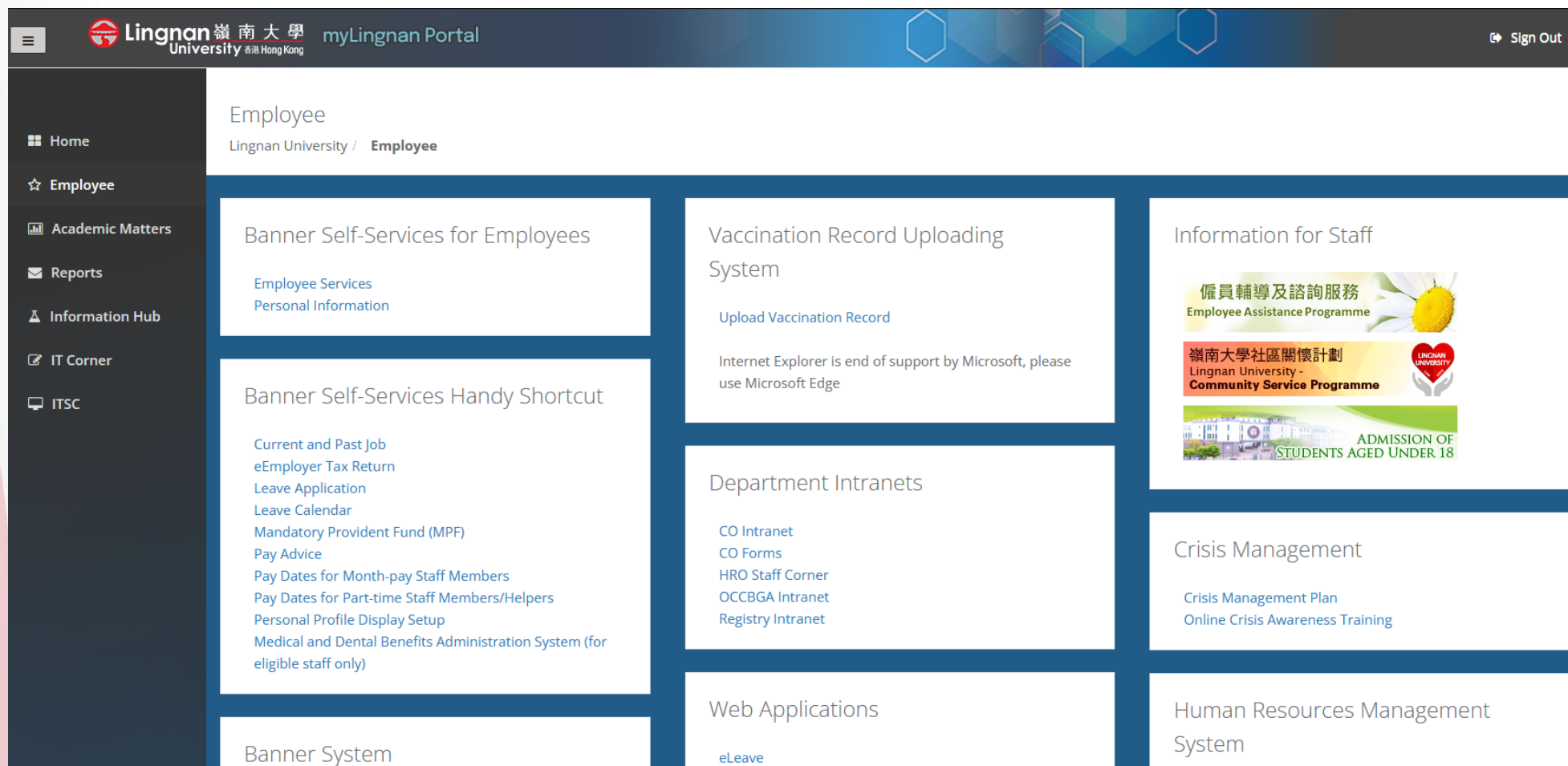
Re-enter the password:

Next

6. Fill the new password, and click 'Next'

Password has been reset.
Please try to login again.

myLingnan Portal – what's there? (1)



The screenshot displays the myLingnan Portal interface for an Employee. The top navigation bar includes the Lingnan University logo, the text "myLingnan Portal", and a "Sign Out" button. A left-hand sidebar contains a menu with the following items: Home, Employee (selected), Academic Matters, Reports, Information Hub, IT Corner, and ITSC. The main content area is titled "Employee" and shows the breadcrumb "Lingnan University / Employee". It is organized into a grid of service tiles:

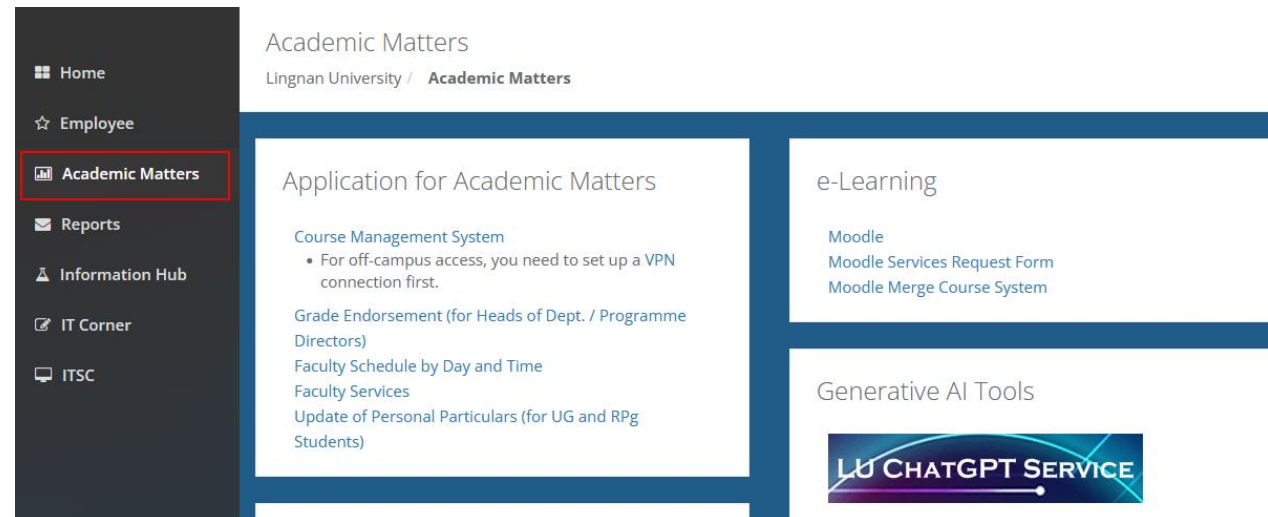
- Banner Self-Services for Employees**: Includes links for "Employee Services" and "Personal Information".
- Banner Self-Services Handy Shortcut**: Lists various services such as "Current and Past Job", "eEmployer Tax Return", "Leave Application", "Leave Calendar", "Mandatory Provident Fund (MPF)", "Pay Advice", "Pay Dates for Month-pay Staff Members", "Pay Dates for Part-time Staff Members/Helpers", "Personal Profile Display Setup", and "Medical and Dental Benefits Administration System (for eligible staff only)".
- Banner System**: A tile at the bottom left.
- Vaccination Record Uploading System**: Includes a link to "Upload Vaccination Record" and a message: "Internet Explorer is end of support by Microsoft, please use Microsoft Edge".
- Department Intranets**: Lists "CO Intranet", "CO Forms", "HRO Staff Corner", "OCCBGA Intranet", and "Registry Intranet".
- Web Applications**: Includes a link to "eLeave".
- Information for Staff**: Contains three promotional banners: "僱員輔導及諮詢服務 Employee Assistance Programme", "嶺南大學社區關懷計劃 Lingnan University - Community Service Programme", and "ADMISSION OF STUDENTS AGED UNDER 18".
- Crisis Management**: Includes links for "Crisis Management Plan" and "Online Crisis Awareness Training".
- Human Resources Management System**: A tile at the bottom right.

myLingnan Portal – what's there? (2)

- myLingnan Portal is your 'one stop' portal to access Lingnan University's online services in a secure way
- What is in there?
 - All university-wide announcements and notices for staff and students will be posted here
 - Your employment information
 - eLearning system (Moodle), etc.

myLingnan Portal Resources

- Banner Self Services for Academic Matters
 - Input final grades, teaching schedules, class list, etc.
- eLearning
 - Access to the Moodle Online Learning System



What is Banner System?

- A comprehensive computer information system that contains information on courses, students, faculty, staff, and alumni
- All information from student to alumni, registration to graduation are all managed in one system

What is eLearning?

