

Student Guideline's for Online Learning and Use of IT services

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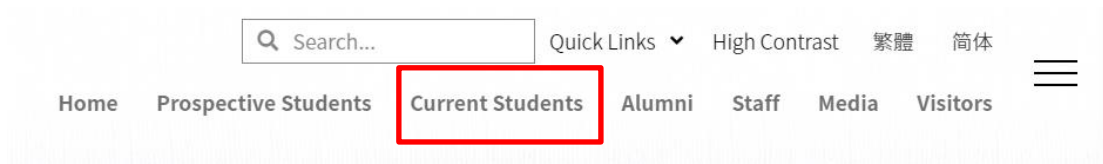
Appendix

A. [How to activate student account](#)

(i) [HKMU email](#)

Enter or click this link <https://www.hkmu.edu.hk/>

1. Choose Current Students



2. Click Undergraduate & Sub-degree



3. Click Services and Support



Appendix

4. Click Single Password Management

Services and Support

- Student Affairs Office
- Online Booking System for Amenities OBSA
- Update/Change Personal Information
- Update/Change Emergency Contact Information
- Student ID Cards
- **Single Password Management**
- Email Services
 - Webmail
 - O365 Email
 - Gmail
- MyHKMU User guide
- IT Helpdesk/Hotline
- University Wi-Fi
- Internet Services
 - Anti-SPAM
 - MyDrive

5. Click Single Password Management HKMU and LiPACE students

Students are required to enter their Username and Single Password to access secure HKMU online services .

Both new and continuing students should create a Single Password.

If you are a continuing student, your Single Password will replace your old password(s) for HKMU online services .

Your online services username

The Username for students is: lower-case 's' + the first seven digits of your student number.

(For example, if your student number is 04123456, then your Username is 's0412345'.)

You can use this username to logon the online services mentioned below.

Your Single Password

To manage your Single Password choose the appropriate option below:

Single Password Management HKMU and LiPACE students
Create Single Password Continuing Professional Development (CPD) students

Appendix

6. Click Activate Password



Single Password Management - HKMU Student

Eligible for *Distance Learning*, *Full-time*, *eLearning* and *LIPACE* students

To facilitate the management of your password more securely, the password management mechanism has been enhanced to include a secret question and answer component. You are now required to setup a secret question and answer while using **Activate Password**. Subsequently, you can view or update your secret question and answer using **View/Update Secret Question and Answer**. You can change current password using **Change Password**. Or, if you forget your current password, you can reset a new password using the **Forget Password**. Moreover, you may also use **Synchronize Password** to update your Single Password to all-related services again if you find password problem on some services.

Please choose your action below:

<p>Activate Password If you are new student or existing student who did not set the secret question and answer, you need to activate your password together with a secret question and answer.</p>	<p>Change Password If you want to change your current password.</p>
<p>Forget Password If you forgot current password, you can reset a new password by providing your secret answer.</p>	<p>Synchronize Password Depending on your account availability your Single Password may not be able to update to some services. You can synchronize the current password to all-related systems again at later time.</p>
<p>Help Desk If you forgot both your current password and secret answer, you may call our Technical Hotline for assistance.</p>	<p>View/Update Secret Question and Answer If you want to set a new secret question and answer.</p>

If you have problem using the above functions, you can call our Technical Hotline at 2711-2100 or email to itohelp@hkmu.edu.hk

7. Fill in the form



Note to HKMU Student :
Single Password Management - **Activate Password**. Activate Password is available for new student or existing student who did not setup secret question and answer. You will be asked to set a secured question and answer that is useful in case you forget your password. When you activate your Single password, your passwords in related systems will be updated, including MyHKMU, Electronic Library, Online Learning Environment and various eServices.

New Password Requirement :
 • Your new password MUST be 8 to 12 alphanumeric characters(A-Z, a-z, 0-9, case-sensitive) in length
 • Your new password MUST contain at least one uppercase letter, lowercase letter and number

Activate Password

<p>1 Enter Personal Information</p>	Student number e.g. 98123456
	HKID/Other ID number (Select the ID type and enter number. Non-HKID cardholders should select "Other ID" and enter the relevant identity number.) <input checked="" type="radio"/> HKID <input type="radio"/> Other ID
	Date of Birth e.g. 20/01/1970 DD/MM/YYYY
<p>2 Set Secret Question and Answer</p>	Question (max 40 alphanumeric characters) e.g. What is my pet name What is my favorite movie
	Answer (max 40 alphanumeric characters)
	Re-type Answer You will need to provide your secret answer to reset password in case you forgot your password.
<p>3 Click the Create button to set your single password.</p>	New Password (8-12 alphanumeric characters) Confirm New Password <input type="button" value="Create"/> <input type="button" value="Clear Form"/>

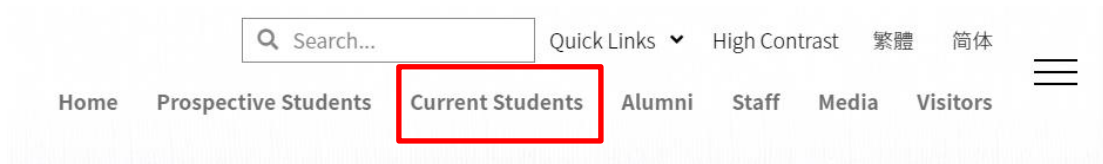
If you have problem to create a new password, you can call our Technical Hotline at 2711-2100 or email to itohelp@hkmu.edu.hk

Appendix

ii) [O365](#)

Enter or click this link <https://www.hkmu.edu.hk/>

1. Choose Current Students



2. Click Undergraduate & Sub-degree



3. Click Services and Support



Appendix

4. Click O365 Email

Services and Support

- Student Affairs Office
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- Update/Change Personal Information
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- Student ID Cards
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- Email Services

Webmail

O365 Email


Gmail

- MyHKMU User guide
- IT Helpdesk/Hotline
- University Wi-Fi
- Internet Services

Anti-SPAM

MyDrive

5. Click Activate or Reset Password



香港都會大學
HONG KONG
METROPOLITAN
UNIVERSITY
(前身為香港公開大學 Formerly The Open University of Hong Kong)

O365 Email Service

Starting from 1st August 2022, HKMU O365 account will have a new Logon ID format, please visit: [webmail-migration](#) for more information

First Time User or Reset Password

If you would like to activate or reset your O365 account password, please click the following button and you will be prompted to login using your HKMU SSO account/password.

