HKUSPACE Stanley Ho Community College PO LEUNG KUK

香港大學專業進修學院保良局何鴻燊社區書院

INTRODUCTION OF THE KEY FUNCTIONS OF E-LEARNING PLATFORMS

Campus Workstations – Location

Workstations available in the following locations:

- 4/F : Library
- 5/F : Learning Commons
- 6/F : Open Access Lab (Room 601)
- 6/F – 15/F : Lift Lobby

Campus Workstations – Login

- Username: **Student ID Number**
- Default Password: **First 5 characters of your HKID Number** (including alphabets and digits)
- Example:

  Username: 20091234

  Default Password: Y1234

Students holding other ID documents (e.g. Passport, Exit-Entry Permit for Travelling to and from Hong Kong and Macau 往來港澳通行證, etc.), please also input the first 5 characters of your ID Document Number as password.

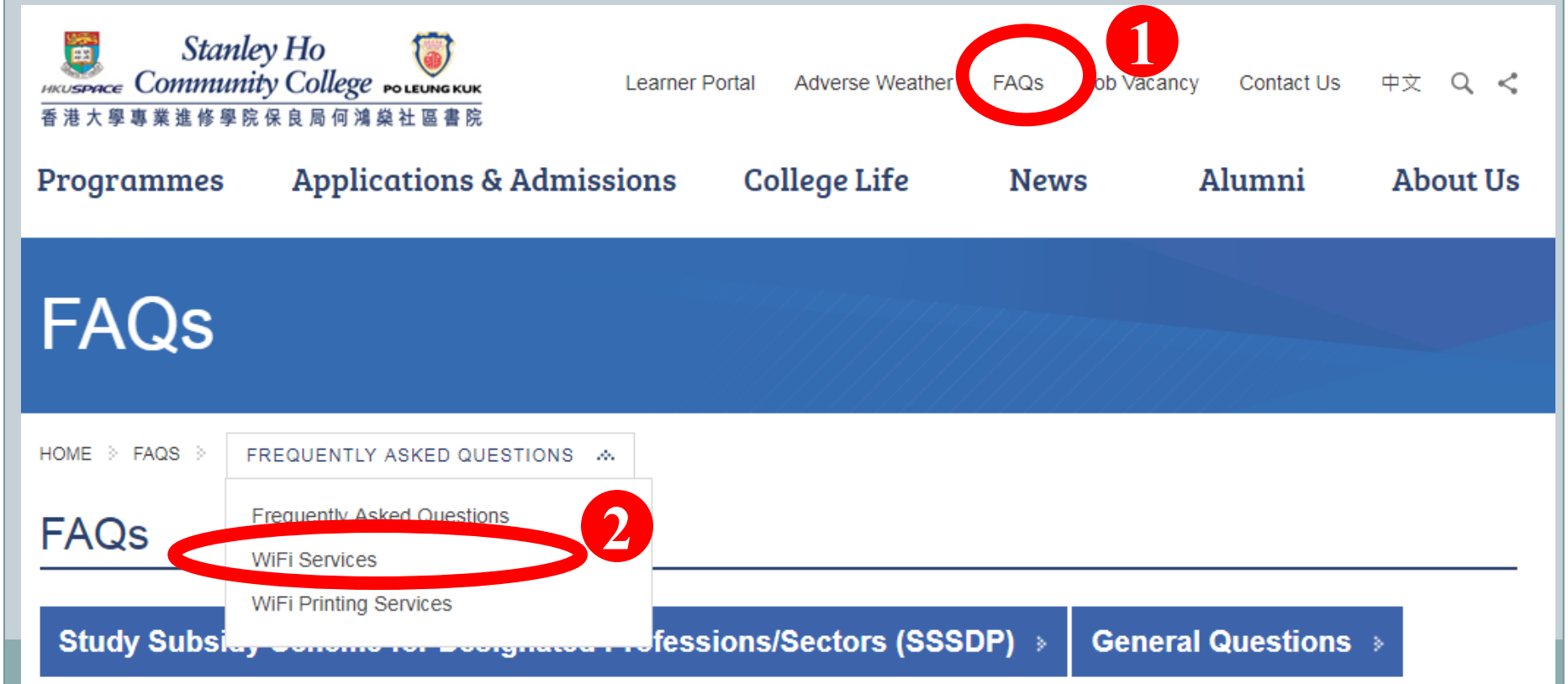
First time users are required to change password immediately if your username and default password are correct.

Campus WiFi

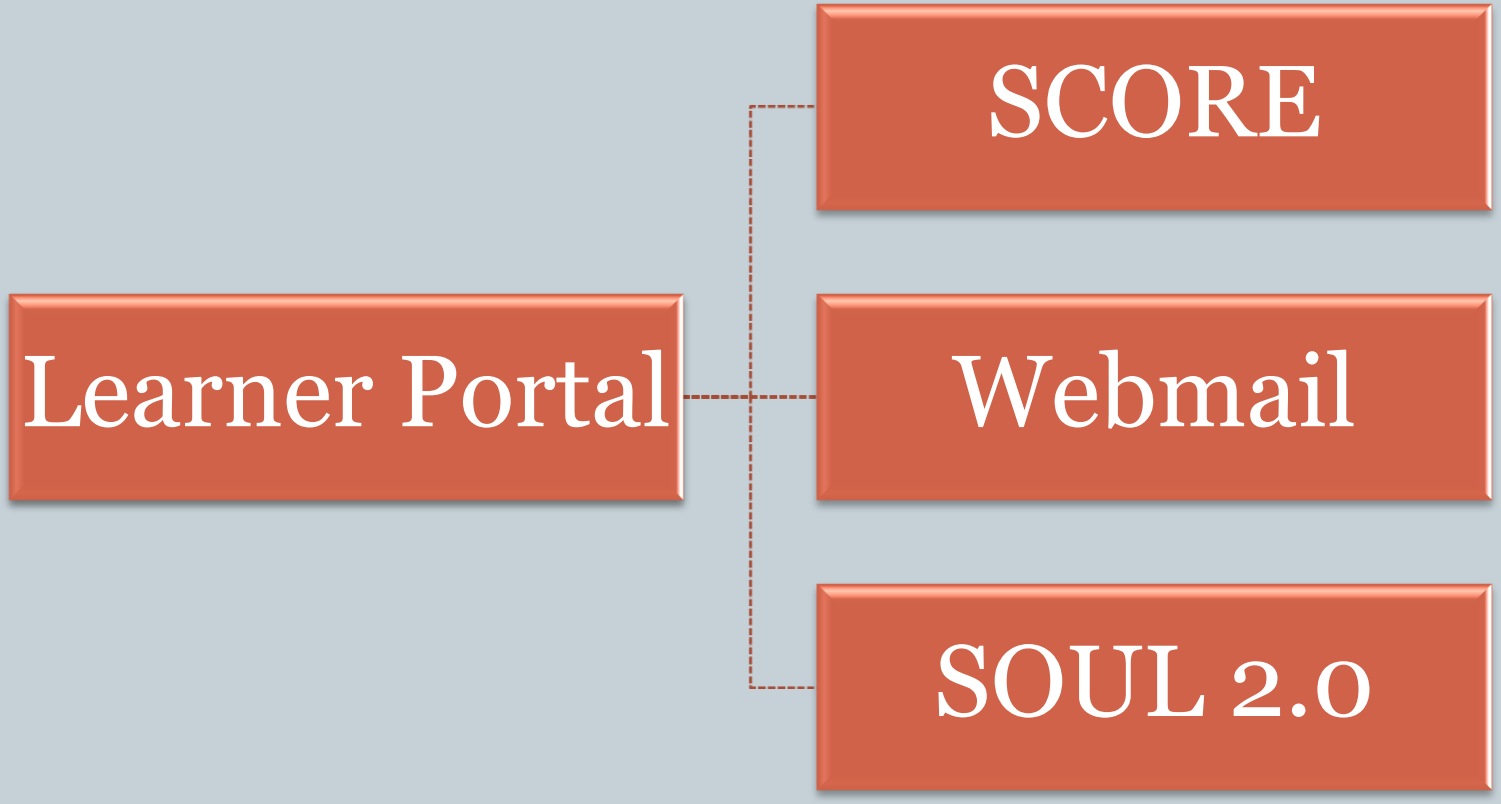
4

Step 1: Click "FAQs" via HPSHCC college webpage at
http://hkuspace-plk.hku.hk

Step 2: Click "WiFi Services" under "FREQUENTLY ASKED QUESTIONS" for user guides



HPSHCC eLearning Platforms – Overview



Overview - eLearning Platforms in HPSHCC

1. **Learner Portal**
   - Gateway to other systems
   - An e-notice board (College to Students)
   - Please check everyday

2. **SCORE**
   - Students and course record system
     E.g. checking class schedule, exam results, unofficial transcript

3. **Webmail**
   - Official email system
   - Main channel for communications
   - Please check at least once or twice a day

4. **SOUL 2.0**
   - Classroom activities system (Lecture notes downloading, assignment submission)
   - Lecturer → Students

Part 1
Learner Portal (LP)

Learner Portal – Overview

- **"One-stop" online information hubs**
- **College → Students**
- **Useful information and e-Services:**
  - **retrieve notices**
  - **student services forms**
  - **register for activities**
- **A gateway to other systems (SOUL2.0, SCORE, Webmail)**