- Moodle is the eLearning platform that allows teachers and students to participate in interactive online courses
- The majority of academic courses are accessible on Moodle

What is Degree Works?

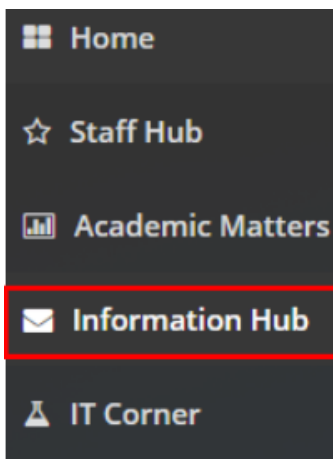
- Degree Works is a degree-advising tool to serve as course planning and advising for students and advisors and also as a degree auditing tool to check your graduation status

Course Teaching and Learning Evaluation (CTLE)?

- At the end of each term, all students are required to complete a survey questionnaire on the course to let all academics hear their opinions on the course
- The My CTLE system provides instructors to view his/her course's term-end CTLE response rate
- For details, please visit:
- <https://www.ln.edu.hk/itsc/services/learning-and-teaching-services/ctle>

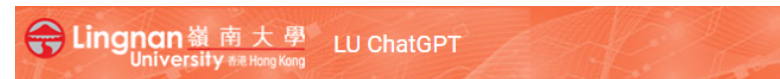
Term-End Course Teaching and Learning Evaluation

My CTLE Administration Information



ChatGPT Service

- The service was launched in July 2023 to support University's strategy on use of advanced technologies to facilitate learning
- It currently supports the use of GPT-3.5/4o/4 Turbo, DeepSeek, as well as image generation function with DALL-E 3 model
- <https://chatgpt.ln.edu.hk>



Use of ChatGPT for Lingnan University

Lingnan University provides this ChatGPT platform building on Azure OpenAI to support student learning. The following terms and conditions are to ensure the tool is used appropriately and effectively while adhering to strict academic integrity standards. Users should agree to these Terms and Conditions before using ChatGPT:

1. **Access:** The service is open to all staff and students.
2. **Use of ChatGPT:** Use of ChatGPT is restricted to professional and research-related purposes. The tool should be used with caution and should be restricted to researching for the projects or assignments, but not directly to producing the end products or written assignments. You are prohibited from using ChatGPT for personal or other non-academic study-related purposes. To ensure the University's academic integrity, any possible misuse of ChatGPT, whether intentional or accidental, must be reported immediately to the respective faculty department for investigation and resolution. You are required to adhere to [Microsoft's Code of Conduct for Azure OpenAI Service](#).
3. **Quota:** The service is built on Microsoft's Azure OpenAI. To ensure fair use and within the University budget, a fixed amount of expenditure for each user is set in each calendar month. Once the limit is reached, a user is suspended from access until the next month.
4. **Account Security:** You are responsible for keeping secure your Lingnan account for ChatGPT. Do not disclose your account information to any third parties. If you suspect any unauthorized use of your account, please contact ITSC (itsc@ln.edu.hk).
5. **Response Accuracy:** ChatGPT's accuracy is not guaranteed, so you are accountable for confirming the accuracy of any responses provided by ChatGPT.

IT FACILITIES



E-mail Services



Network Services – Internet, Wi-Fi and Hostel Network



Network Printing

How to Login to Webmail?

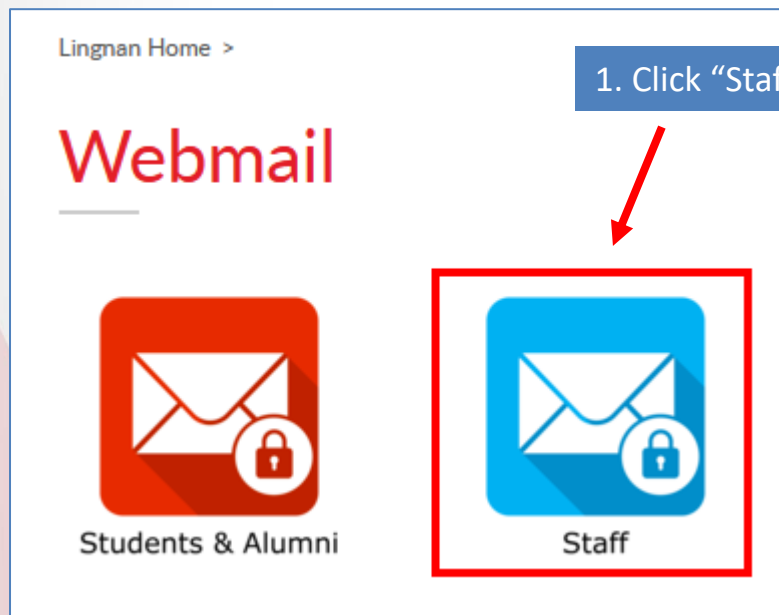
The screenshot shows the Lingnan University homepage. A blue box highlights the browser address bar with 'ln.edu.hk', and an arrow points to it with the text '1. Access LU homepage in a browser'. Another blue box highlights the 'Quick Links' menu, and an arrow points to it with the text '2. Click webmail under the Quick Links menu'. The 'Quick Links' menu is open, showing a list of links: Academic & Admin Depts, Library, Registry, Chinese Medicine Clinic, MyLingnan Portal, Moodle, Webmail (highlighted with a blue box), and Staff Directory. The main banner features the text 'Lingnan Strategies in the Spotlight at Digital Universities Asia 2025' and a photo of a group of people.

1. Access LU homepage in a browser

2. Click webmail under the Quick Links menu

Webmail

How to Login to Webmail?

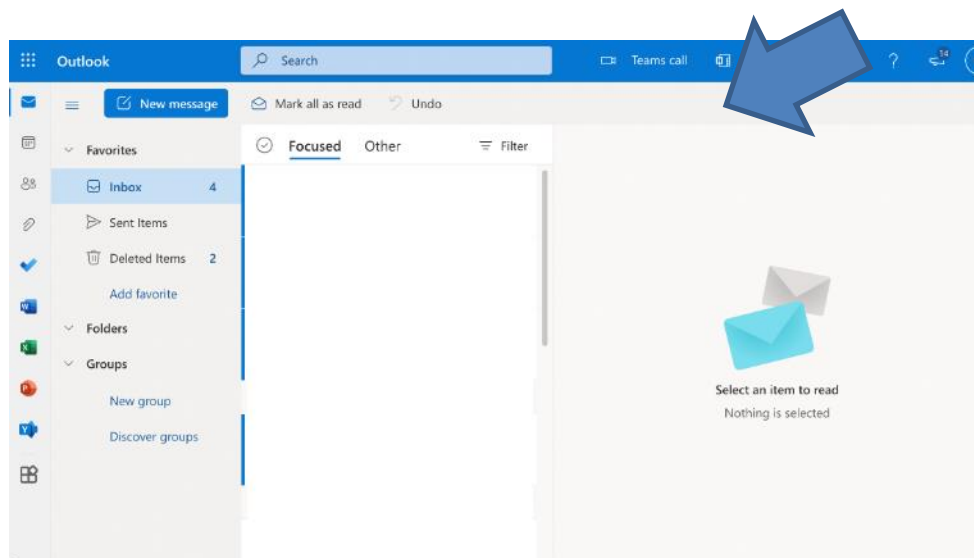


1. Click "Staff"



2. Enter your Lingnan username and password

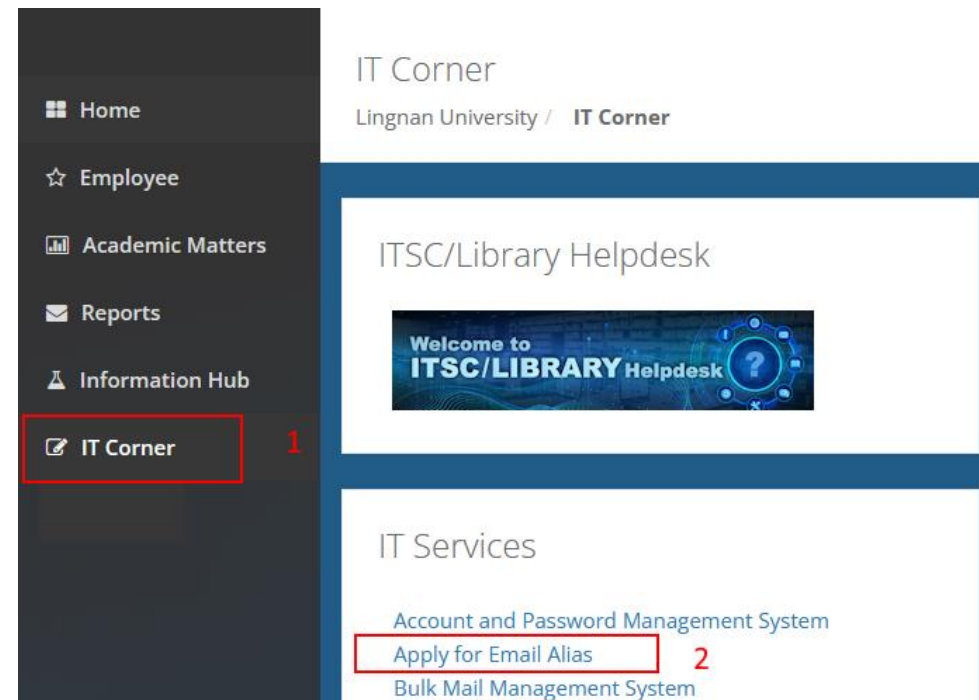
3. Click "Sign in"