Returning User

Your Logon ID and Email address will be 's' + first 7 digits of your HKMU Student ID + '@live.hkmu.edu.hk'. Useful information can be found at:

- [FAQ](#)

If you need further assistance, you may contact our ITO Hotline at Tel: 2711-2100 or email itohelp@hkmu.edu.hk

Microsoft Office and One Drive for Current Students

Eligibility to use Microsoft Office and One Drive will be terminated if you have not enrolled any active courses. Please make sure to backup or download the files in your One Drive. Otherwise, the files in your One Drive will be lost once after termination.

Appendix

6. Use your Single Password to login

登入

https://student.intranet.hkmu.edu.hk

使用者名稱

密碼

7. Follow the rules of the pop up website to assign a new password

Office 365 HKMU Microsoft O365

Reset HKMU O365 account

After pressing the following button, your HKMU O365 account will become: [redacted] and your initial password will be reset to the following format:

HKmu' + your HKID (last 4 digits) + Day of Birth (DD) + Month of Birth (MM)

As an example, for HKID "A432125(S)" and date of birth "01 Feb 1973", the initial password will be HKmu12580102

The new password will be in effective after 10 minutes. If you still cannot logon, you may contact our ITO Hotline at Tel: 2711-2100 or email itohelp@hkmu.edu.hk.

Student Webmail Migration

Currently, HKMU Webmail system is running in a legacy Domino platform. The system is aging after it has been running for years. To enhance the email service, it will be replaced by the Microsoft O365 Email system in this coming Autumn term.

Followings are the Important Date of the Migration:

**s1234567 is an example of a student number 12345678*

Date	Webmail	O365
1st Aug 2022	Emails sending to your webmail account (with email address s1234567@hkmu.edu.hk will also be sent to your O365 account (s1234567@live.hkmu.edu.hk)	Your O365 account will have a new email address: s1234567@live.hkmu.edu.hk <u>New Students</u> After an activation of O365 account, Logon ID will be in the new format. <u>Existing Students</u> If you reset your O365 account password, Logon ID will be changed to the new format.
1st Sep 2022	You can still be used until the end of September.	If you have not reset the password in August 2022, your Logon ID will be changed to s1234567@live.hkmu.edu.hk automatically. You should use the new Logon ID to logon your O365 account.
1st Oct 2022	Your webmail account will not receive new coming emails. You cannot compose new emails in the webmail system and your account will become read only. You can copy the old emails in the system to O365 email system if desired. *User guide will be provided later	O365 will be your email account. <u>Existing Students</u> Those old email addresses will be valid until: a1234567@live.ouhk.edu.hk (valid to 31 st Dec 2022) a1234567@live.hkmu.edu.hk (valid to 31 st Dec 2023)
End of Autumn Term	The Legacy Webmail system will be obsolete and the platform will stop in service.	

Appendix

B. [How to use OLE](#)

i) [How to submit assignments through OLE](#)

Enter or click this link <https://elipace.hkmu.edu.hk/>

1. Enter your Username and Password (same as email service)



網上學習系統
Online Learning Environment

Username 使用者名稱:
Password 密碼:

Enter 登入

Help · Forgot password
登入方法 · 忘記密碼



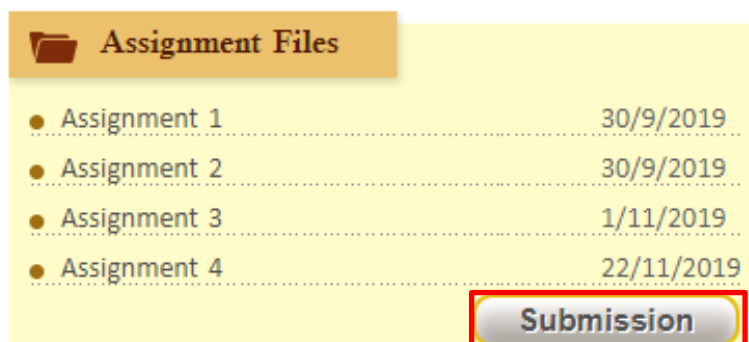
© Hong Kong Metropolitan University

[The HKMU's Personal Data Protection Policy](#)

When you visit the OLE, we collect general information about your visits.
The information will be used for student and university administration and
research purposes.

For details of the University Personal Data Protection Policy,
please click <http://www.hkmu.edu.hk/ppps/>.

2. Click Submission to submit your assignment



Assignment Files

● Assignment 1	30/9/2019
● Assignment 2	30/9/2019
● Assignment 3	1/11/2019
● Assignment 4	22/11/2019

Submission

Appendix

3. Click the suitable hypertext link

No.	Assignment Title	Submit Date/Time	Marking date	Late	Ans. Sheet Status
Assignment 1	Assignment 1 (30/9/2019)	---	---	---	Not yet submitted
Assignment 2	Assignment 2 (30/9/2019)	---	---	---	---
Assignment 3	Assignment 3 (1/11/2019)	---	---	---	---
Assignment 4	Assignment 4 (22/11/2019)	---	---	---	---
Sample Assignment 1	Sample TMA (31/12/2019)	23/8/2019	---	No	Submitted

The Sample Assignment is used only for the purpose of practicing the online assignment submission procedure. This assignment does not count as part of your marks for the course.