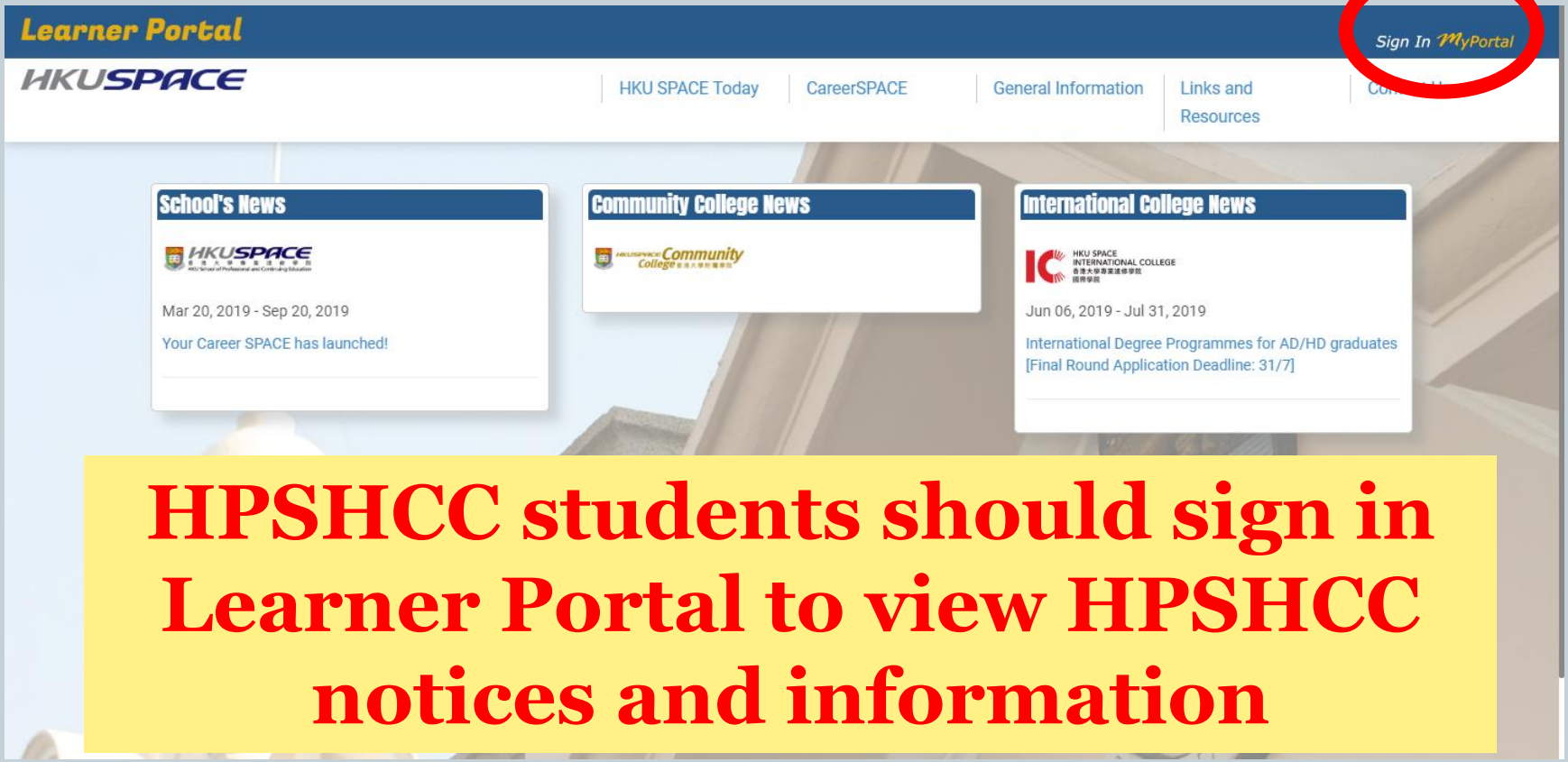
Learner Portal – Login

- **Step 1:**

  Click "Learner Portal" via HPSHCC college webpage at http://hkuspace-plk.hku.hk

Learner Portal – Login

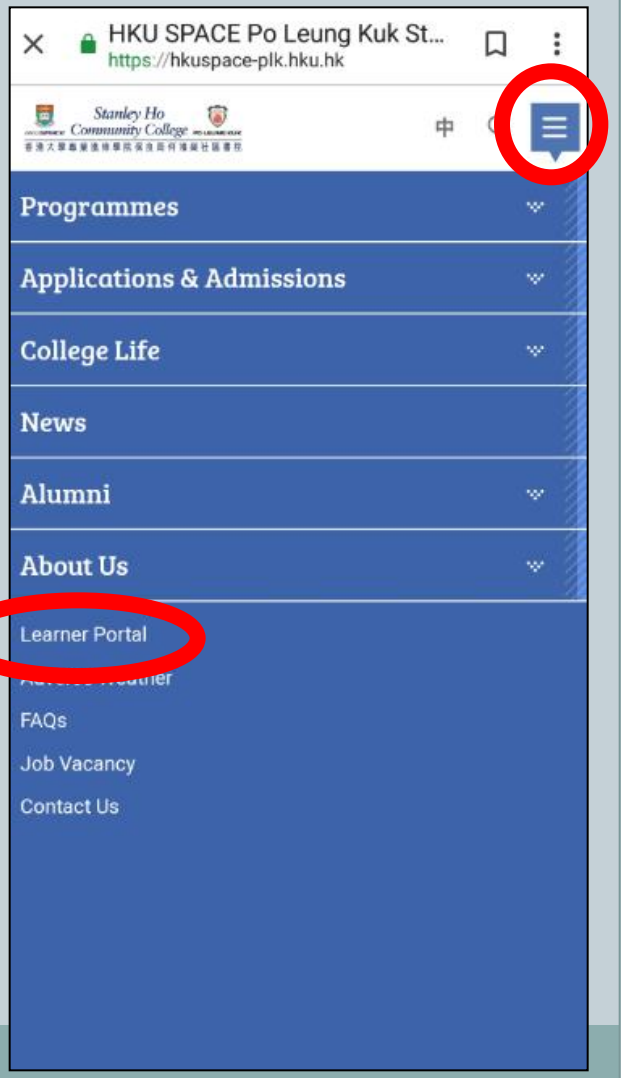
- **Step 2: Click "Sign In My Portal"**



HPSHCC students should sign in Learner Portal to view HPSHCC notices and information

Learner Portal – Login (via mobile)

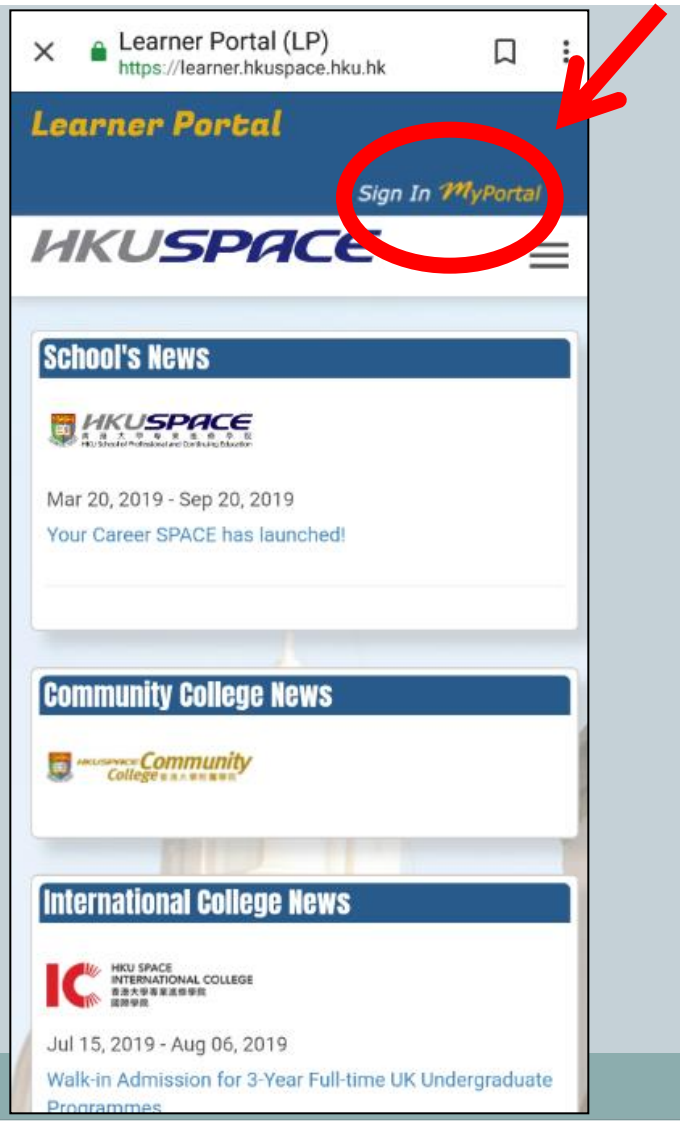
- **Step 1: Click "Learner Portal" via HPSHCC college webpage at http://hkuspace-plk.hku.hk**



Learner Portal – Login (via mobile)

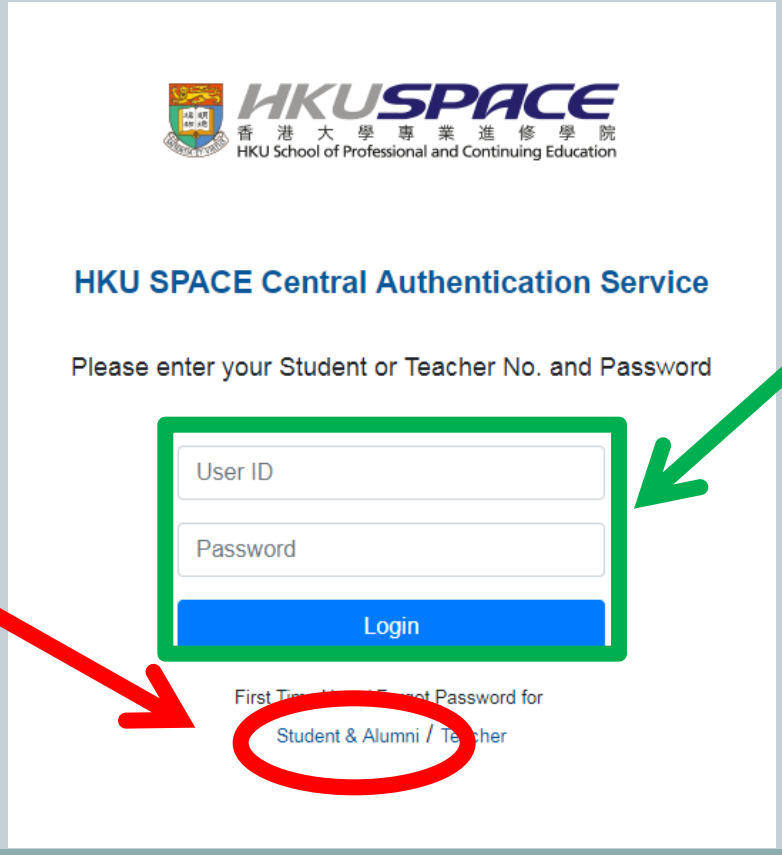
- **Step 2: Click "Sign In My Portal"**

HPSHCC students should sign in Learner Portal to view HPSHCC notices and information



Learner Portal – First Time Login

- **Step 3:**

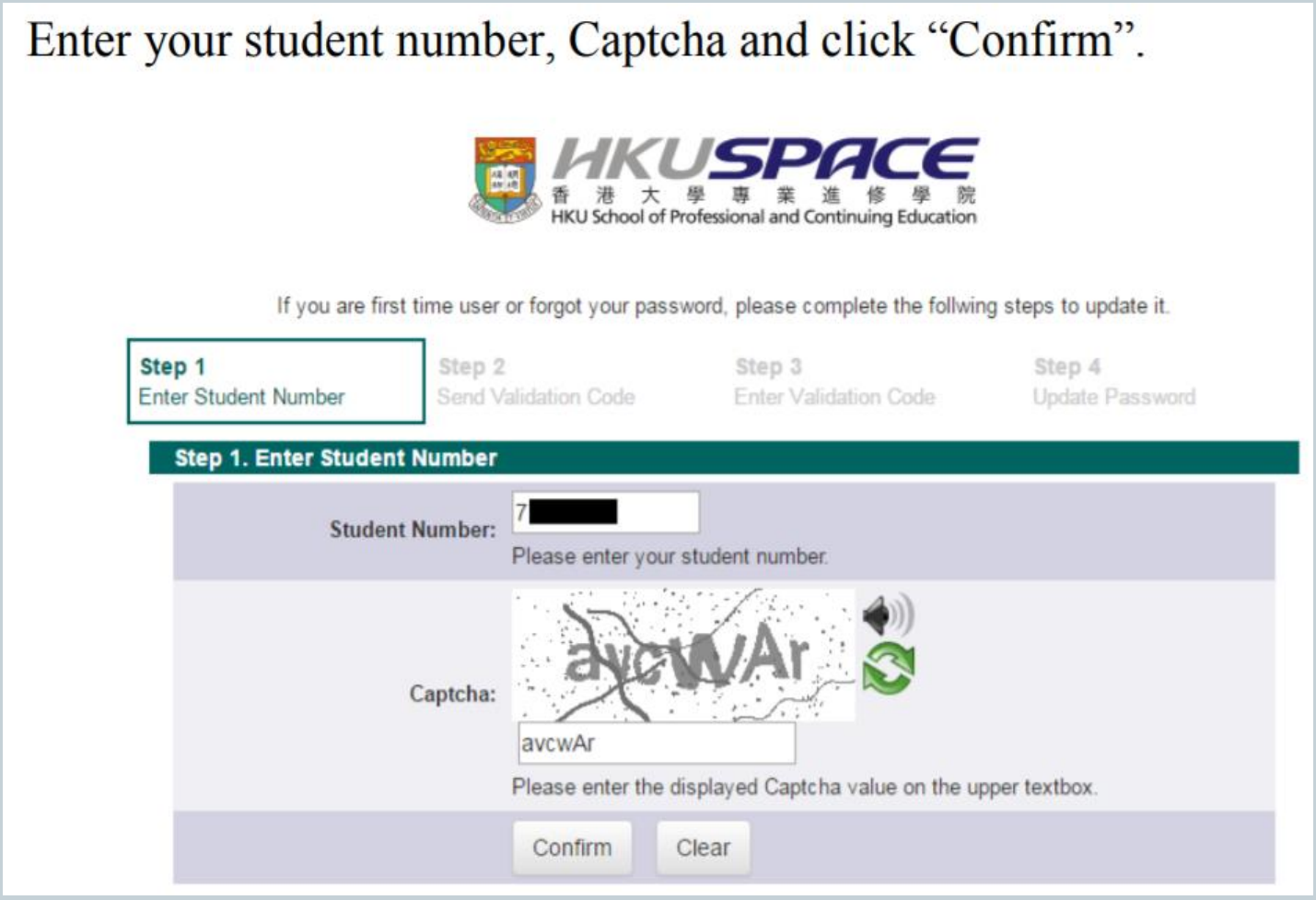


Normal User

Only for first time user or a user who forgot password

Learner Portal – First Time Login

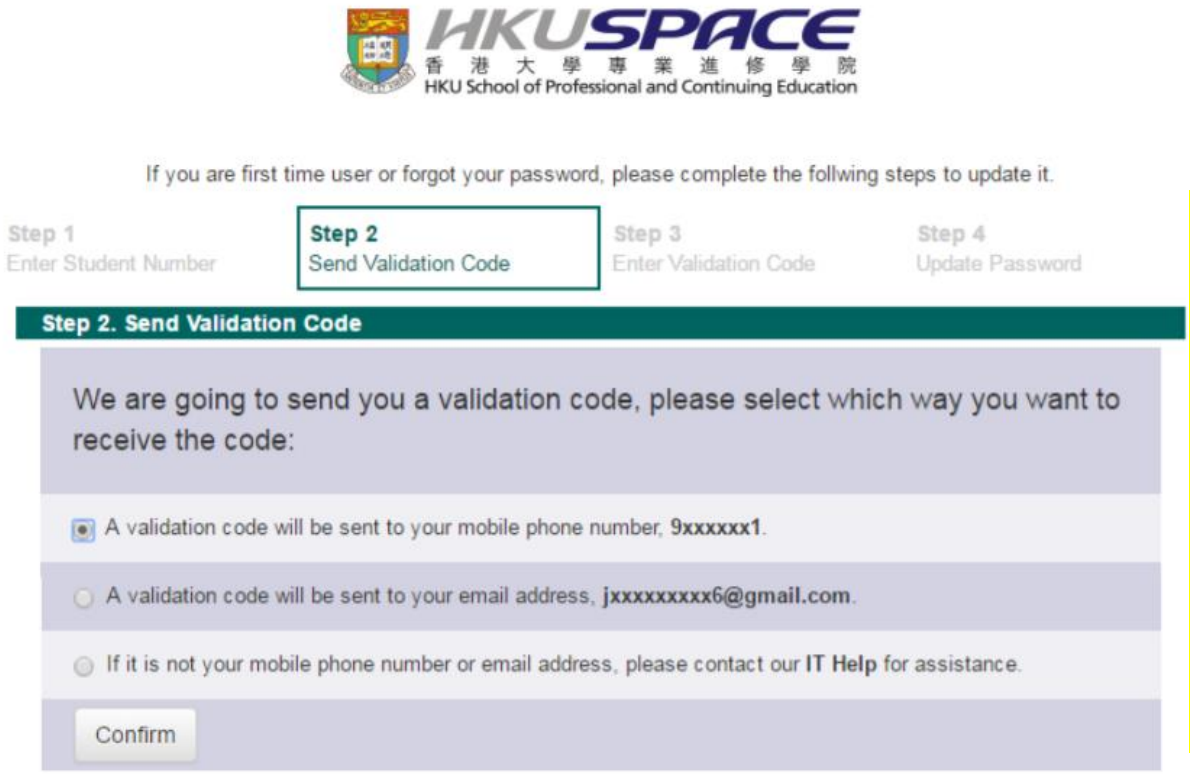
- **Step 4:** Enter your student number, Captcha and click "Confirm".