Email Alias

- An alternate email address associated to one's email account
- Emails sent to / from the email alias are referring to the one's actual email address

- Log in "myLingnan Portal", select "IT Corner"
- Click "Apply for Email Alias"



Internet, Wi-Fi, IP Phone

NETWORK SERVICES



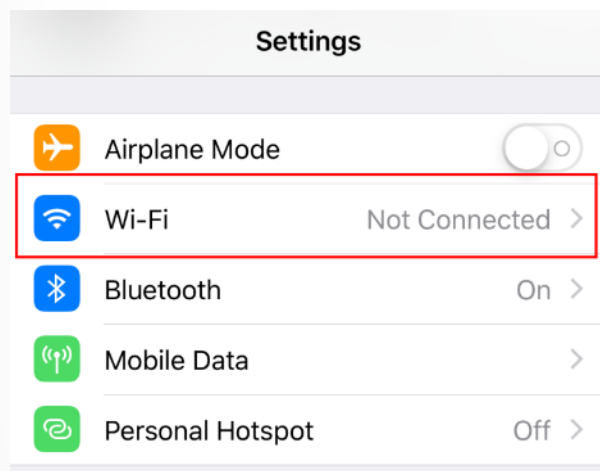
Internet and Wi-Fi Services



- Provide close to 100% coverage across the campus
- Using IEEE 802.11a/b/g/n/ac/ax compliant wireless LAN
- Authenticate with your Lingnan University username and password, using one of the following SSIDs : LU-Advanced or LU
- More details could be found here:
 - <https://www.ln.edu.hk/itsc/services/network/wireless-connection>

Connect Wi-Fi For iOS (1)

1. Go to Setting in your mobile device and select Wi-Fi



2. Make sure your Wi-Fi is turned on. Choose either LU or LU-Advanced



Connect Wi-Fi For iOS (2)

3. Enter your Lingnan username and password, select Join

Enter the password for "LU-Advanced"

Cancel Enter Password Join

Username |

Password

4. Click Trust to install the Lingnan certificate, if promoted.

Cancel Certificate **Trust**

 **wifi.ln.edu.hk**
Issued by DigiCert SHA2 High Assuran...

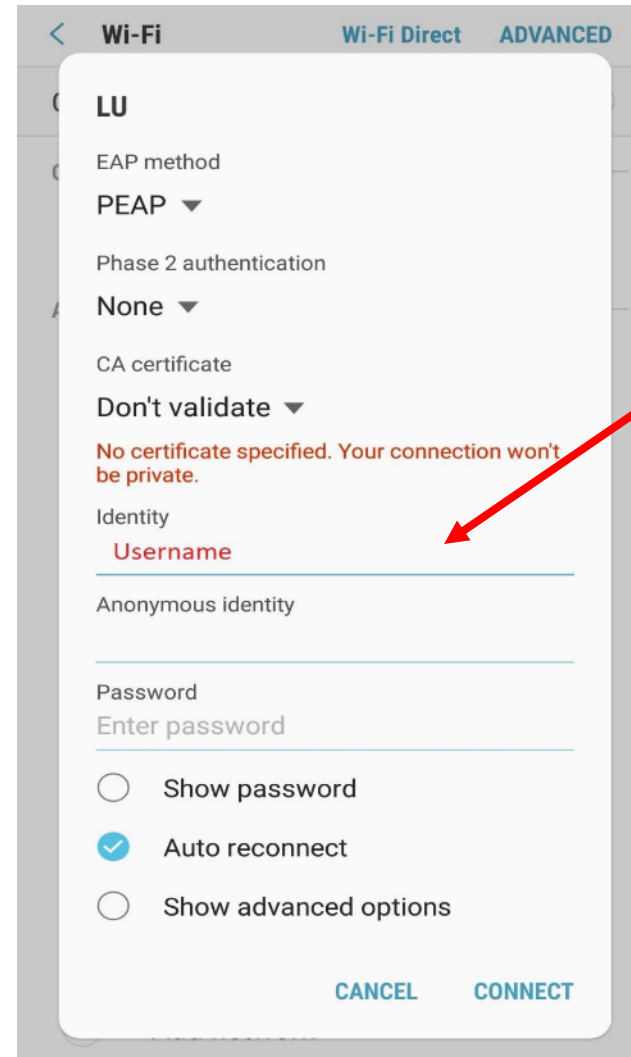
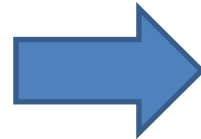
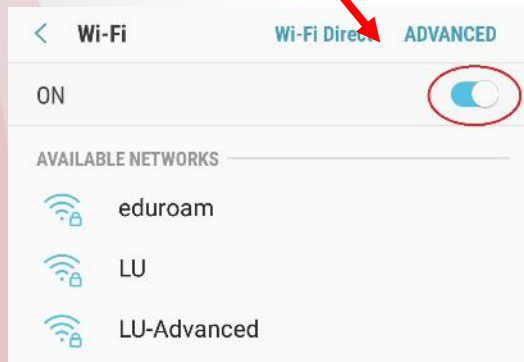
Not Trusted

Expires 8/1/2020, 20:00:00

More Details >

Connect Wi-Fi For Android

1. Make sure your Wi-Fi has been turned on

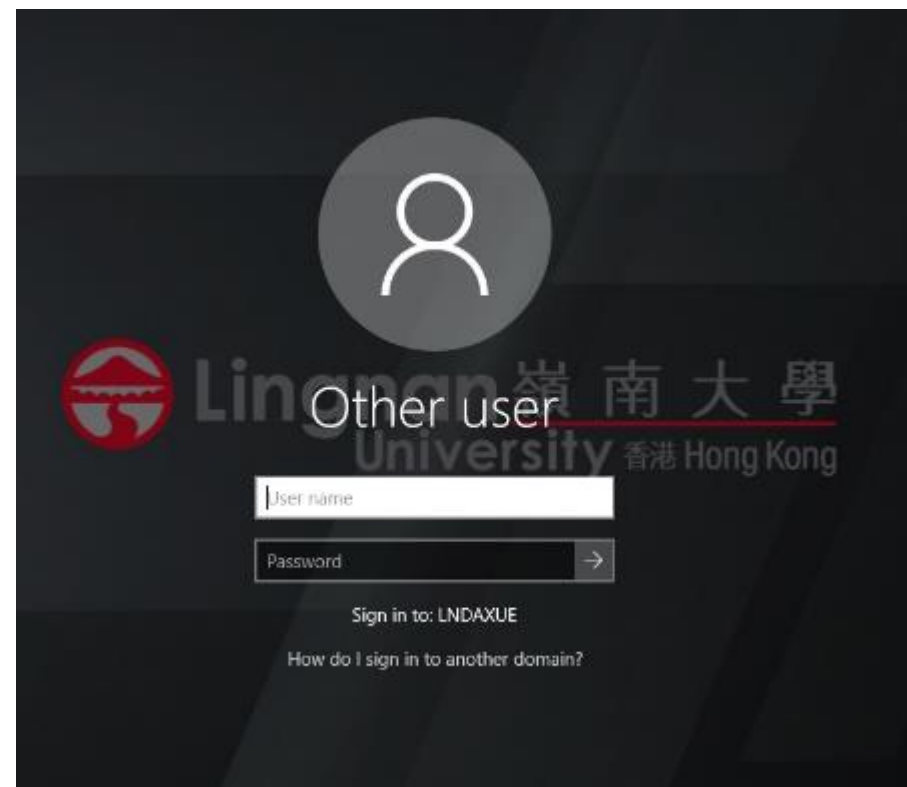


2. Follow the setting below

- Choose either **LU** or **LU-Advanced**
- Choose **PEAP** as EAP method
- Choose **Don't validate** as CA certificate
- Enter your **username** in identity and **password**
- Choose **Connect**