4. Click 選擇檔案 to attach you assignment, then click Save.

► Personal Information : OLE DEMO322 S1 (oledemo322s1)

Status & Date :

Answer Sheet Status	: ---	Submission mode	: ---
Final due date	: 30/09/2019	Server receiving date/time	: ---
Marking date	: ---	Late status	: ---

Answer Section for Student

Please attach your assignment file below: (If you encountered problems in uploading an attachment, please rename your file and avoid using symbols, spaces and Chinese characters.)

選擇檔案 未選擇任何檔案 選擇檔案 未選擇任何檔案

Please put your assignment details in the field below:

Save Save & Submit Cancel

P.S. Do not confirm submission (Save & Submit) in the beginning, the process cannot be undone after it is confirmed.

5. Click 'Edit' if there are any changes. Lastly, you can click Submit after you have uploaded and checked everything you need.

Assignment File Answer Sheet Assignment Status

Assignment 1 (Assignment 1) Due Date : 30 Sep 2019


► Personal Information : OLE DEMO322 S1 (oledemo322s1)

Status & Date :

Answer Sheet Status	: Not yet submitted	Submission mode	: ---
Final due date	: 30/09/2019	Server receiving date/time	: ---
Marking date	: ---	Late status	: ---

Answer Section for Student

Attached file(s):

 oledemo322s1_Assign1_original.txt (1KB)
(Last modified: 2019/08/21 下午 04:03:48)

Attachment(s) will be virus-scanned within 12 hours.

Assignment details:

Edit Submit

Appendix

ii) [How to use OLE Discussion Board](#)

Enter or click this link <https://elipace.hkmu.edu.hk/>

1. Enter your Username and Password (same as email service)



網上學習系統
Online Learning Environment

Username 使用者名稱 :
Password 密碼 :
Enter 登入

Help - Forgot password
登入方法 · 忘記密碼



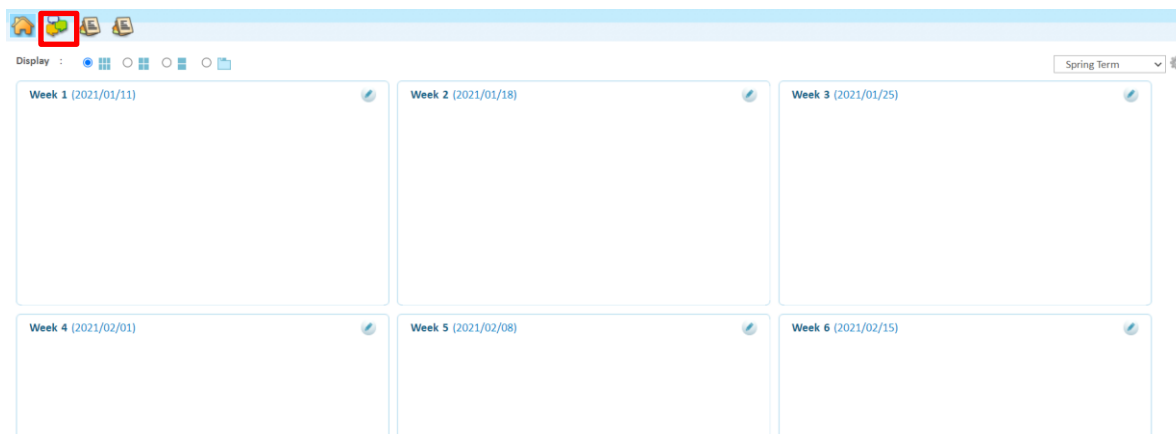
© Hong Kong Metropolitan University

[The HKMU's Personal Data Protection Policy](#)

When you visit the OLE, we collect general information about your visits.
The information will be used for student and university administration and
research purposes.

For details of the University Personal Data Protection Policy,
please click <http://www.hkmu.edu.hk/pps/>.

2. Click Discussion Board Icon



Display : [Icons] Spring Term

Week 1 (2021/01/11) [Icon]

Week 2 (2021/01/18) [Icon]

Week 3 (2021/01/25) [Icon]

Week 4 (2021/02/01) [Icon]

Week 5 (2021/02/08) [Icon]

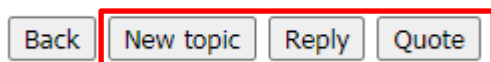
Week 6 (2021/02/15) [Icon]

Appendix

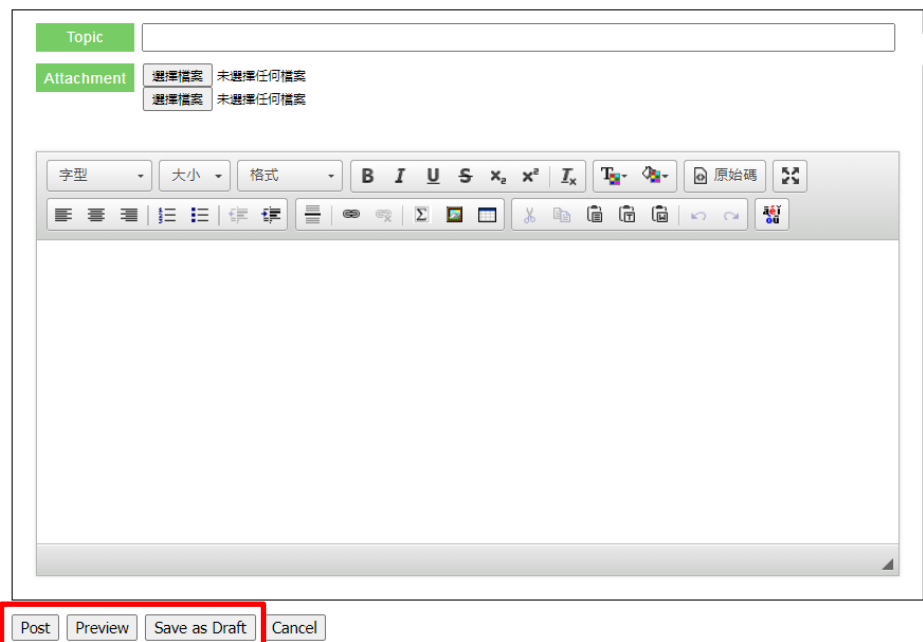
- Click the suitable Forum to finish the tasks which are assigned by your lecturer

Forum	No. of topics	No. of messages
Public Forum	0	0
Class U09A Forum	0	5
Class U09B Forum	0	0
Class U09C Forum	0	1

- Click New topic/Reply/Quote



- Fill in the information as required and click 選擇檔案 to attach you file(s). In the end, you can choose between Save as Draft, Preview your message or Post your work.