Learner Portal – First Time Login

- **Step 5:**

Select to receive validation code by either mobile phone (SMS) or personal email and click "Confirm".

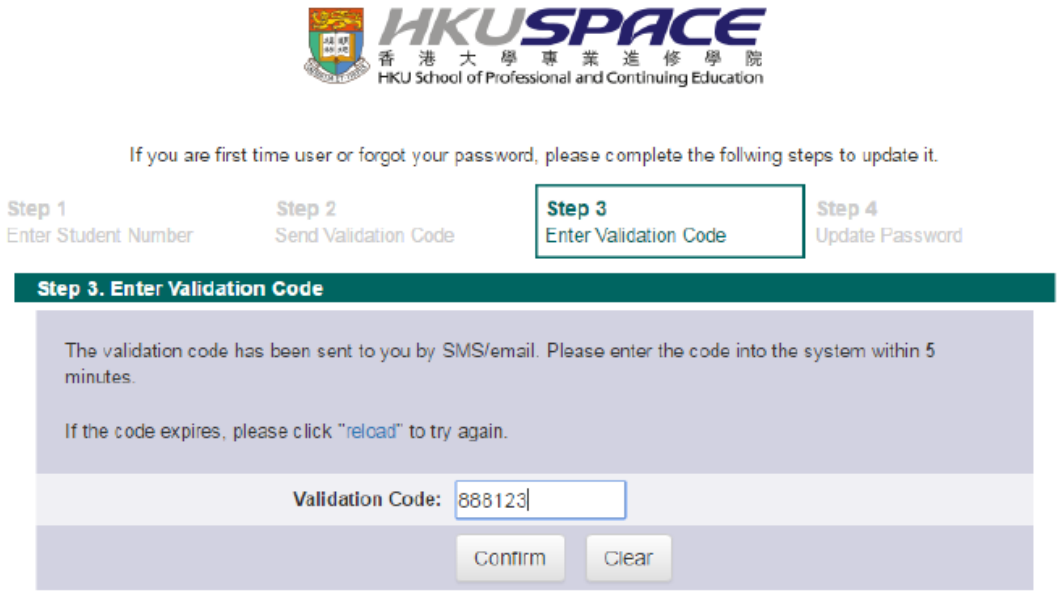


Please refer to Slide 18 if you found your mobile number or email address incorrect.

Learner Portal – First Time Login

- **Step 6:**

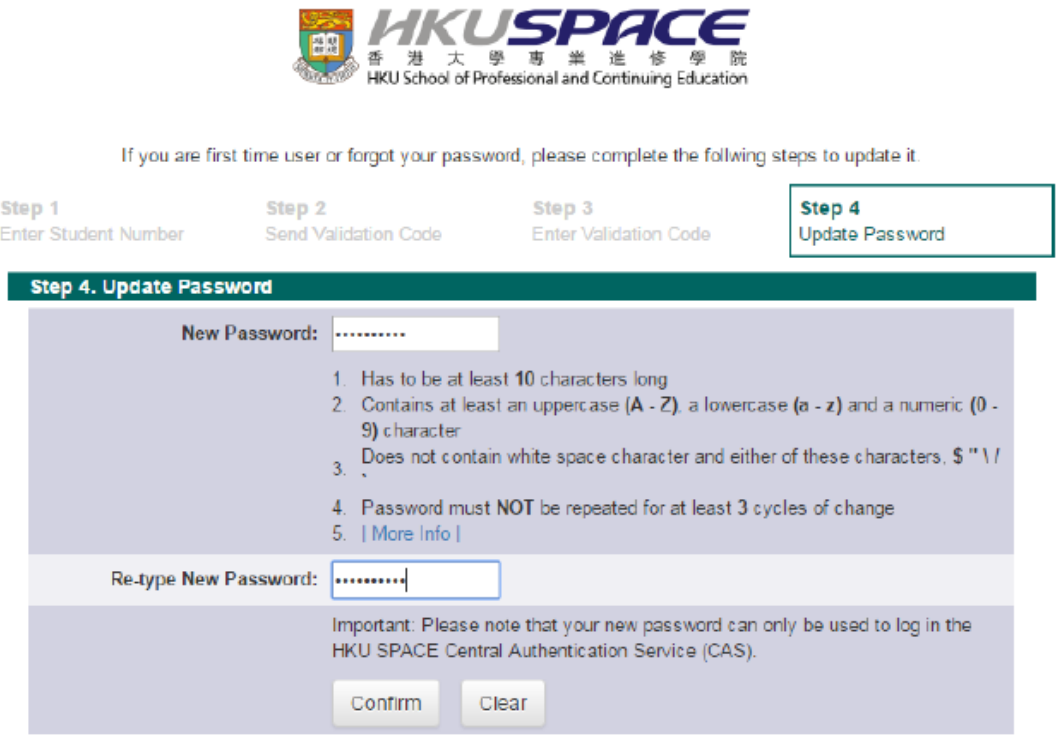
Enter the validation code you received and click "Confirm".



Learner Portal – First Time Login

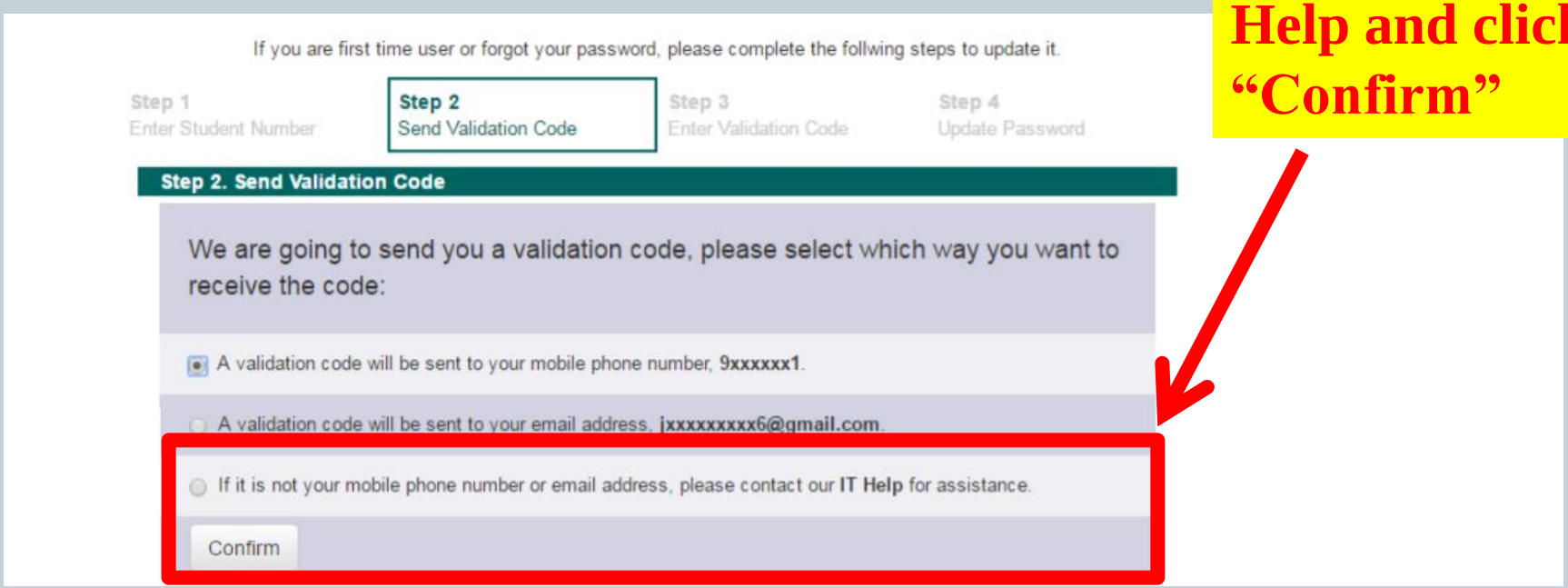
- **Step 7:**

Enter your new account password and click "Confirm". Once your password has been updated, a confirmation message will be shown. Acknowledgement will be sent to your mobile phone (SMS) and mailbox.



Learner Portal – Login Failure

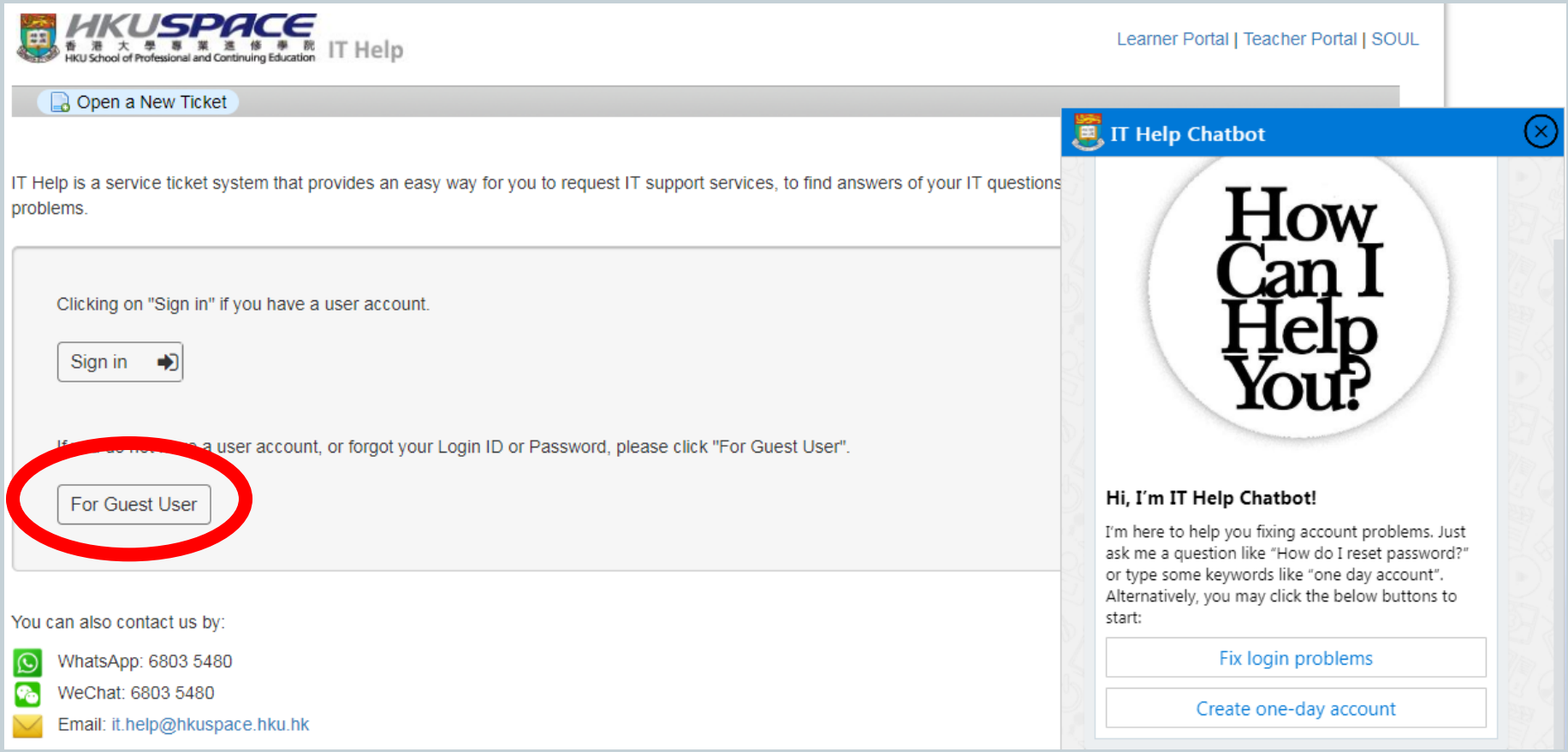
- **If you fail to receive the validation code by mobile or email, please seek IT Help for assistance.**



Select for IT Help and click "Confirm"