Connect Wired Network via Desktop PC

- Only domain-joint PCs are allowed to use wired network
- Power on your PC and monitor
- Press any key on your keyboard or click the mouse
- Enter your Lingnan username and password as “Username” and “Password” respectively
- Press “Enter” when finished

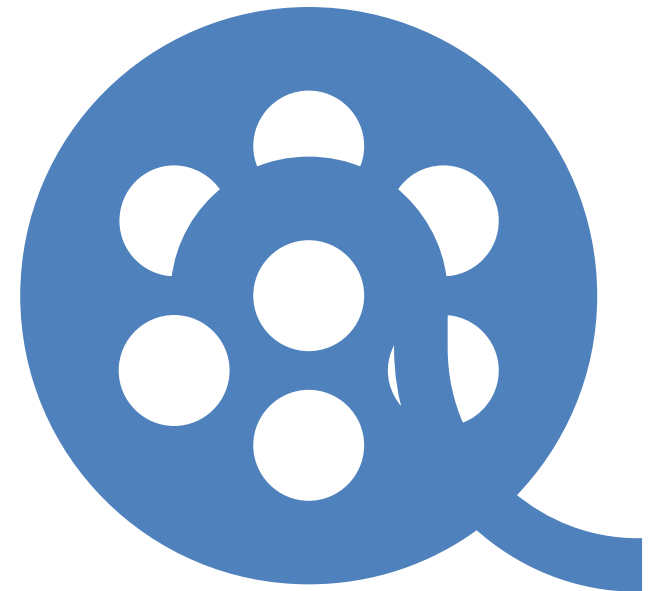


Telephone Services



- Lingnan University uses a CISCO IP telephone system
- Access code for dialing to the public Tel. no. is '9'
- Access number for voice mail is 2616 7220
- More details could be found here:
 - <https://www.ln.edu.hk/itsc/services/telephone/campus-telephone-ip-phone>

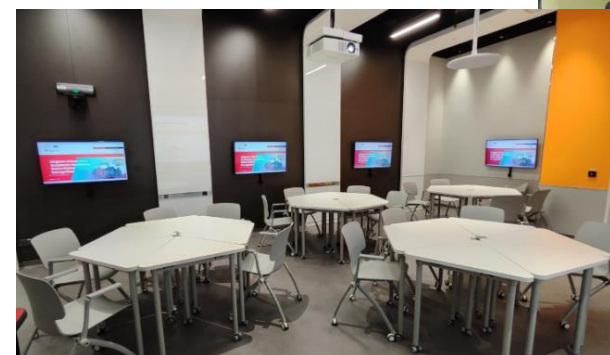
MULTIMEDIA AND AV SERVICES



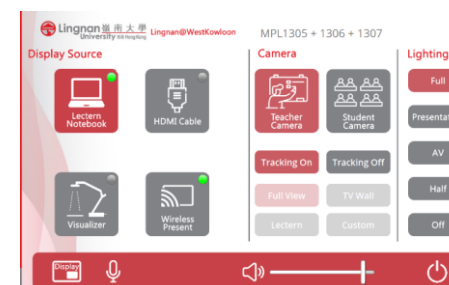
Teaching and Classroom Support

- Audio Visual (AV) equipment is available in all teaching venues
- This includes:
 - Central control user interface
 - Projection system
 - Build-in computer
 - Notebook input (HDMI / VGA)
 - Visualizer
 - Blu-ray player
 - Gooseneck microphone
 - Wireless microphone (On-loan equipment)
- Details in:
 - <https://www.ln.edu.hk/itsc/services/it-facilities/teaching-and-classroom-support>

MPL130567



LKKG03



AV Control Interface

AV Equipment On-loan Services

- A wide range of AV equipment is on-loan from ITSC for supporting University events:
 - Portable PA
 - Notebook computer
 - Wireless microphone
 - Wireless presenter
 - TV set
 - Digital video camcorder
 - MP3 Recorder
 - Camera tripod
 - Portable visualizer, etc.

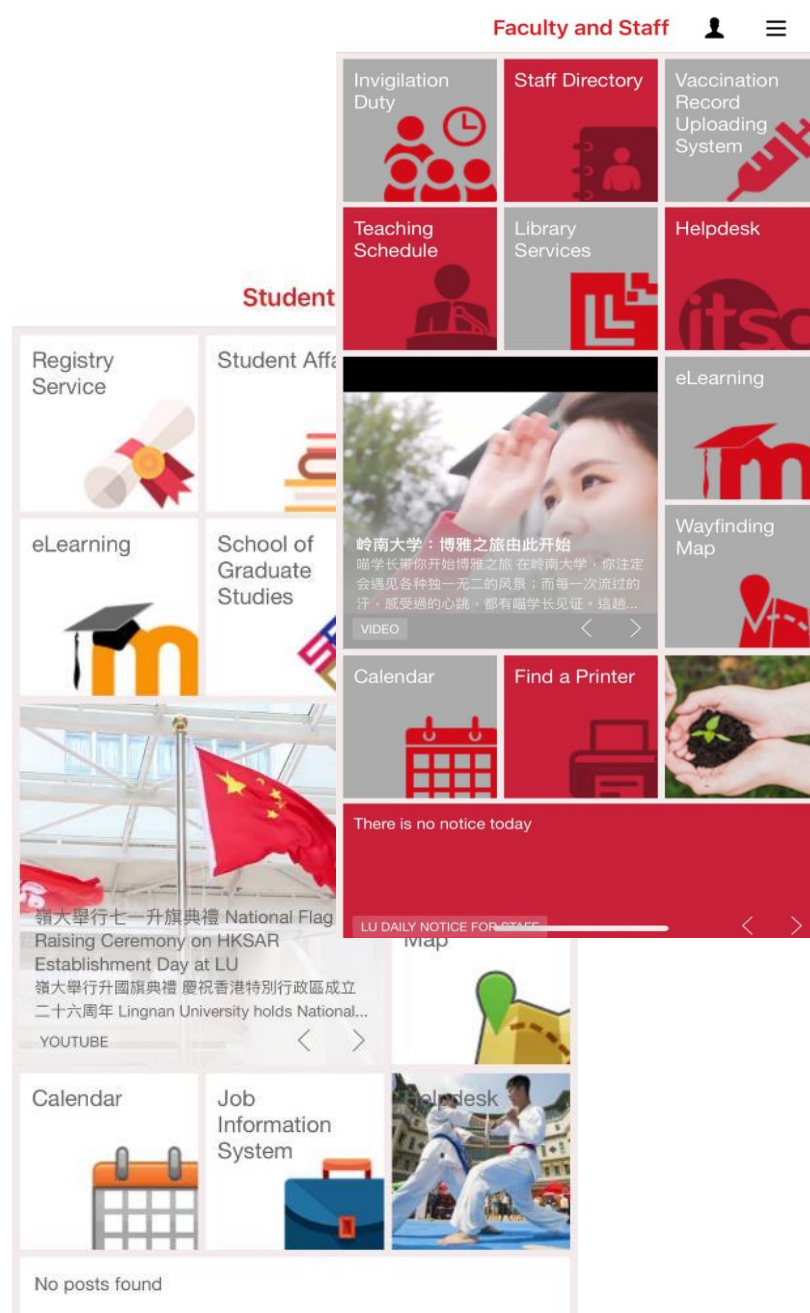


LU MOBILE – LINGNAN MOBILE APPS

LU Mobile

Available to

- Students
- Staff
- Alumni
- Guests



Download the LU Mobile

You can download it from different app stores,
please search 'LU mobile';