P.S. You can send a private message in Reply or Quote by clicking the private's box



Appendix

iii) [How to install iBookcase](#)

iBookcase is an in-house developed mobile app which aims to facilitate students' learning anytime and anywhere. It synchronizes with the Online Learning Environment (OLE) and provides a powerful package of learning tools for your courses.

1. Download iBookcase for free

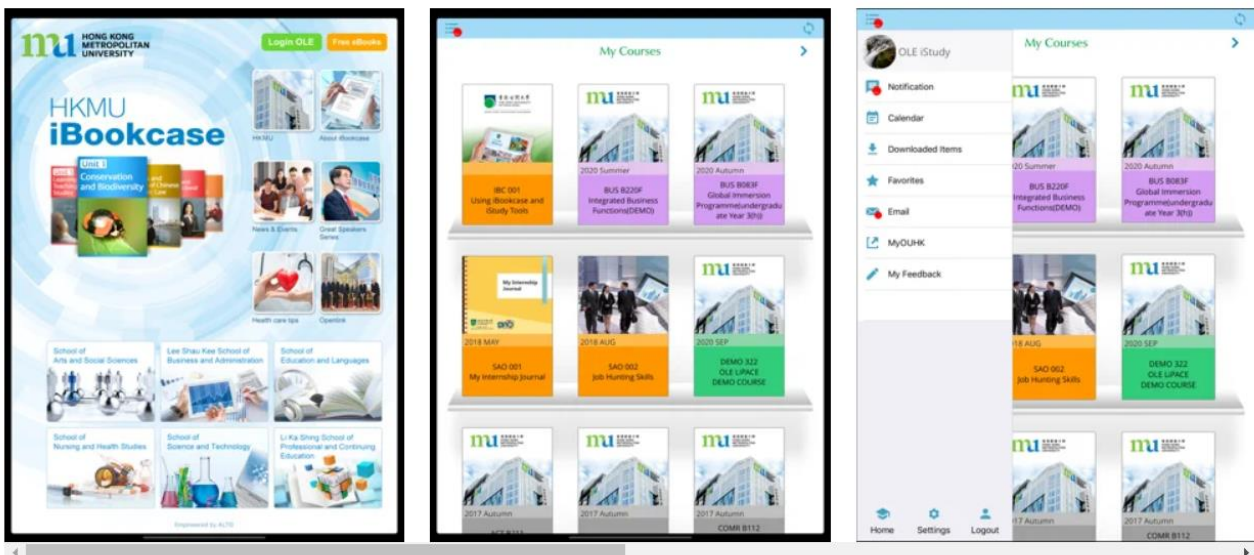
App store: Search HKMU iBC in App store

Google Play: Search HKMU iBC in Google Play



2. Log in to the iBookcase app using OLE username and password

3. After you have logged in to the iBookcase app, you can download materials of your courses to your tablet, convenient for offline reading.