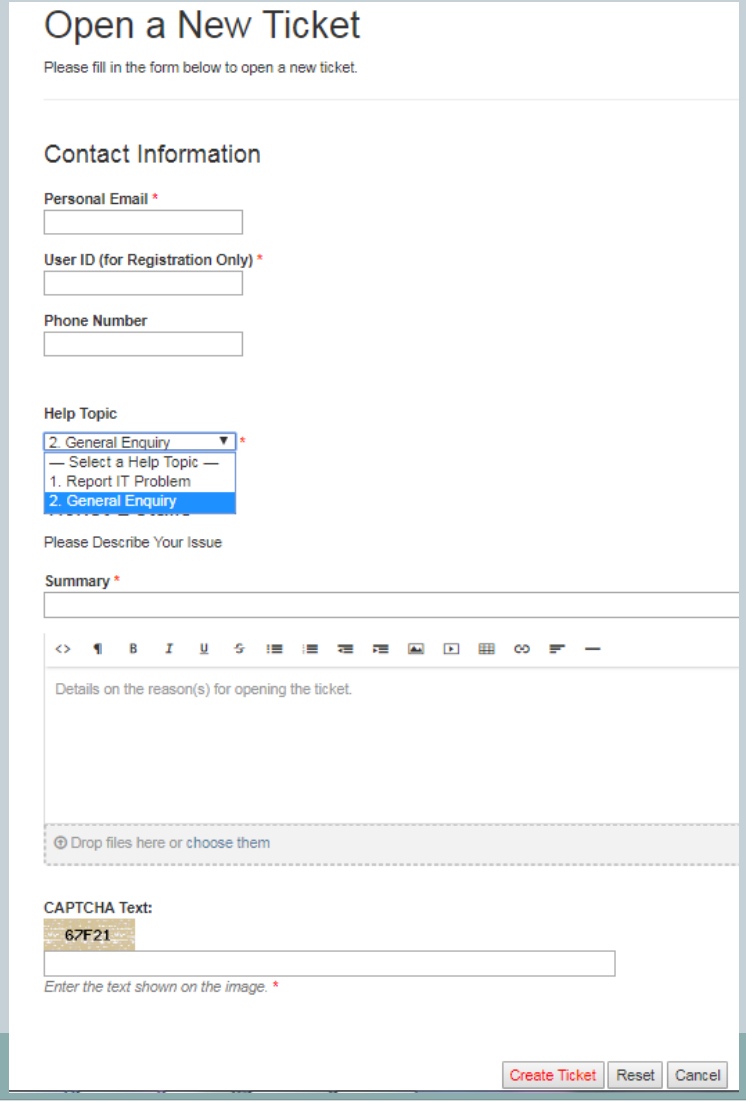
Learner Portal – Login Failure

- **Click "For Guest User"**



Learner Portal – Login Failure

- **Create your IT Help ticket with necessary information:**
  - **Personal Email: a valid email address**
  - **User ID: your Student ID Number**
  - **Phone Number (optional)**
  - **Help Topic: Select "General Enquiry"**
  - **Summary: Simply describe the problem, e.g. Unable to receive validation code for first time login to LP due to wrong mobile number & email address**
  - **Enter the CAPITAL Text according to the image provided**
  - **Click "Create Ticket"**



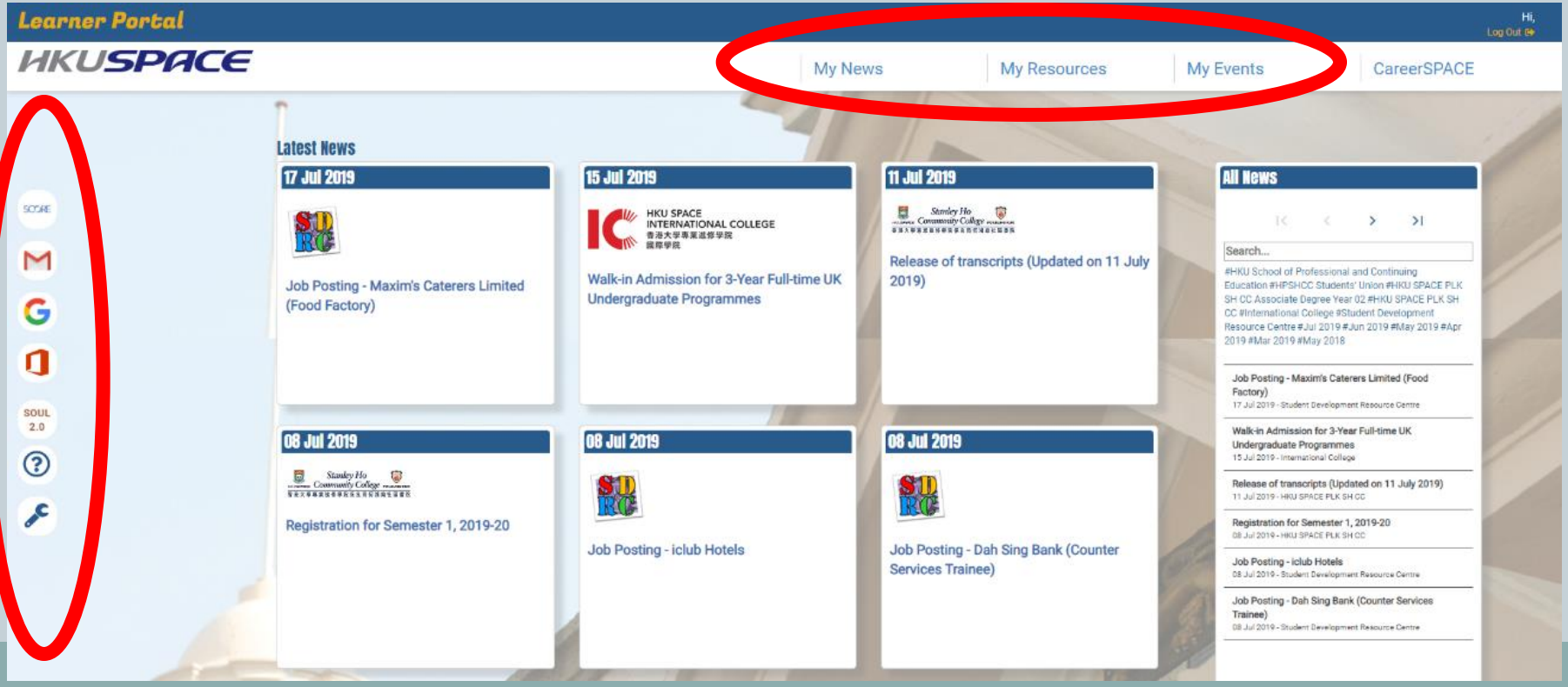
Learner Portal – Login Failure

- **After receiving your IT Help Ticket, the ITS Team will send you an email and ask you to provide some user information for confirmation purpose.**
- **Then, the ITS Team will send you another email with a link (only valid within 24 hours) for you to create a password.**
- **After successfully creating your password, please sign in to Learner Portal as a normal user (Refer to Slide 9 to 13)**

Don't forget to update your correct mobile number and email address in your online student enrollment form OR submit the form "Application for Personal Data Amendment" to the College Office.

Learner Portal – Home Page

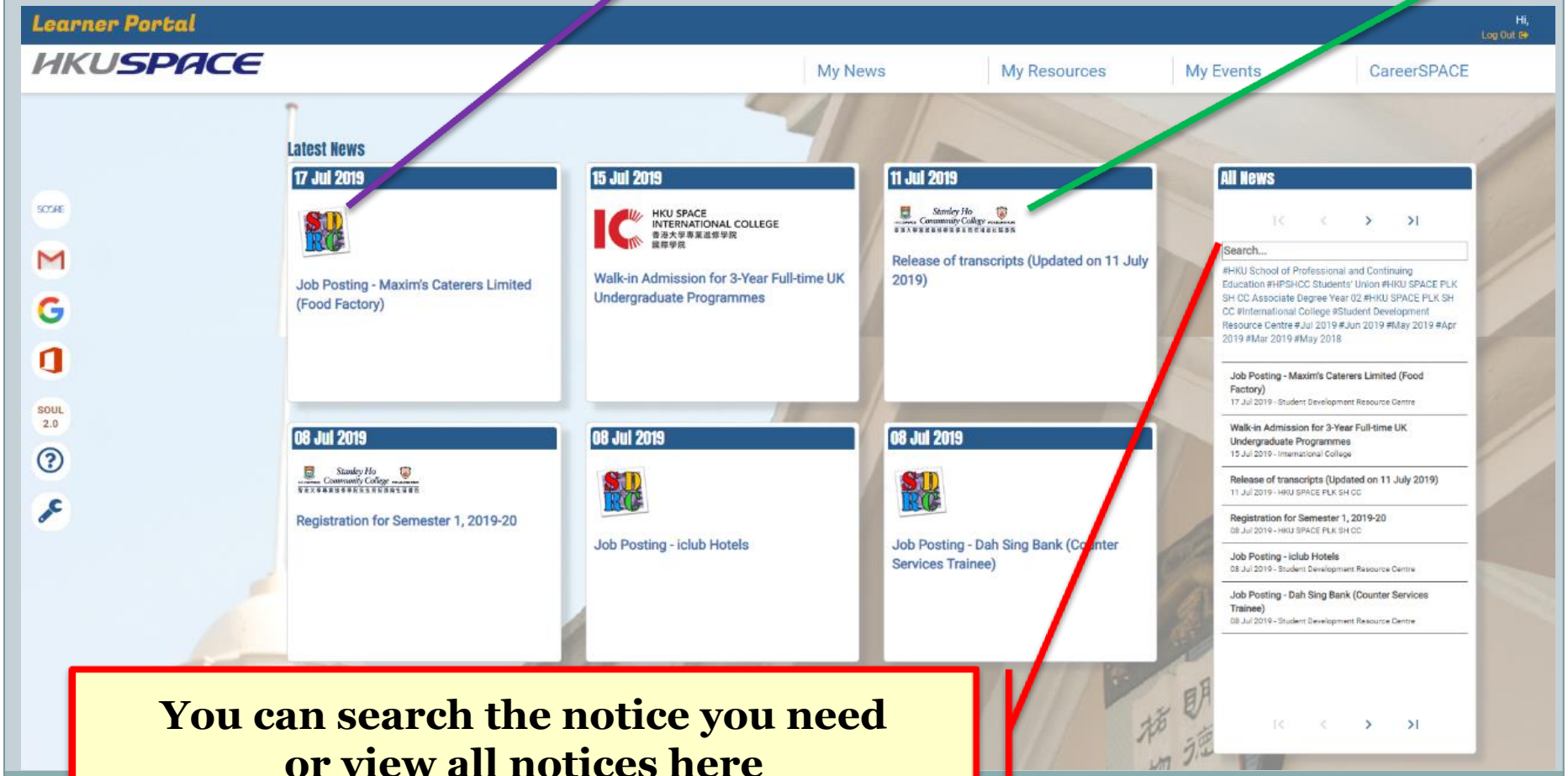
- 3 main sections, e.g. My News / My Resources / My Events
- Gateway to other systems, e.g. SOUL 2.0 / SCORE / Webmail
- Other useful tools, e.g. IT Help / Setting / Google Chrome



Learner Portal – My News

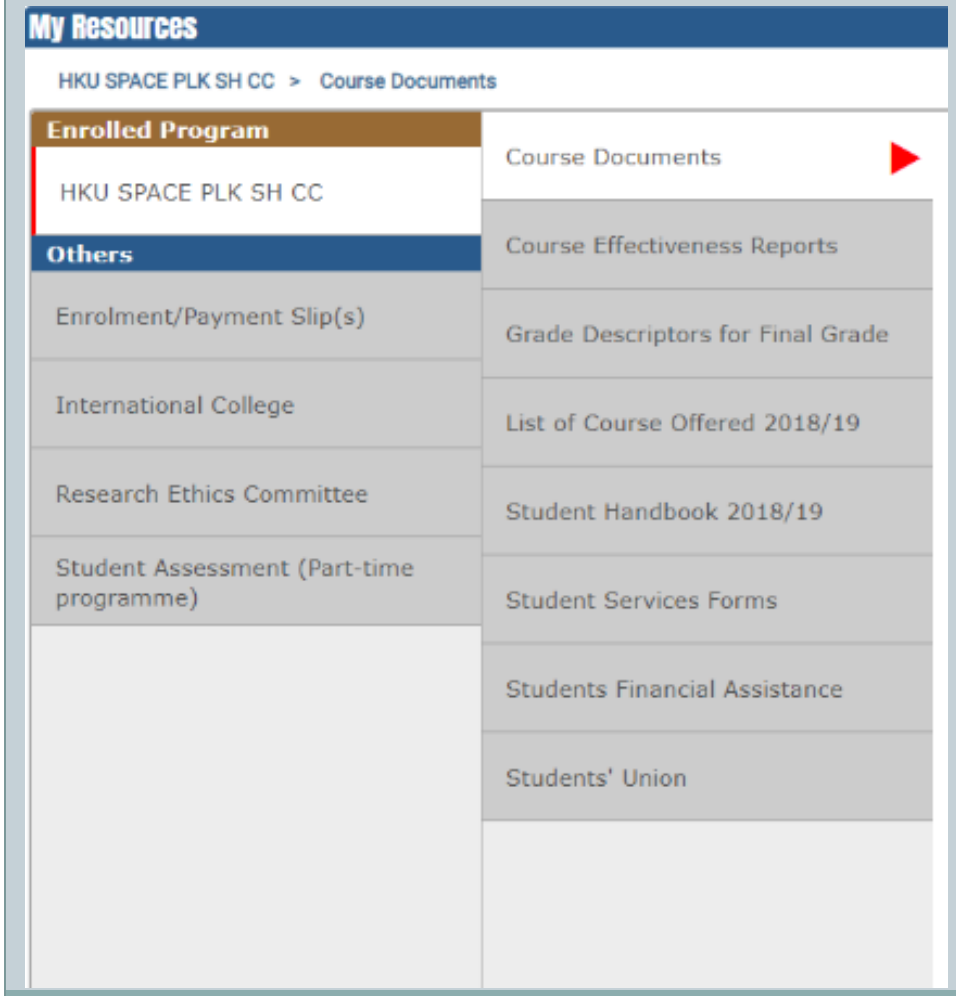
Notice posted by SDRC

Notice posted by College Office



You can search the notice you need or view all notices here

Learner Portal – My Resources



Including:

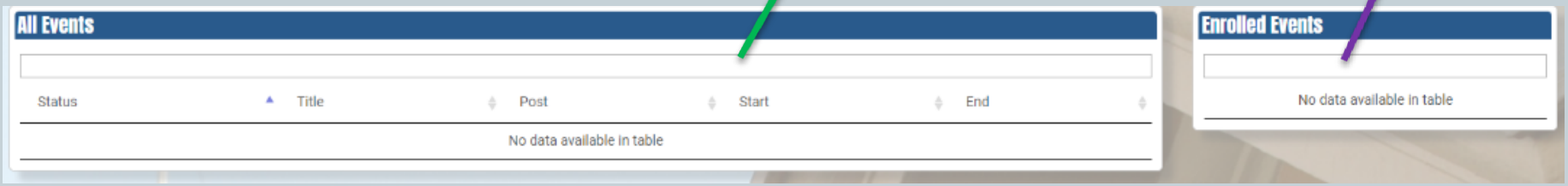
- **Course Documents**
- **Course Effectiveness Reports**
- **Grade Description for Final Grade**
- **List of Course Offered**
- **Student Handbook**
- **Student Services Forms**
  (e.g. Application for Transcript, Application/ Report for Absence from Lessons, Assignment Cover Sheet, etc.)
- **Student Financial Assistance**
- **Students' Union**

Learner Portal – My Events

- **Contains information relating to online enrollment for activities**

Your enrolled activities are listed here

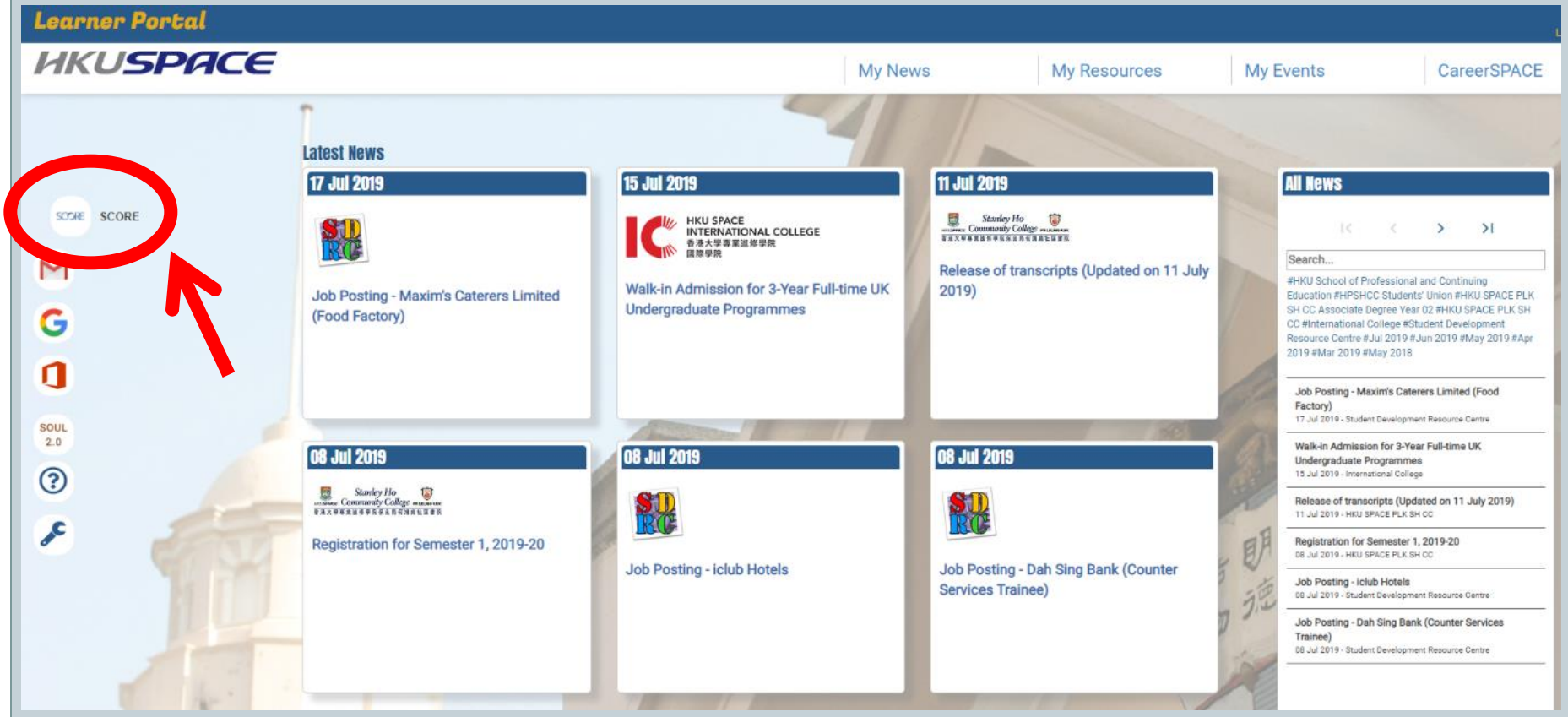
Active activities are listed here



Part 2
Student and Course Record System (SCORE)

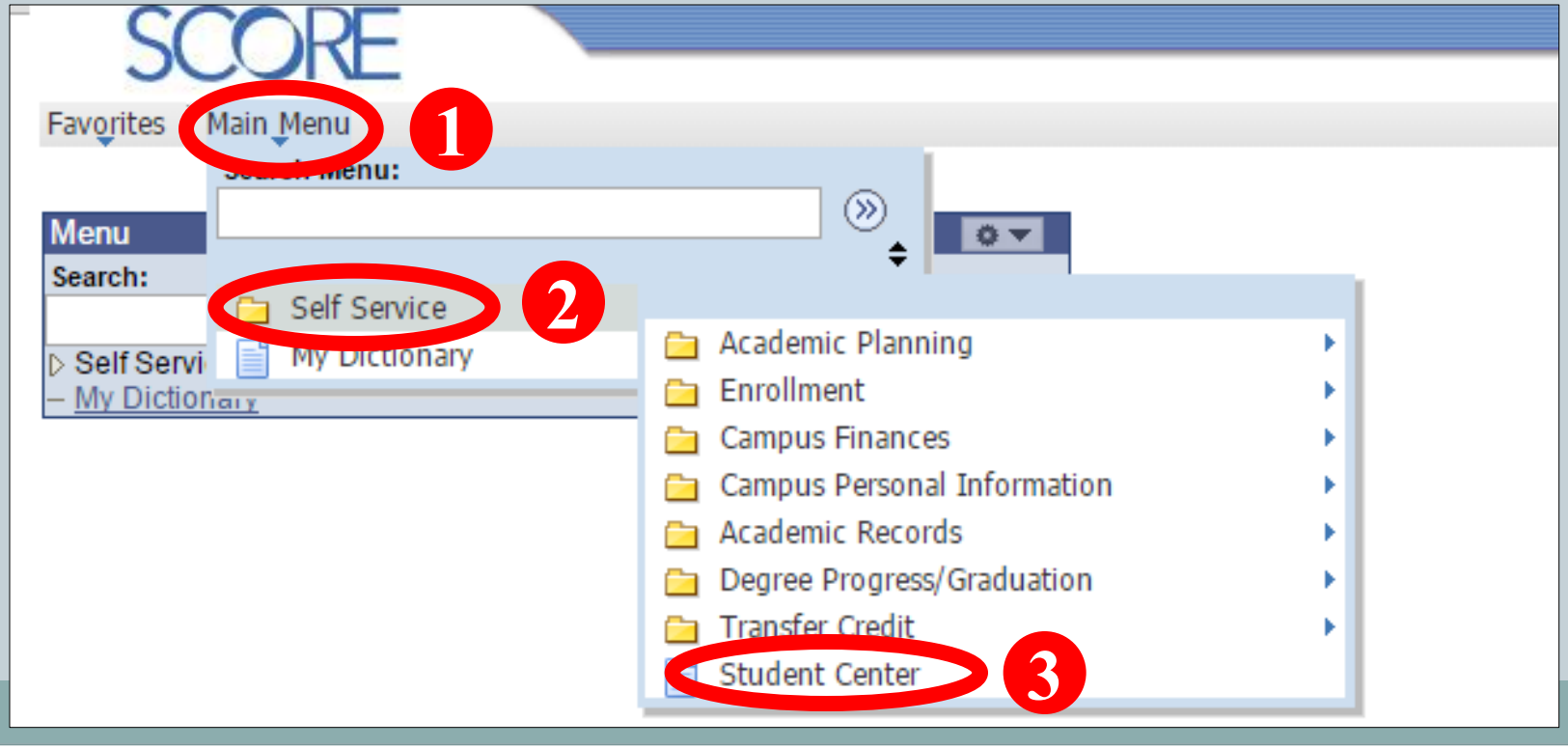
SCORE – Login

- **Click "SCORE" after logging in to Learner Portal**



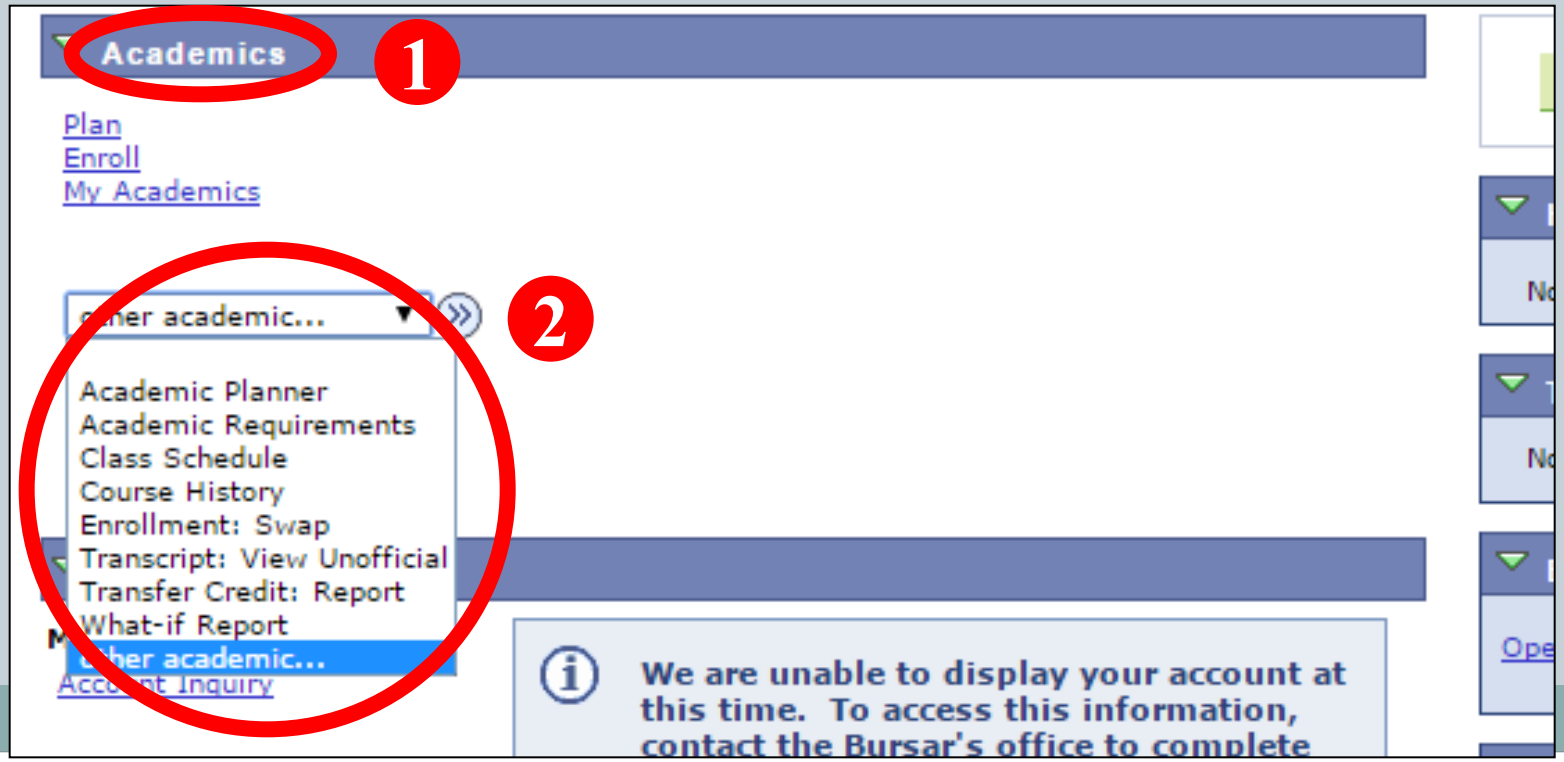
SCORE – Student Center

- **After you accessed SCORE, you will be directed to the Main Menu page. You can view your information summary under sections (i) Academics, (ii) Personal Information in the Student Centre.**