or use the following QR code

For more information,

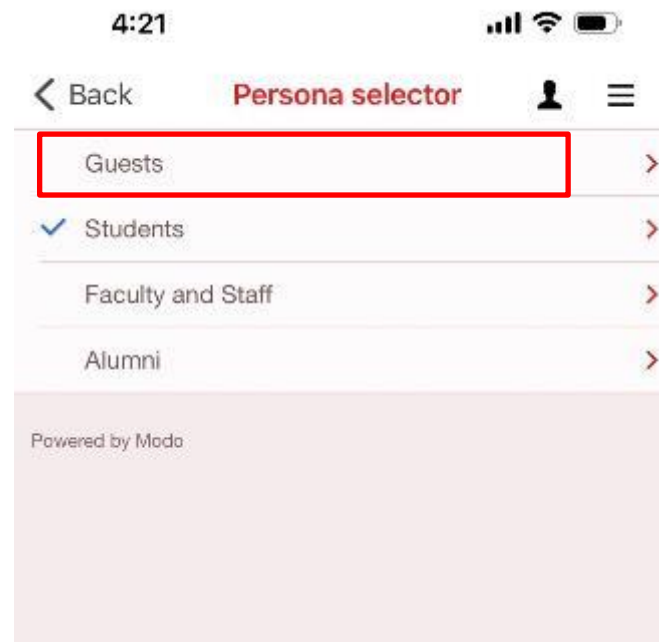
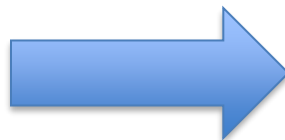
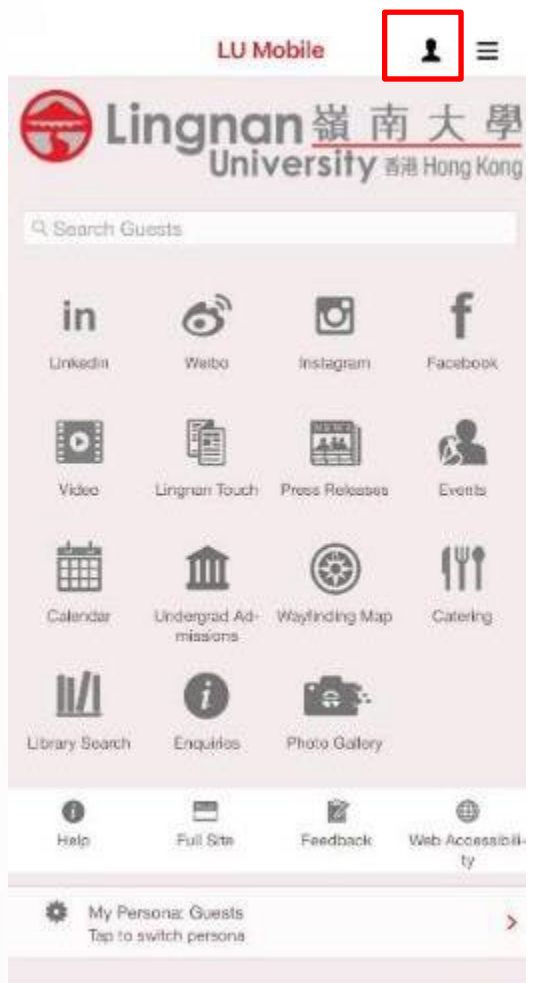
<https://www.ln.edu.hk/itsc/services/learning-and-teaching-services/lu-mobile>



Others - APK files for
downloading



How to Switch Among Different Roles



INFORMATION LITERACY TRAINING COURSES



Information Literacy Training Courses

Information Literacy Training Courses

Microsoft Excel Advanced

Qualtrics Fundamentals

Qualtrics Advanced

Details in:

<https://www.ln.edu.hk/itsc/services/user-training/information-literacy>

CYBERSECURITY



Information Security Policies & Guidelines

- Information Security Policy
 - Information Security (IS) Policy provides high-level rules and principles of governance and control of information security for the University. The IS policies are approved by the management of the University.
 - All users should go through the IS Policy before using IT facilities provided by the University.
- The full Policy is available here:
 - <https://www.LN.edu.hk/itsc/policies-and-guidelines/information-security-policy>

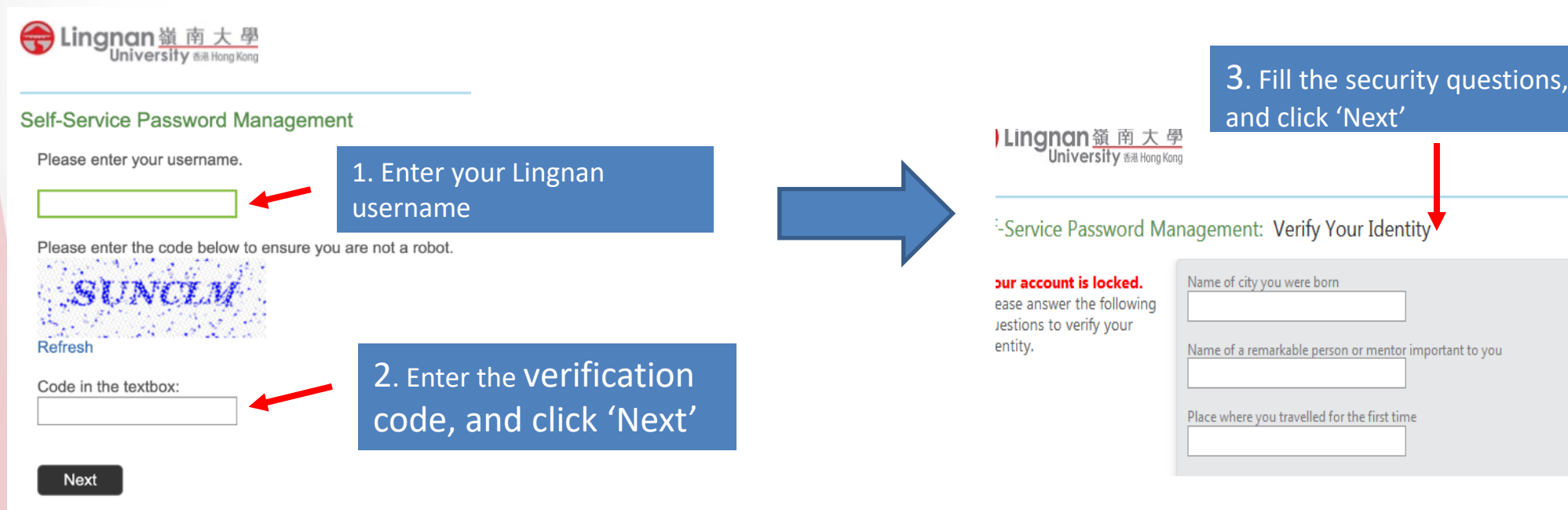


Cybersecurity Online Training

- All students are encouraged to acquire the Cybersecurity knowledge from the online training platform so that we can build a secure campus together.
- More information on the Cybersecurity Training can be found here:
 - <https://www.ln.edu.hk/itsc/services/information-security/cybersecurity-training>

Unlock Account

- Your account will be locked after 10 failed logon attempts across all ITSC systems. If you have set up the security questions, you can proceed to unlock your account.
- Access to <https://selfservice.ln.edu.hk>



Step 1: Self-Service Password Management

Please enter your username.

1. Enter your Lingnan username

Please enter the code below to ensure you are not a robot.



Refresh

Code in the textbox:

2. Enter the verification code, and click 'Next'

Next

Step 2: Verify Your Identity

Our account is locked. Please answer the following questions to verify your identity.

3. Fill the security questions, and click 'Next'

Name of city you were born

Name of a remarkable person or mentor important to you

Place where you travelled for the first time

Unlock Account (2)

Dear User,

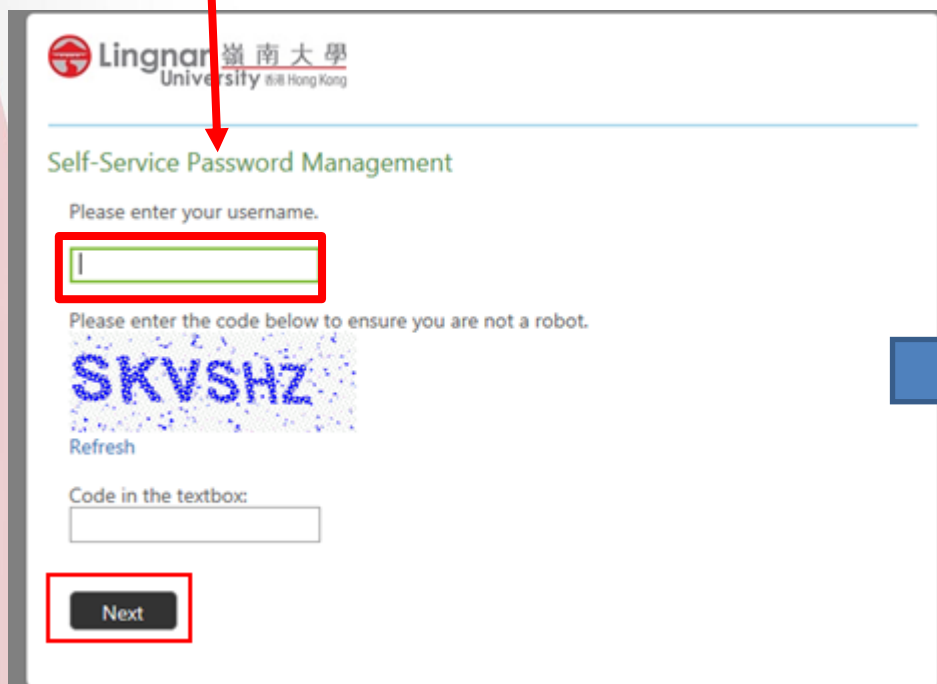
Your verification code is **123456**. Please enter your verification code to complete the reset password / account unlock process.