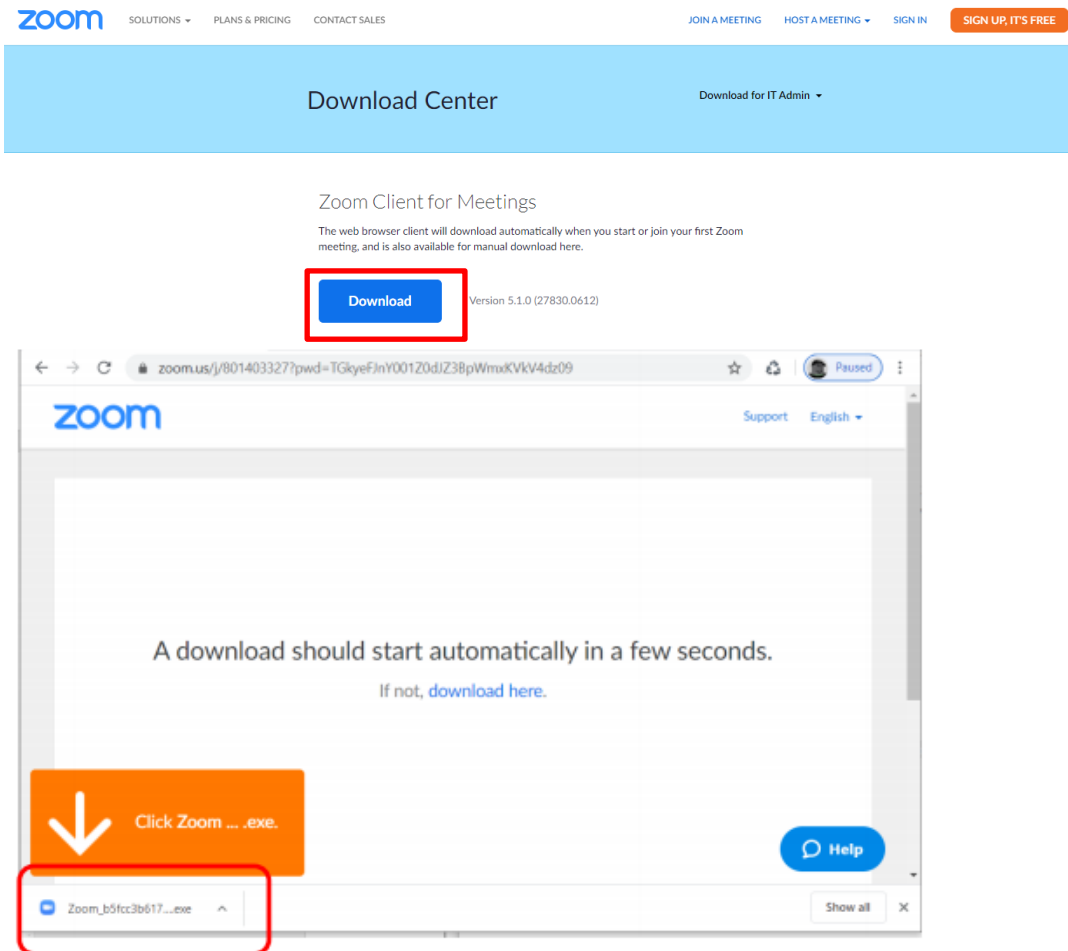


Appendix

C. How to use Zoom

1. Download the application

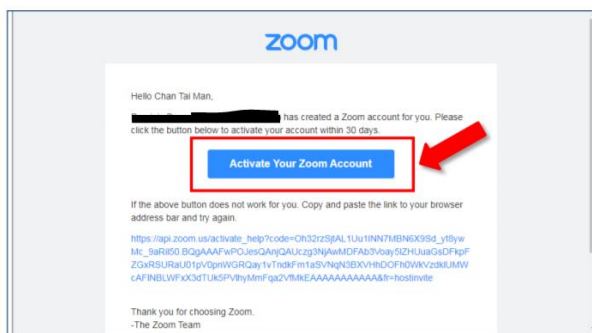
Desktop version: Enter or click this link <https://zoom.us/download>, choose Zoom Client for Meetings and click Download.



App version: App Store <https://apps.apple.com/us/app/id546505307>

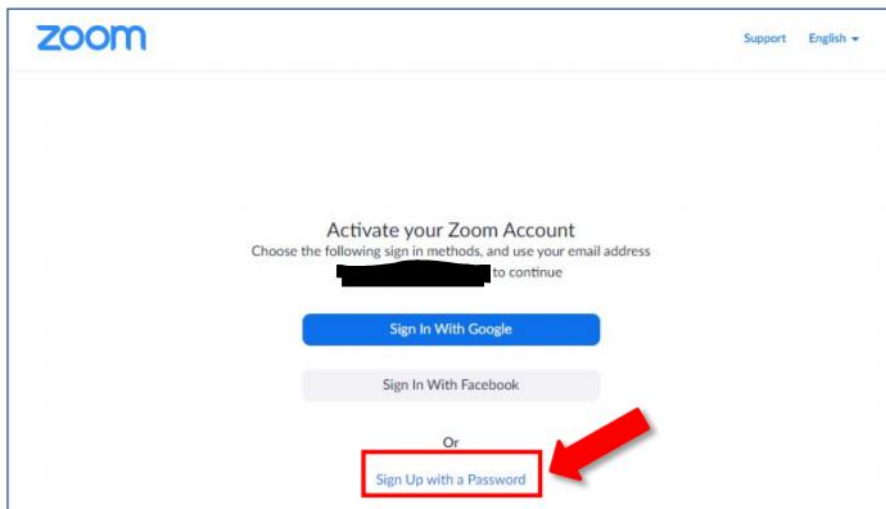
Google Play <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

2. You will receive an email with subject 'Zoom account invitation'

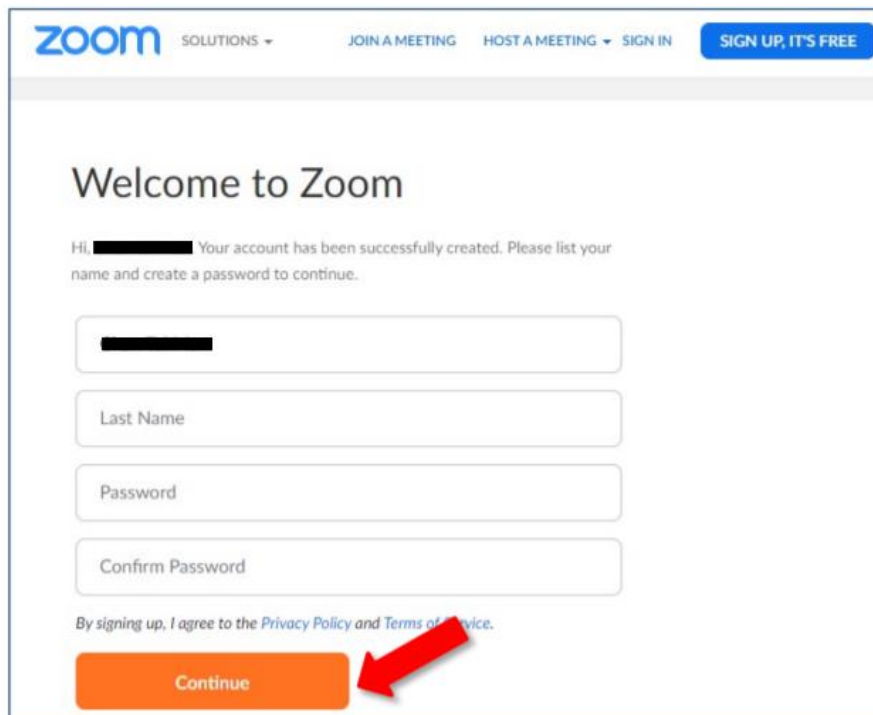


Appendix

3. Click 'Sign Up with a Password'.



4. Fill in your name and password. Remember your password. Click 'Continue'.



Appendix

i) [User Interface](#)



In-meeting controls

In-meeting controls contain the most frequently used functions during meeting.