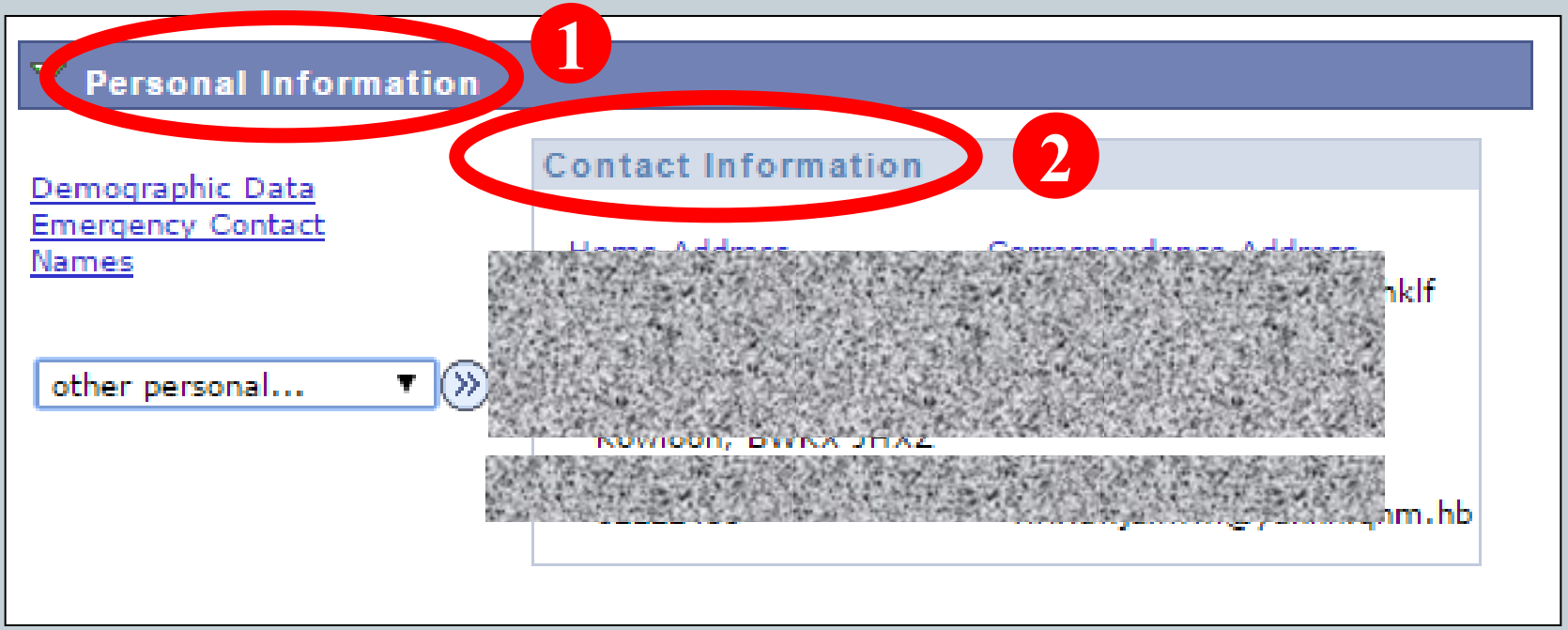
SCORE – Student Center (i) Academic

- **Under Academics section in student center, you can view the summary of your academic information and enrollment-related information. You can navigate to different pages such as "Class Schedule", "Academic Requirements", "Transcript: View Unofficial" via the dropdown menu on the left.**



SCORE – Student Center (ii) Personal Information

- **Your contact information will be shown on this page. You can view other personal information via the dropdown menu on the left.**



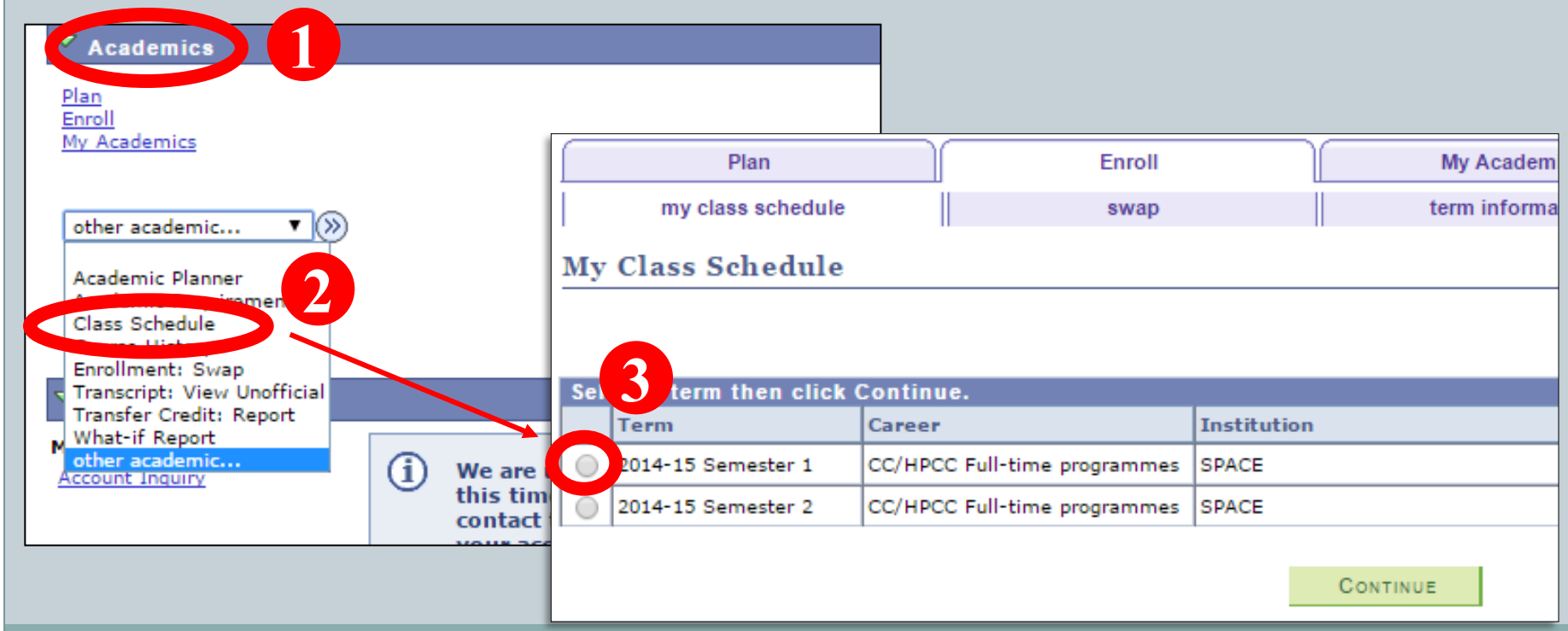
SCORE – Student Center (ii) Personal Information

If you need to change **ANY** of your personal information (e.g. mobile number, email address, correspondence address, etc.), you have to officially submit a form **Application for Personal Data Amendment** (can be downloaded from Learner Portal > My Resources) to the College Office without delay.

If the updated data involves **Emergency Contact, HKID Number, Name and/or Date of Birth**, you should submit your completed application form together with legal documentary evidence.

SCORE – View Timetable

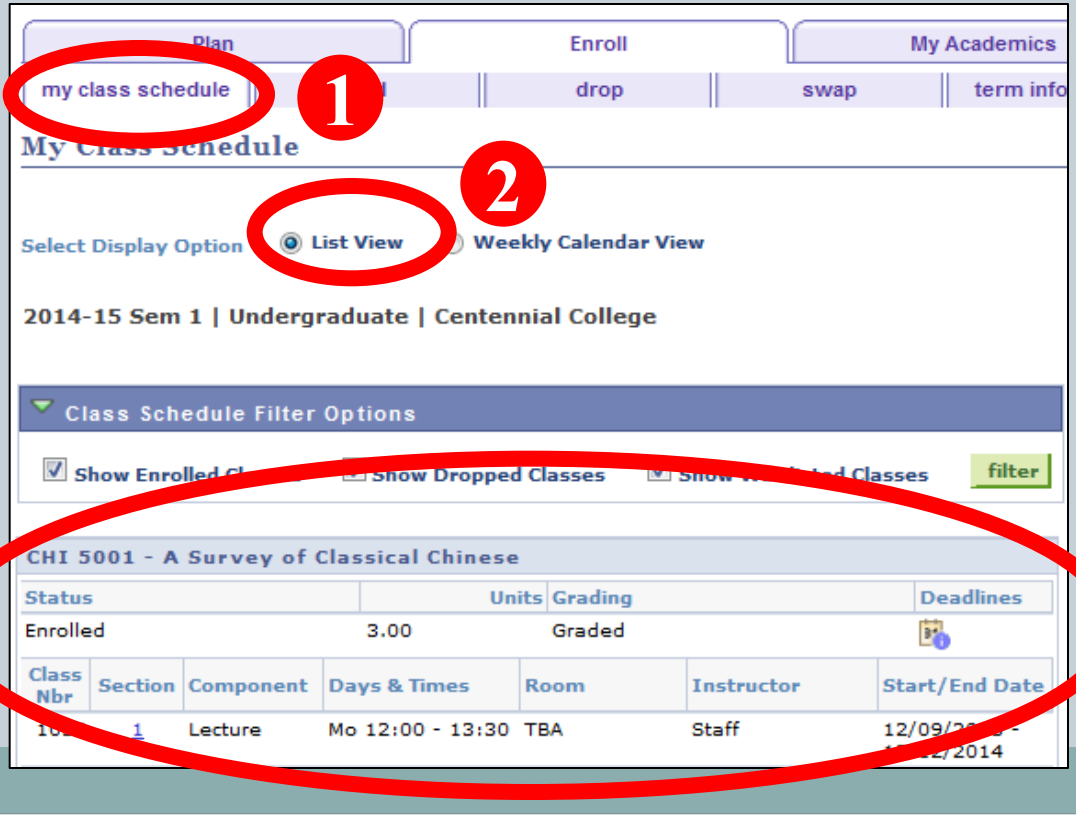
- **Through clicking Class Schedule in the dropdown menu and select the term (e.g. 2020-21 Semester 1), you will be directed to your personal timetable.**



SCORE – View Timetable

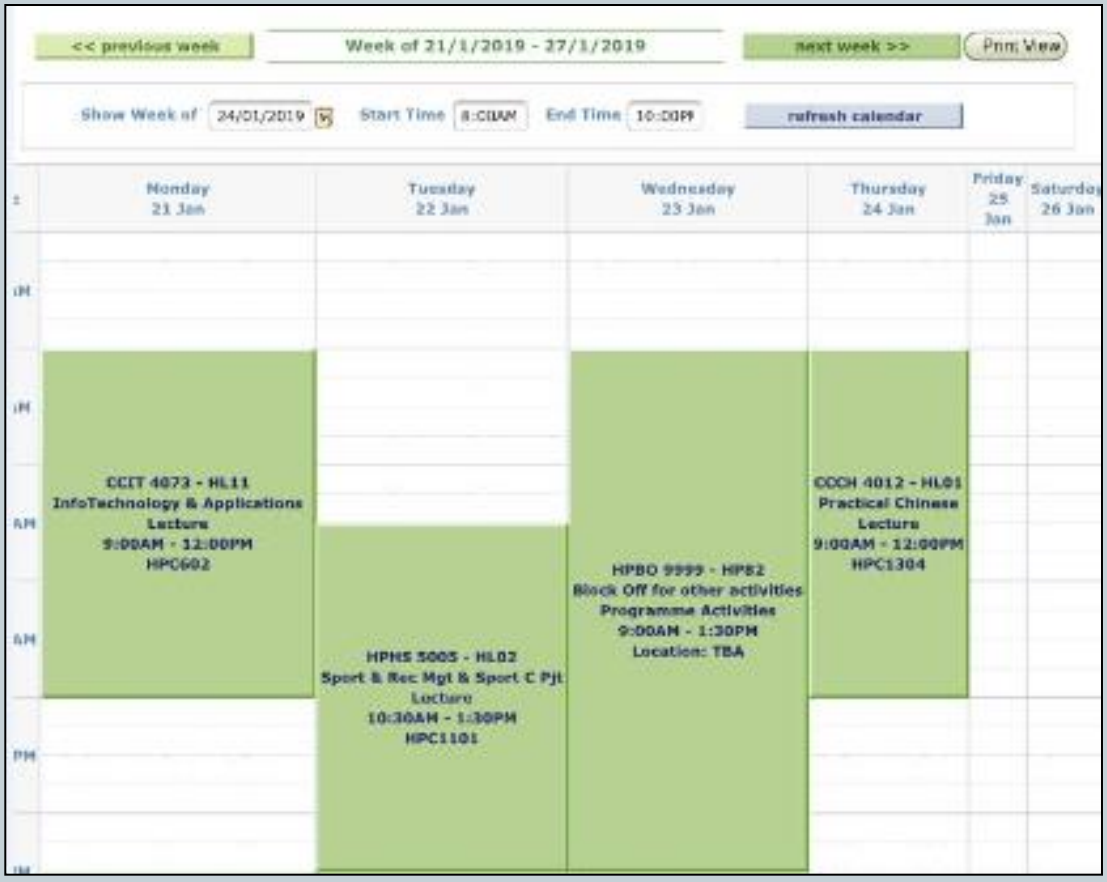
- **You can view the class schedule either in List View or Weekly Calendar View by selecting display option.**