Should you have any queries, please do not hesitate to email to itsc@ln.edu.hk or contact our hotline at 2616 7995.

Regards,

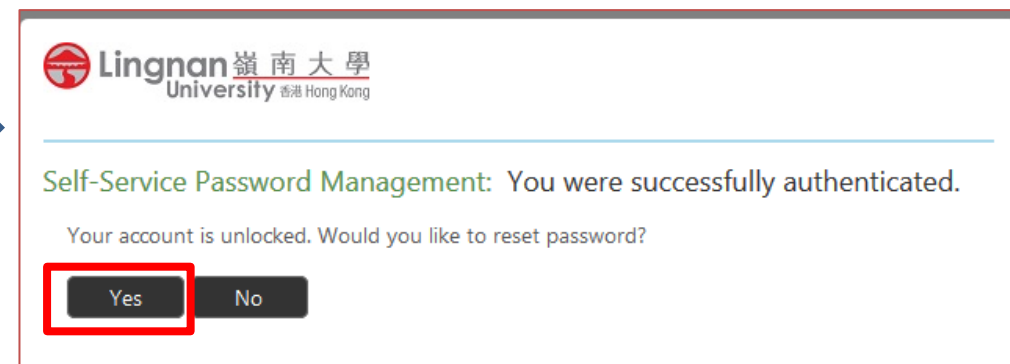
ITSC

4. Enter the verification code sent to your personal e-mail and click "Next".



The screenshot shows the 'Self-Service Password Management' interface. At the top is the Lingnan University logo. Below it, the text 'Please enter your username.' is followed by a text input field. Underneath is a CAPTCHA image showing the code 'SKVSHZ' with a 'Refresh' link. Below the CAPTCHA is a label 'Code in the textbox:' followed by another text input field. At the bottom left, there is a 'Next' button. A red box highlights the 'Next' button, and a red arrow points from the verification code '123456' in the email snippet above to this button.

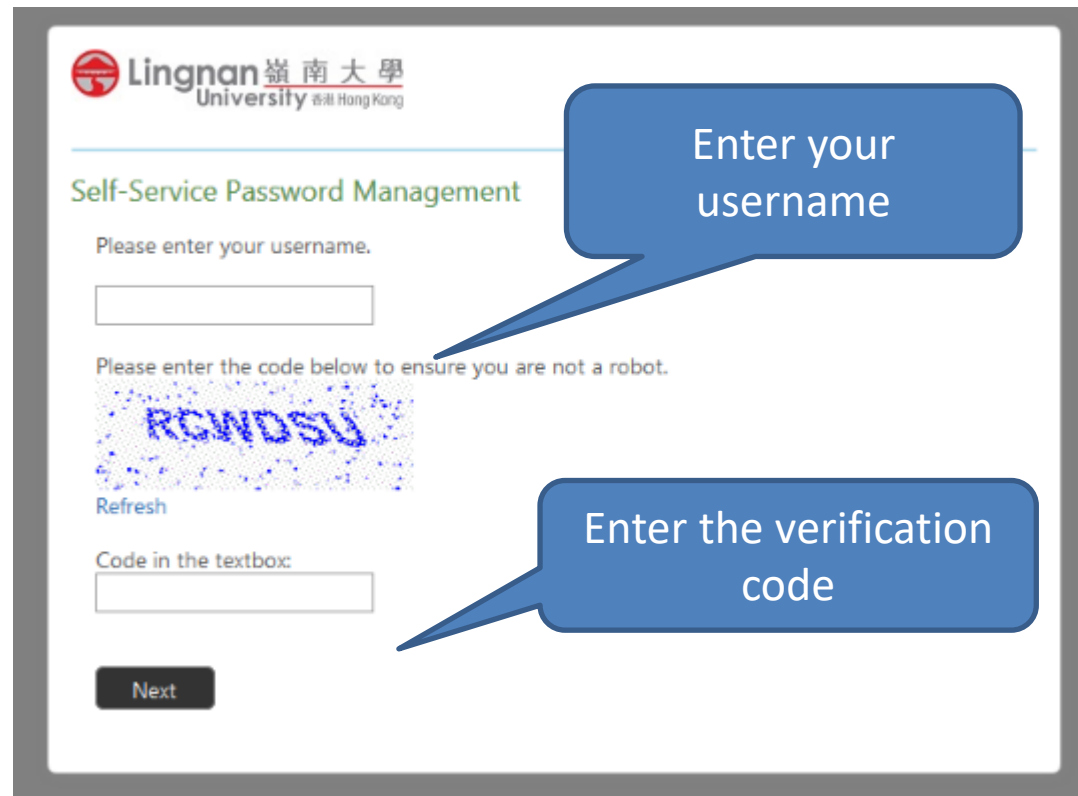
5. Account is unlocked. If you need to reset the password, click 'Yes'. If not, click 'No' to close the window.



The screenshot shows a confirmation message: 'Self-Service Password Management: You were successfully authenticated.' Below this, it asks 'Your account is unlocked. Would you like to reset password?' with two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box.

Change Password?

- Access to <https://selfservice.ln.edu.hk>
- Enter your username and verification code



The screenshot shows the 'Self-Service Password Management' page of Lingnan University. It includes a username input field, a CAPTCHA image with the code 'RCWDSU', a 'Refresh' link, a verification code input field, and a 'Next' button. Two blue speech bubble annotations are present: one pointing to the username field with the text 'Enter your username', and another pointing to the verification code field with the text 'Enter the verification code'.

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University 香港 Hong Kong

Self-Service Password Management

Please enter your username.

Please enter the code below to ensure you are not a robot.



Refresh

Code in the textbox:

Next

Enter your username

Enter the verification code

Change Password? (2)

 **Lingnan** 嶺南大學
University 香港 Hong Kong

Self-Service Password Management

Please select one of the options below:

 Forgot Password

 Change Password

 Reset Security Questions

 Reset Personal Email

 **Lingnan** 嶺南大學
University 香港 Hong Kong

Self-Service Password Management: Login

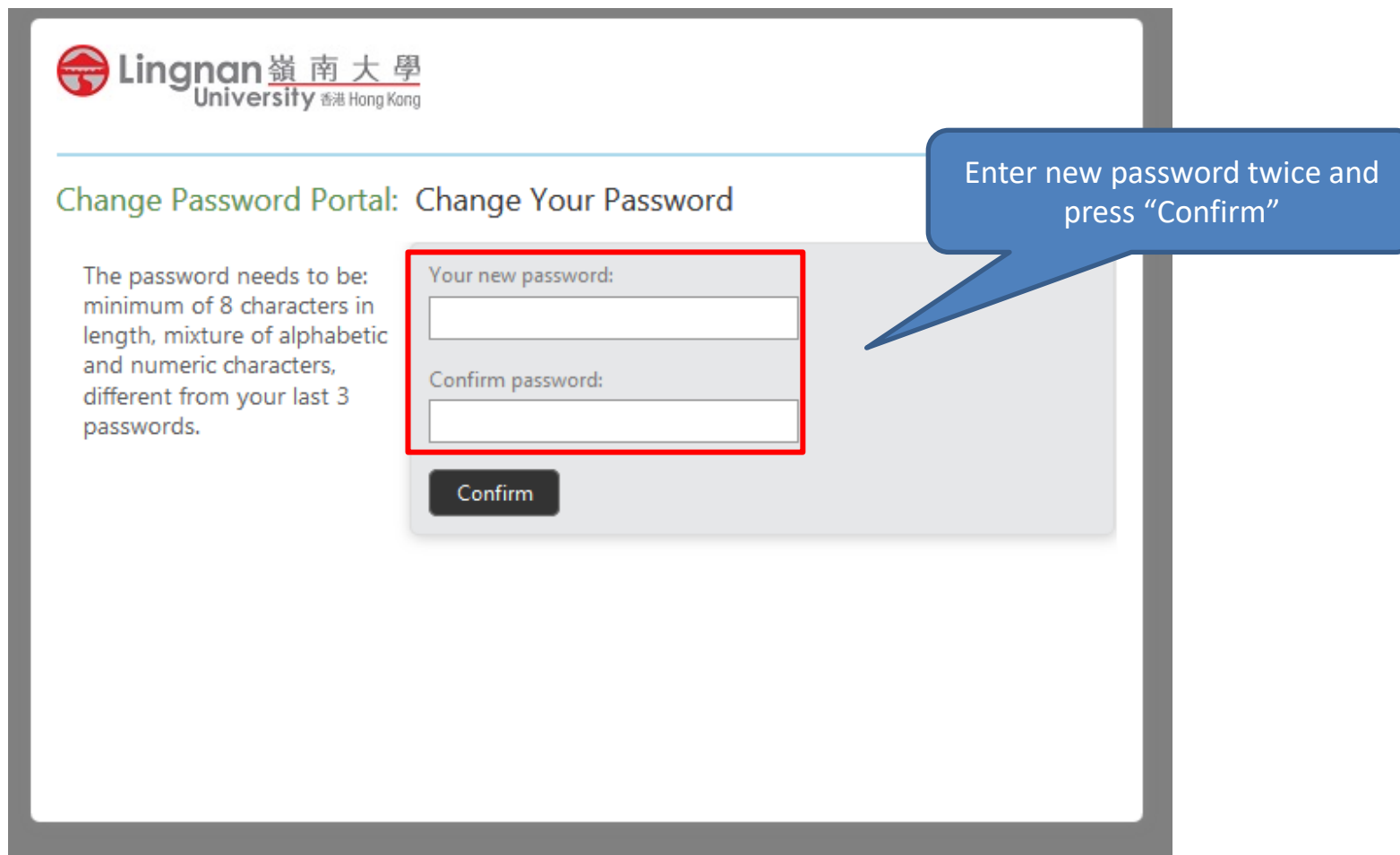
To protect your account, you should update your password regularly.