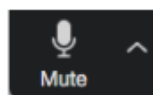
Video layout

Speaker view – The large screen will show the participant who is currently talking

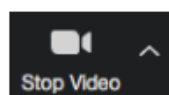
Gallery view – Screen is equally split to show the participants.

ii) [Check sound/video](#)

When a meeting starts, the first thing to do is to make sure your sound and video setup is fine. Sound feedback may produce when your microphone can pick up the sound from the headphone.



Mute/Unmute your voice



Start/Stop your video

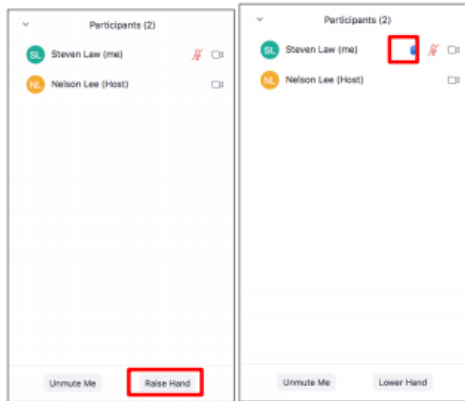
Appendix

iii) [Participants](#)



Click "Participants" button to call up a window which shows a list of participants in the meeting.

Raise hand



In a lesson, the teacher may mute everyone in the class. If you want to ask a question, you can raise hand to get the teacher's attention. The teacher then will unmute you and let your speak.

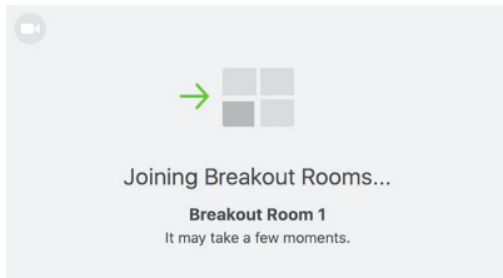
iv) [Share Screen](#)

Sharing screen is disabled for students, but you can add annotation by default. Teachers can restrict students from adding annotation anytime in class.

Appendix

v) Breakout Rooms

Sometimes teachers may want to split the class for group discussion. You will be assigned to one of the breakout room.

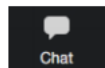


Ask for help – When you are in a breakout room and needs help from the teacher, you can press the button "Ask for help" to ask the teacher to join your room.



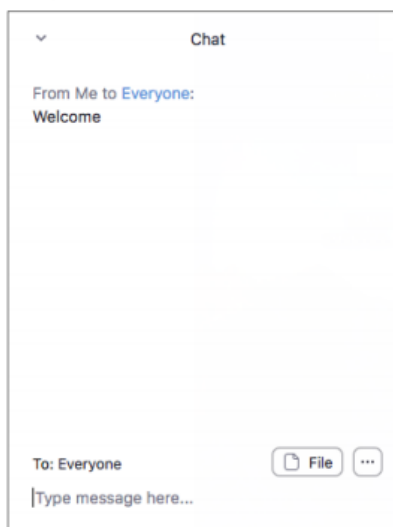
Broadcast message – The teacher can still communicate with the whole class by sending broadcast message.

vi) Chat

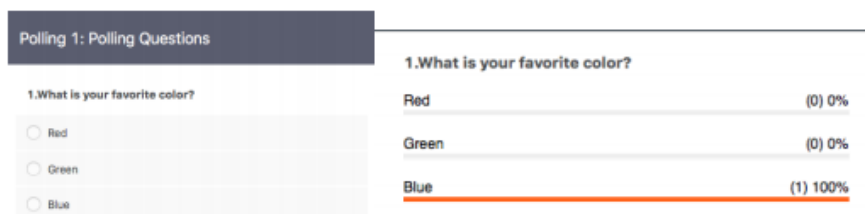


Public/Private message – You can send message to all participants and to individuals. If you are in a breakout room, sending a public message will only reach those in your room.

Send files– You can send files from Cloud drives or from your local computer.



vii) Polling



Sometimes teachers may conduct polling during class. After polling, teachers may share the result to the whole class.