List View



SCORE – View Timetable

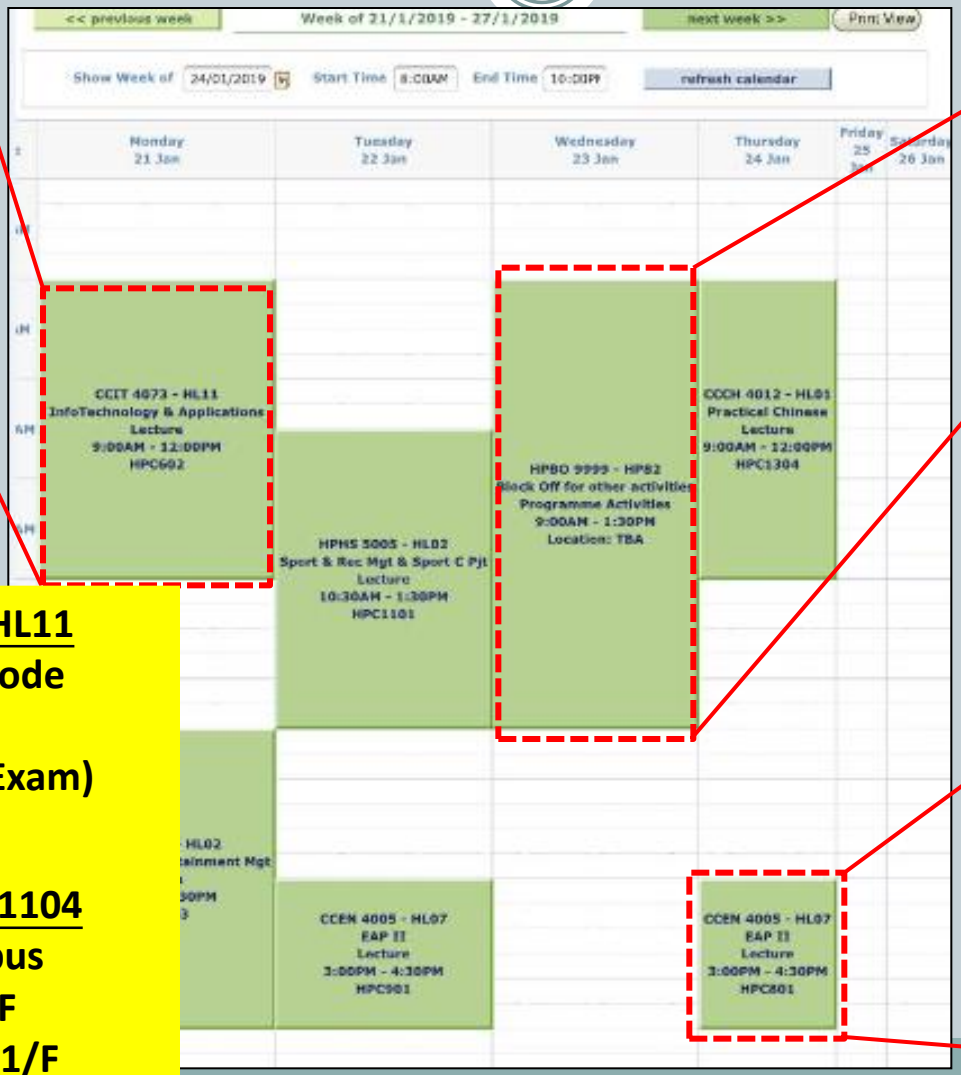
Weekly Calendar View



SCORE – View Timetable

3-hr Class

CCIT 4073 - HL11
Info Technology & Applications
Lecture
9:00AM - 12:00PM
HPC602



Block Off

HPBO 9999 - HL82
Block Off for other activities
Programme Activities
9:00AM - 1:30PM
Location: TBA

TBA = To be announced

1.5-hr Class

CCEN 4005 - HL07
EAP II
Lecture
3:00PM - 4:30PM
HPC1104

Example: CCIT4073-HL11
CCIT4073 = Course Code
HL = Lecture
(HT = Tutorial, HE = Exam)
11 = Class 11

Example: HPC602 & 1104
HPC = HPSHCC Campus
602 = Room 02 of 6/F
1104 = Room 04 of 11/F

SCORE – View Timetable

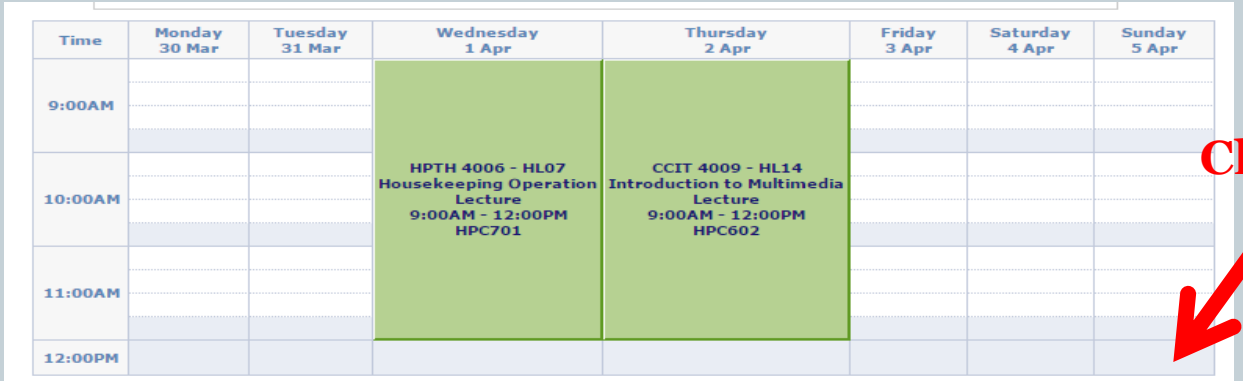
Block Off Period

- Reserved for school/ programme/ class activities
- No class swapping is allowed in this period
- No need to come back to the campus if there is no activity arranged
- Activity schedule and details will be announced on Learner Portal/ SOUL/ Email or by lecturers during lessons
- More than one block off period for some programmes

SCORE – View Timetable

You should also pay attention to "Class Notes" which includes the special arrangement for a specific course. For example:

- The first lesson will start on 24 Sep 2020.
- This course is offered in lecture-tutorial teaching mode. The 1.5-hour tutorial will be held on 15 Oct, 29 Oct, 12 Nov and 26 Nov 2020. Any change of the schedule will be advised by the lecturer/College in advance.



Time	Monday 30 Mar	Tuesday 31 Mar	Wednesday 1 Apr	Thursday 2 Apr	Friday 3 Apr	Saturday 4 Apr	Sunday 5 Apr
9:00AM			HPTH 4006 - HL07 Housekeeping Operation Lecture 9:00AM - 12:00PM HPC701	CCIT 4009 - HL14 Introduction to Multimedia Lecture 9:00AM - 12:00PM HPC602			
10:00AM							
11:00AM							
12:00PM							

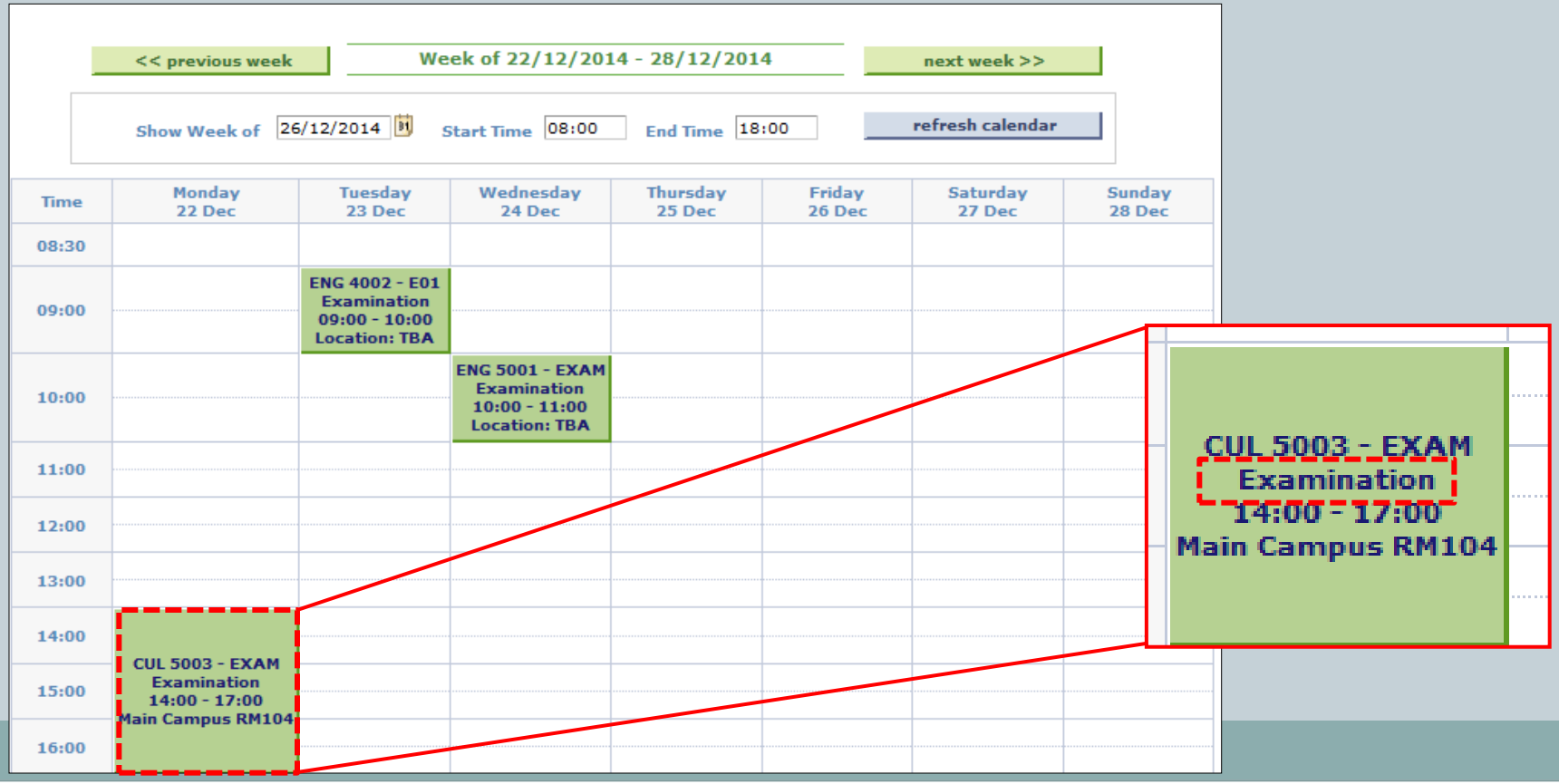
Class Notes

Class Notes :

Class	Course Title	Class Note
CCEN 4004 - HE02 (Examination)	English for Academic and Professional Purposes Part I	
CCEN 4004 - HL30 (Lecture)	English for Academic and Professional Purposes Part I	
CCIT 4009 - HE05 (Examination)	Introduction to Multimedia	
CCIT 4009 - HL14 (Lecture)	Introduction to Multimedia	
HPTH 4005 - HE02 (Examination)	Front Office Management	
HPTH 4005 - HL07 (Lecture)	Front Office Management	
HPTH 4006 - HE01 (Examination)	Housekeeping Operation	