Password:

Next

Enter your current password

Change Password? (3)



The screenshot shows the 'Change Password Portal' interface. At the top left is the Lingnan University logo. The title 'Change Password Portal: Change Your Password' is displayed. A text block on the left explains the password requirements: 'The password needs to be: minimum of 8 characters in length, mixture of alphabetic and numeric characters, different from your last 3 passwords.' To the right, there is a form with two input fields: 'Your new password:' and 'Confirm password:'. A red rectangular box highlights these two fields. Below the fields is a black 'Confirm' button. A blue speech bubble points to the input fields with the text: 'Enter new password twice and press "Confirm"'.

 **Lingnan** 嶺南大學
University 香港 Hong Kong

Change Password Portal: Change Your Password

The password needs to be:
minimum of 8 characters in
length, mixture of alphabetic
and numeric characters,
different from your last 3
passwords.

Your new password:

Confirm password:

Confirm

Enter new password twice and
press "Confirm"

Choosing a Strong Password

Below are some guides on choosing a strong password:

- Don't use one password for all accounts
- Password should have at least 8 characters long with a combination of upper- and lower-case characters and numbers
- Don't include your name or part of your name, birthdate, mobile number in your password
- Don't use easy to guess word or sentence as password

Weak	Strong
John1991	uZ#+58w&ZmDz9e3F
	

What is Two Factor Authentication (2FA)

- The Two-Factor Authentication (2FA) is an important component in Information Security.
- 2FA adds an additional layer of security protection to the authentication process by making it harder for attackers to gain access to a person's online account.
- To enhance the protection of students' personal data and tighten the information security of the University, Lingnan University has implemented the 2FA solution.
- Watch this video to understand what is 2FA
[Why 2FA? \[Video\]](#)

How 2FA works?

- 2FA is mandatory for all users, and required when logging into all systems, no matter users are inside or outside the campus network.
- More details can be found here:
- <https://www.ln.edu.hk/itsc/services/information-security/two-factor-authentication>



How to Secure Your Password

- Do not share your password with anyone
- Do not disclose your password to anyone including ITSC staff
- Do not store passwords in any physical location
- Do not store passwords on a mobile device without encryption and password protection
- Avoid to input your username or password via public Wi-Fi or on public computers
- Change your password regularly

How to Protect Your Personal Data through the Internet

- Avoid data/personal data leakage through the INTERNET
 - Do not visit any suspicious websites
 - Do not download software or media files from an unknown source
 - Do not open suspicious emails
 - Do not open any URLs on suspicious emails (it may be “phishing emails”)
 - Always check the URL or email address before you login or respond with your personal information

How to Avoid Data Leakage from Storage Media

- Avoid data/personal data leakage from STORAGE MEDIA
 - Do not leave storage media unattended in public areas
 - Keep the storage media in a secure place (with lock and key) when not in use
 - Do not rely on USB storage devices to store sensitive data
 - Use data encryption and secure devices/media to protect your data where necessary
 - ITSC advised using Microsoft BitLocker To Go to encrypt USB drives:
 - <https://www.ln.edu.hk/itsc/services/information-security/data-encryption-solution>
 - If you must copy sensitive data to a USB storage device, delete the data immediately after use

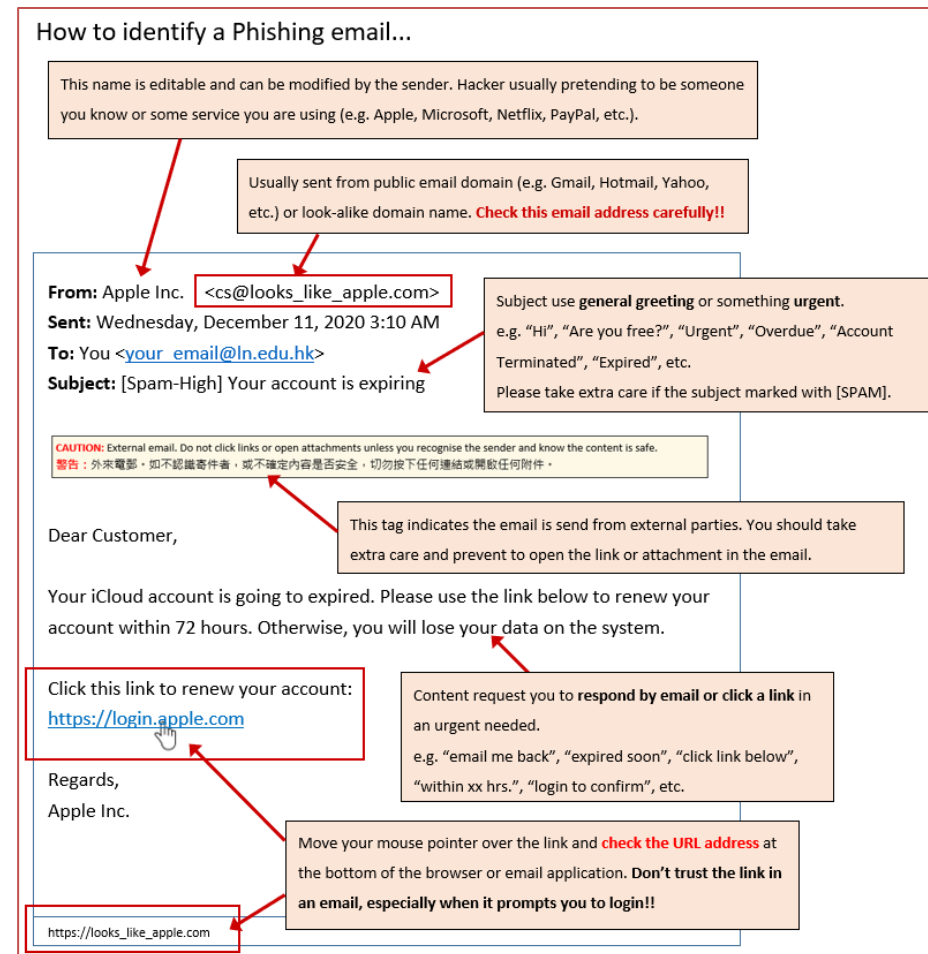
How to Avoid Data Leakage from Personal Computer

- Avoid data/personal data leakage from PERSONAL COMPUTERS
 - Protect your personal computer by installing anti-virus/anti-malware software
 - Always check and make sure the anti-virus/anti-malware software and its definition files are up-to-date
 - Install and enable a personal firewall
 - Always apply latest update and patches to your operation system

How to Identify Phishing Emails

- Phishing is an email that tries to trick you in providing personal information or visiting a fake website.
- When you receive email with curious, do not reply or click any link in the email. **REPORT** the case to ITSC immediately.
- Once confirmed it is a phishing email, ITSC will block the sender from our system.

How to identify a Phishing email...



This name is editable and can be modified by the sender. Hacker usually pretending to be someone you know or some service you are using (e.g. Apple, Microsoft, Netflix, PayPal, etc.).

Usually sent from public email domain (e.g. Gmail, Hotmail, Yahoo, etc.) or look-alike domain name. **Check this email address carefully!!**

From: Apple Inc. <cs@looks_like_apple.com>
Sent: Wednesday, December 11, 2020 3:10 AM
To: You <your_email@ln.edu.hk>
Subject: [Spam-High] Your account is expiring

Subject use **general greeting** or something urgent.
e.g. "Hi", "Are you free?", "Urgent", "Overdue", "Account Terminated", "Expired", etc.
Please take extra care if the subject marked with [SPAM].