Appendix

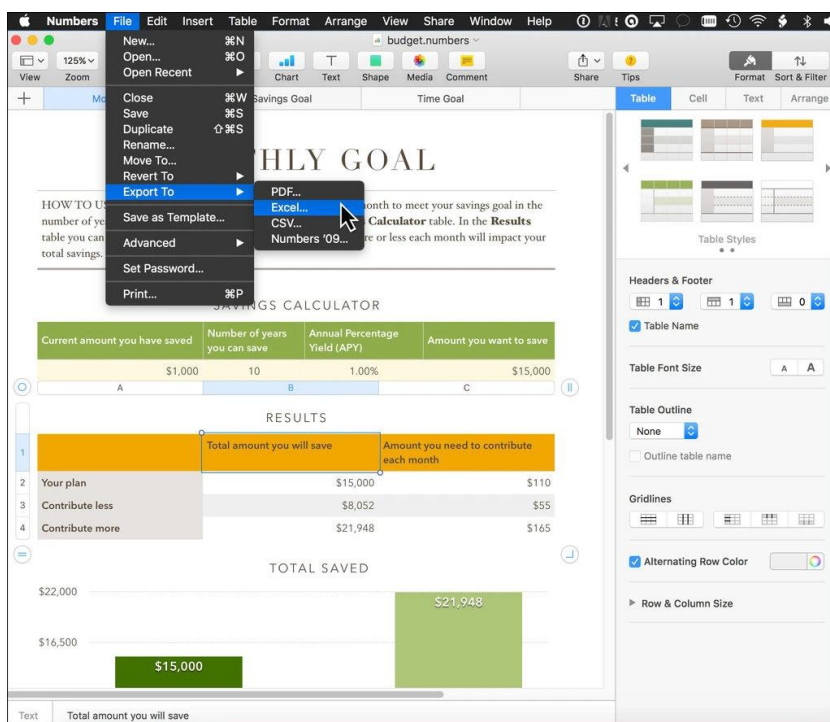
D. Formats Conversion

i) Documents (MS Word/PowerPoint/Excel) to PDF

1. Click File.
2. Click Save as.
3. Click PDF in the dropdown list at Save as Type.
4. Click Save.

ii) Pages to Word, Keynotes to PowerPoint, Numbers to Excel

1. Click File
2. Select Export To
3. Click Word/PowerPoint/Excel



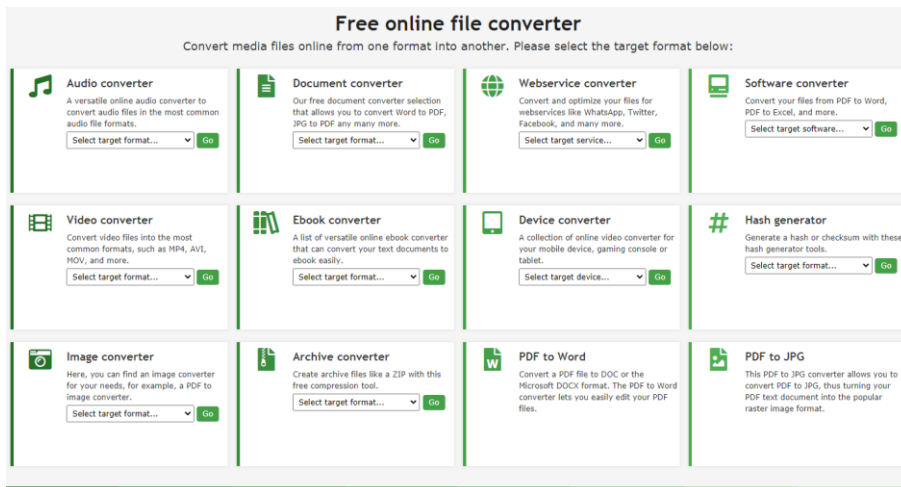
(Source: The New York Times)

Appendix

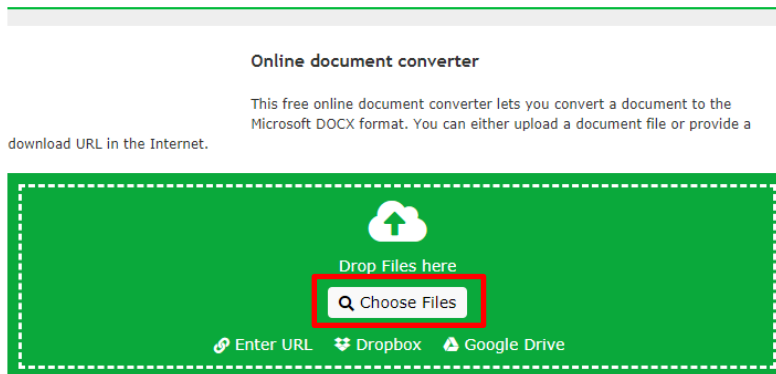
iii) [Online converter](#)

Enter or click <https://www.online-convert.com/>

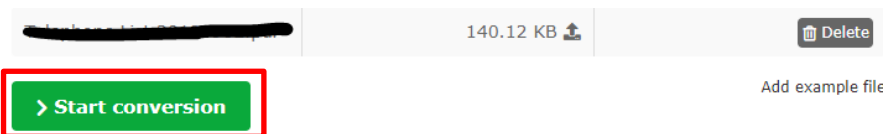
(P.S Do not covert highly confidential files in any online converters)



1. Choose a converter.
2. Select the target format in the dropdown list.
3. Click Go
4. Click Choose Files to upload the documents.

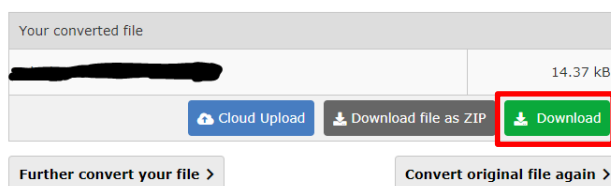


5. After the uploading, click Start Conversion.



6. When the conversion is completed, you can download the document.

Conversion Completed
We did it! If the download does not start in a couple of seconds, you can click on the download link below.
Click here to [download your file](#).



Appendix

iv) [Combine Photos to pdf](#)

For Desktop: Enter or click this link <https://imagetopdf.com/>

1. Click Upload Files to upload the photos



2. Click Combined
3. Your conversion is done.

For Smartphone:

App store: Photos PDF: Scanner Converter

<https://apps.apple.com/us/app/photos-pdf-scanner-converter/id1210034113>

Google Play: Image to PDF Converter

<https://play.google.com/store/apps/details?id=com.innover.imagetopdf&hl=en>

1. Open App
2. Select images or take pictures
3. Press Convert to PDF

v) [Microsoft Lens \(Convert Image to PDF using Smartphone\)](#)

1. Download Microsoft Lens for free 

App store: Search Microsoft Lens in App store

Google Play: Search Microsoft Lens in Google Play

2. Choose Document Mode and Press to Take Photo

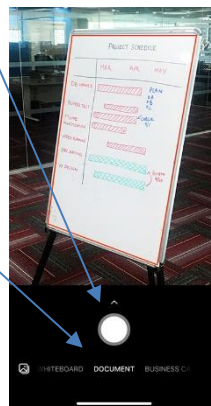


Photo from:

<https://support.microsoft.com/en-us/>

Appendix

3. You can tap Crop to adjust the range with the small dot. When you have finished cropping the image, tap Confirm.

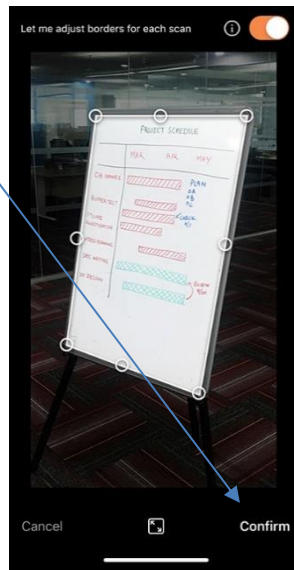


Photo from:

[https://support.micros
oft.com/en-us/](https://support.micros
oft.com/en-us/)

4. You can tap Add to add a new image. If you have finished all the scanning, press Done.

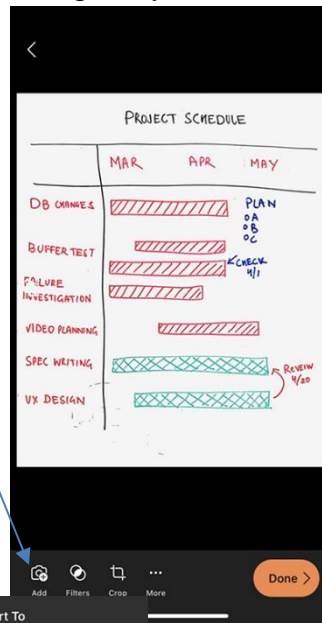


Photo from:

[https://support.micros
oft.com/en-us/](https://support.micros
oft.com/en-us/)

5. Export to PDF

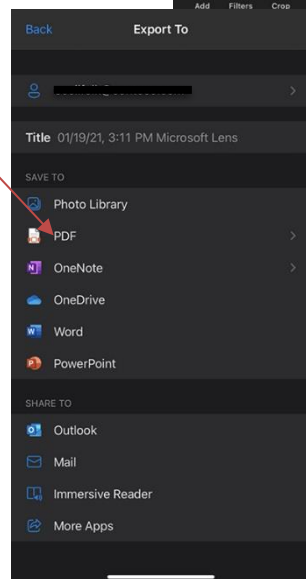


Photo from:

[https://support.micros
oft.com/en-us/](https://support.micros
oft.com/en-us/)

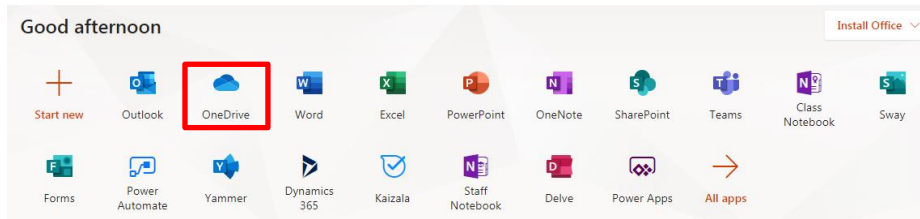
Appendix

E. How to send large-sized documents

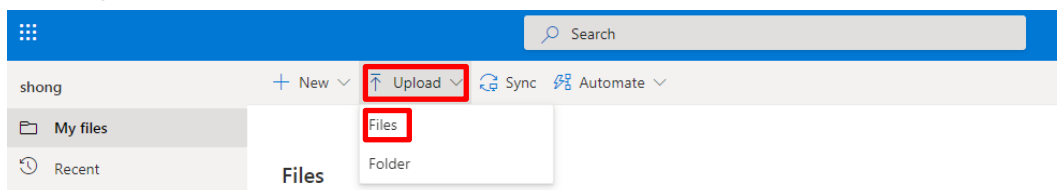
i) OneDrive

Enter or click <https://www.office.com/>

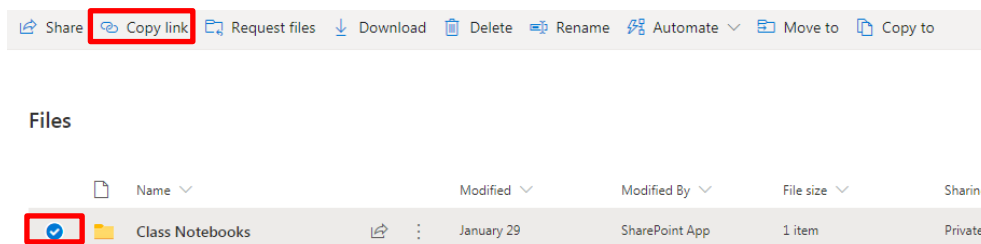
1. Log in your HKMU O365 Account
2. Click OneDrive



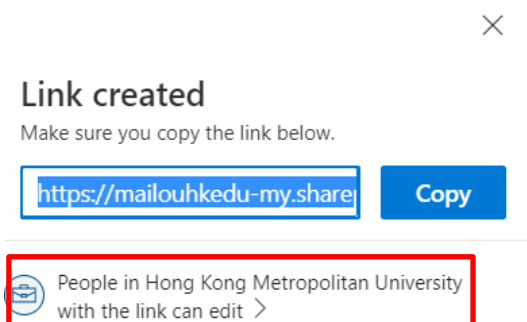
3. Click Upload and select Files



4. Choose a file and upload
5. Pick the file you want to share by selecting the circle in the upper corner of the item and click Copy link.



6. You can change the permission in the dropdown list.







Appendix

7. You can choose whether to allow editing or not

Link settings ×

Who would you like this link to work for?
[Learn more](#)

-  Anyone with the link ⓘ
-  People in Hong Kong Metropolitan University with the link ✓
-  People with existing access
-  Specific people

Other settings

Allow editing


[Apply](#) [Cancel](#)

8. Click Copy and paste the link in OLE/Discussion Board/Email/Others to distribute the file.

Link created ×

Make sure you copy the link below.

<https://mailouhk.edu-my.share> [Copy](#)

 People in Hong Kong Metropolitan University with the link can edit >