CAUTION: External email. Do not click links or open attachments unless you recognise the sender and know the content is safe.
警告：外來電郵，如不認識寄件者，或不確定內容是否安全，切勿按下任何連結或開啟任何附件。

Dear Customer,

Your iCloud account is going to expired. Please use the link below to renew your account within 72 hours. Otherwise, you will lose your data on the system.

Click this link to renew your account:
<https://login.apple.com>

Content request you to **respond by email or click a link** in an urgent needed.
e.g. "email me back", "expired soon", "click link below", "within xx hrs.", "login to confirm", etc.

Move your mouse pointer over the link and **check the URL address** at the bottom of the browser or email application. **Don't trust the link in an email, especially when it prompts you to login!!**

https://looks_like_apple.com

HELP & SUPPORT



When in doubt, consult ITSC Staff

- Always consult ITSC Helpdesk of any IT resources and services you are unsure
- Report any potential incidents such as Wi-Fi unavailability and cybersecurity incidents to ITSC Helpdesk
- Browse the guidelines and manuals under the ITSC website:
 - <https://www.LN.edu.hk/itsc>



Who to contact and where

- ITSC Service Counter located at MB402, Patrick Lee Wan Keung Academic Building
- Email us: itsc@LN.edu.hk
- Place a Service Request at ITSC Helpdesk System

When are we available

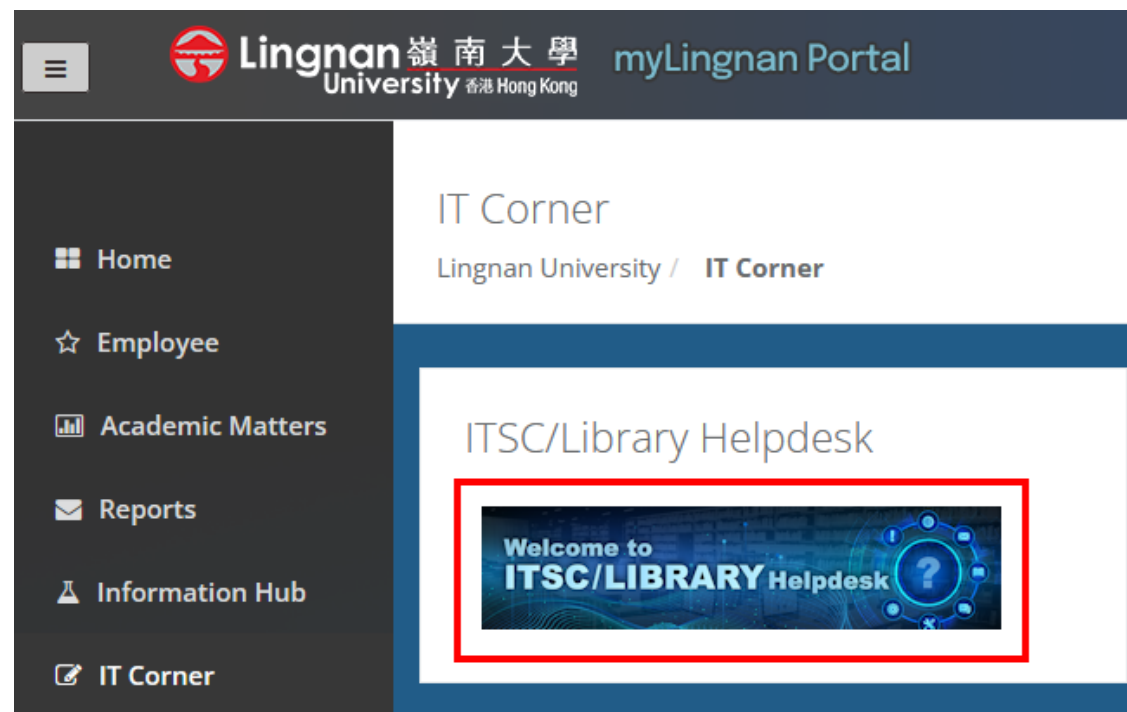
Service Hours (Term Time)

- Mon-Fri: 8:30am - 6:30pm
(except Saturdays, Sundays and public holidays)



How to submit a Service Request at ITSC Helpdesk System? (1)

- After logging in to “myLingnan Portal”, select “IT Corner” and click “ITSC Helpdesk”



How to submit a Service Request at ITSC Helpdesk System?(2)

View submitted Incident Tickets and Service Requests

The screenshot shows the ITSC/LIBRARY Helpdesk System interface. At the top, there is a navigation bar with links for Home, My Activity, and Service Categories. Below this is a large banner with the text "Welcome to ITSC/LIBRARY Helpdesk". A search bar is located below the banner, with the placeholder text "Start searching Helpdesk information." and a magnifying glass icon. Below the search bar, there are four main service categories: Enquiry, Report Problem, Request Service, and Event Support. Each category has a corresponding icon. The "Report Problem" and "Request Service" categories are highlighted with red boxes. Below these categories, there are two sections: "ITSC Coun" and "Library Opening Hours".

Home My Activity Service Categories

Welcome to
ITSC/LIBRARY Helpdesk

Start searching Helpdesk information.

Enquiry

Report Problem

Request Service

Event Support

ITSC Coun

Library Opening Hours

Or key in your problem here to retrieve relevant forms

Submit an Enquiry or report Incident Ticket such as Hostel Wi-Fi not available

Request a Service such as requesting the loan of an AV equipment

Submit an Incident Ticket

- Submit an Incident Ticket



The screenshot shows a web form titled "Report Problem to ITSC" with a clipboard icon. The form includes the following fields and callouts:

- Request for**: A dropdown menu with "Select" as the current option. A blue callout bubble points to this field with the text "Enter your Incident details".
- Quantity**: A dropdown menu with "Select" as the current option.
- Which category of service are you looking for?**: A dropdown menu with "Select" as the current option.
- How does the question impact you? (required)**: A dropdown menu with "Select" as the current option.
- Can you share your question? (required)**: A text area with the placeholder text "Your question will be directed to ITSC support".
- Attachment(s):**: A section with a button labeled "Attach Files" and the text "or drag and drop files here". A blue callout bubble points to this section with the text "Add attachment(s)". Below this, it states "Maximum file size: 5.00 MB" and "Maximum file count: 3".
- Buttons**: On the right side, there are two buttons: a red "Submit request" button and a grey "Save and draft" button. A blue callout bubble points to the "Submit request" button with the text "Click 'Submit request' when finished".

Place a Service Request (1)

- Request a Service

The screenshot displays the 'Browse Services' interface. At the top, there is a 'Browse Services' dropdown menu and a search bar with the placeholder text 'Start searching Help'. A blue callout bubble points to the search bar with the text 'Select the required service from the list'. Below the search bar, the 'Account Services' section is visible, featuring a grid of service tiles. The tiles include: 'Access to Applications', 'Access to Banner Admin Pages', 'Account Activation Reset for Staff/Departmental/Project/Contractor Account', 'Account Activation Reset of Student Account', 'Account Renewal or Administrator/Custodian Update', 'Add/Remove Delegates for Collection of Computer Account Slip', 'Activation Reset for Student Hostel Association Accounts', and 'Alumni Account Reset'. A 'Show all 36 items >' link is located to the right of the 'Account Services' section. Below this, the 'Applications Development' section is partially visible, showing tiles for 'Access to Applications', 'Amendment of Term-End CTLE Checklist Data', 'Change of Date for Conducting the Term-End CTLE Survey', 'Early Release of Term-end CTLE Results', 'Photo Gallery Account Management', 'Request for Application Development', and 'Smart Card Support System'.

Place a Service Request (2)

< Search Checkout [Share](#)

 AV Equipment On Loan (Student Society/Hostel/Teaching Events)

Request for	Quantity
 AV Equipment On Loan	1

☒ Terms of loan

[Request Details](#)

Request Details

Name of Event (required)

(required)

(required)

ion (required)

Fill in necessary
information

Click "Submit Request" when
finished

Useful Links

- Lingnan University Home Page
 - <https://www.LN.edu.hk>
- ITSC Home Page
 - <https://www.LN.edu.hk/itsc>
- Teaching and Classroom Support
 - <https://www.ln.edu.hk/itsc/services/it-facilities/teaching-and-classroom-support>
- Desktop PC / AV Equipment On-loan for Supporting University Events
 - <https://www.ln.edu.hk/itsc/services/multimedia-and-av-services/av-equipment-on-loan-services>
- Lingnan Information Security Policy
 - <https://www.LN.edu.hk/itsc/policies-and-guidelines/information-security-policy>
- Orientation Materials
 - <https://www.ln.edu.hk/itsc/services/user-training/orientation>

THANK YOU