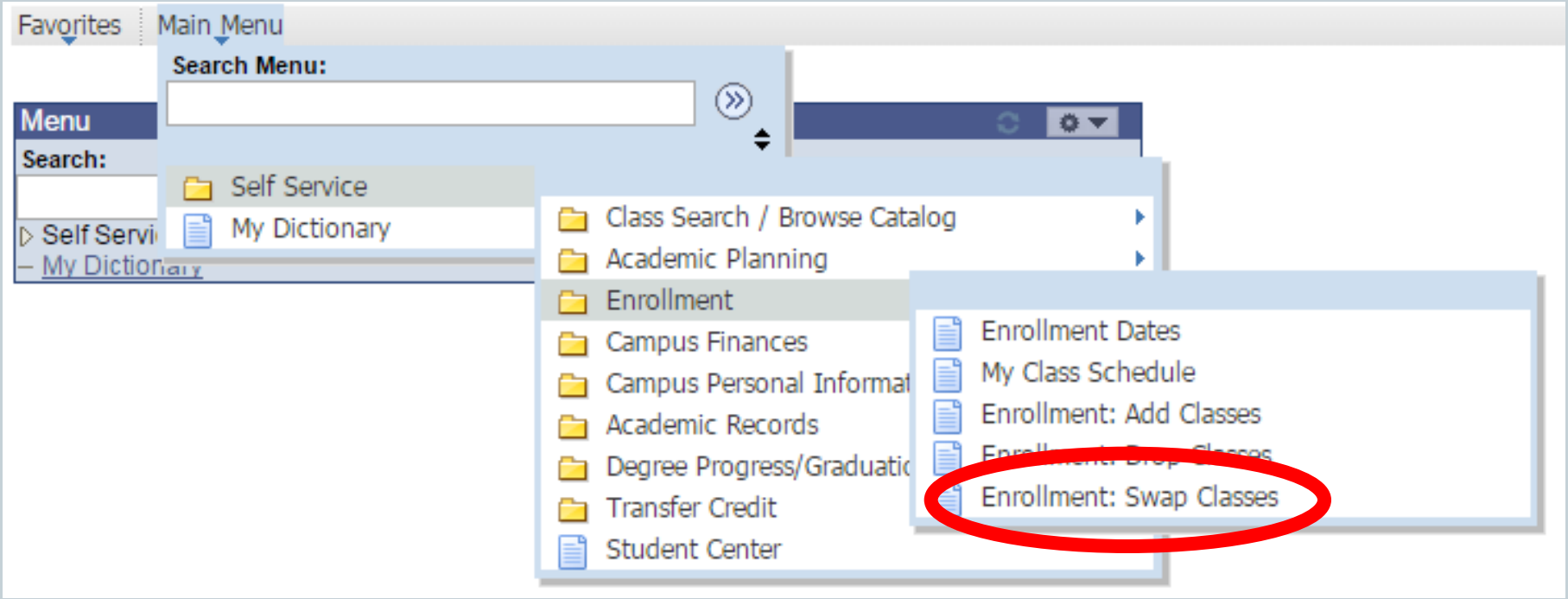
SCORE – View Timetable

You can view the **Examination schedule** in **Weekly Calendar View** two weeks before the exam period.



SCORE – Swap Classes

- **Main Menu→ Self Service→ Enrollment→ Enrollment: Swap Classes**



SCORE – Swap Classes

- **Select the course you wish to swap with from the pull down menu and then click Search. Click swap button.**

SCORE – Swap Classes

- **Click the blue link in the 'Description' column of the course you want to swap with.**

HD112(GS) (R000000247) **Not Satisfied**

HD112(GS) (R000000247, L0010) hide detail 2015-16 semester 1

The following courses may be used to satisfy this requirement:

Course	Description	Units	When	Notes	Status
CCCH4012	Practical Chinese	3.00	2015-16 Semester 1		
CCEN4003	General English III	3.00	2014-15 Semester 1		
CCEN4005	EAPP II	3.00	2015-16 Semester 1		
CCEN4011	English for Business *** view multiple offerings				
CCIT4009	Introduction to Multimedia	3.00	2014-15 Semester 2		
CCSS4004	Intra- & Interpersonal Compete *** view multiple offerings				

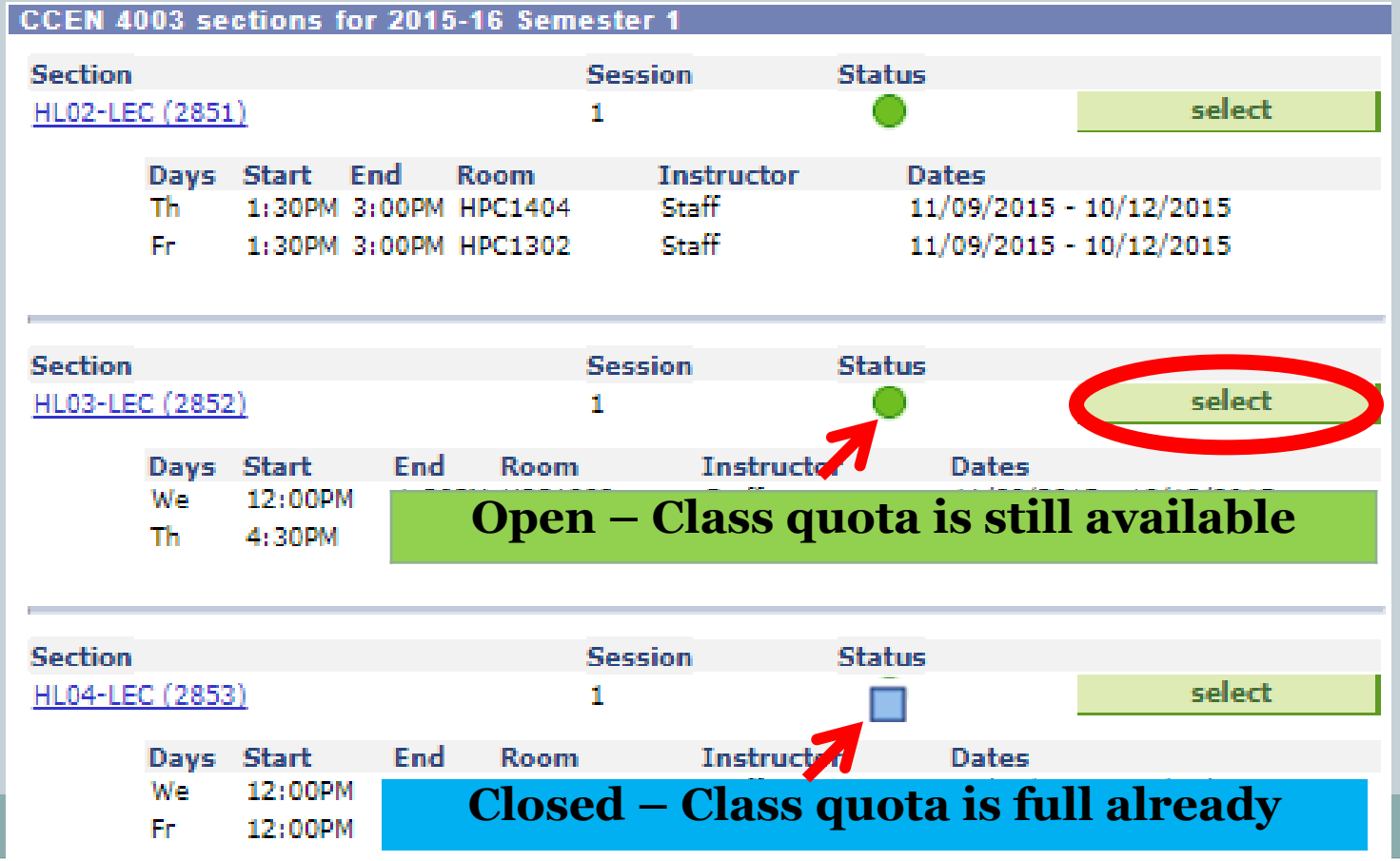
View All | First 1-6 of 6 Last

Allowed to swap in current semester

Course(s) completed before

SCORE – Swap Classes

- **If you wish to check the number of available seats of a particular class, click the blue link of the lecture section. Select a lecture section (i.e. HL03-LEC) that is available in your timetable.**



SCORE – Swap Classes

- **For courses with a Related Exam/ Tutorial Section, You must select a related section for courses with both lecture and exam/tutorial section; otherwise, you cannot proceed to the next step.**

Select Tutorial section (Required):

	Class Nbr	Section	Schedule	Room	Instructor	Status
○	1085	T01	Fr 10:00AM - 11:30AM	Rm402	Staff	
◉	1086	T02	Th 11:30AM - 1:00PM	Rm402	Staff	

Select Examination section (Required):

	Class Nbr	Section	Schedule	Room	Instructor	Status
◉	2705	EXAM		TBA	Staff	

View All Sections | First 1 of 1 Last

CANCEL NEXT

SCORE – Swap Classes

- **Confirm the swapping by clicking Next.**

CCCH 4012 - Practical Chinese

Class Preferences

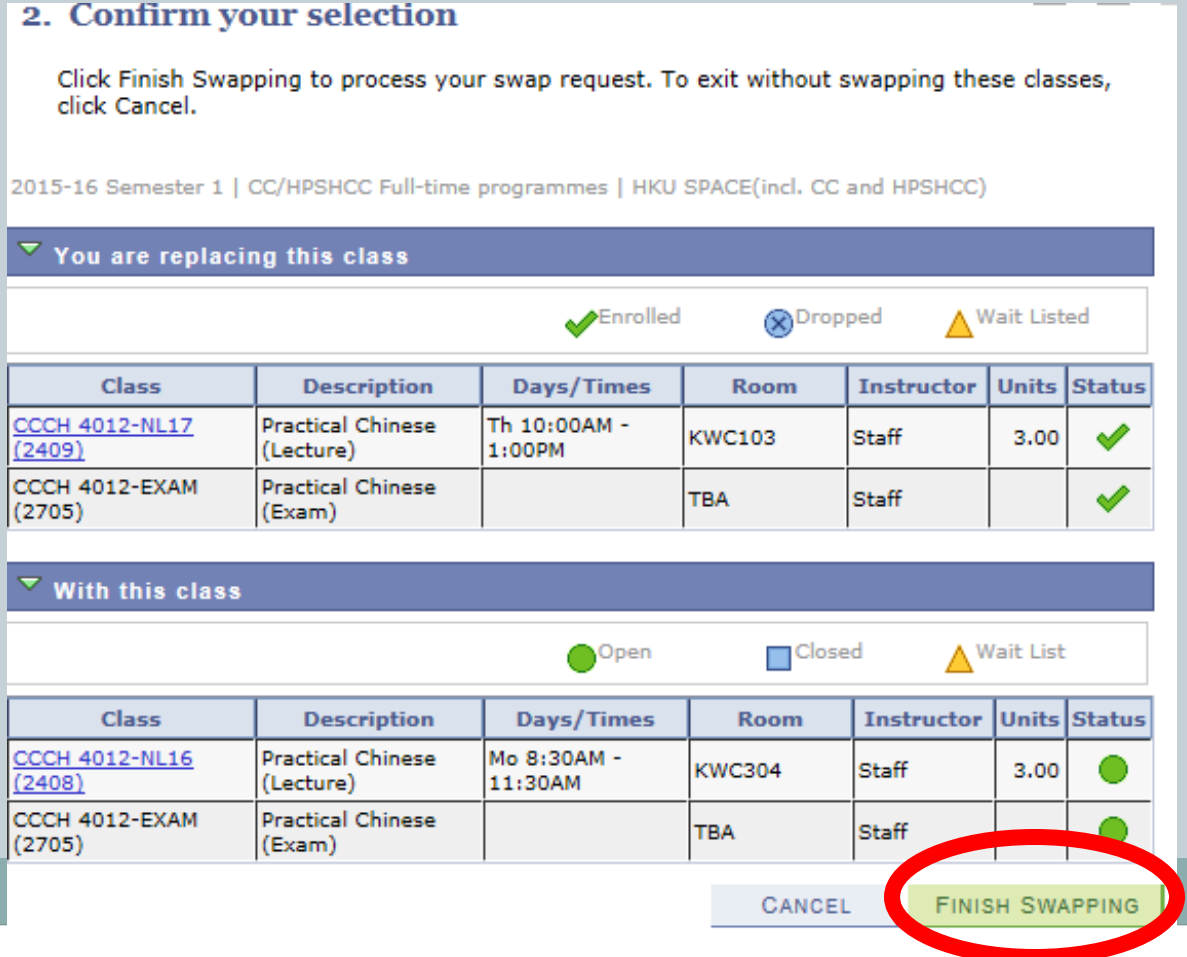
CCCH 4012-EXAM	Exam	Open	Wait List	☐ Wait list if class is full
CCCH 4012-NL16	Lecture	Open	Permission Nbr	
Session	Regular Academic Session		Grading	Graded
Career	CC/HPSHCC Full-time programmes		Units	3.00

CANCEL NEXT

Section	Component	Days & Times	Room	Instructor	Start/End Date
EXAM	Exam		TBA	Staff	01/09/2015 - 10/12/2015
NL16	Lecture	Mo 8:30AM - 11:30AM	KWC304	Staff	11/09/2015 - 10/12/2015

SCORE – Swap Classes

- **a confirmation page will be shown. To confirm your selection, choose Finish Swapping.**



2. Confirm your selection

Click Finish Swapping to process your swap request. To exit without swapping these classes, click Cancel.

2015-16 Semester 1 | CC/HPSHCC Full-time programmes | HKU SPACE(incl. CC and HPSHCC)

You are replacing this class

Enrolled Dropped Wait Listed

Class	Description	Days/Times	Room	Instructor	Units	Status
CCCH 4012-NL17 (2409)	Practical Chinese (Lecture)	Th 10:00AM - 1:00PM	KWC103	Staff	3.00	✓
CCCH 4012-EXAM (2705)	Practical Chinese (Exam)		TBA	Staff		✓

With this class

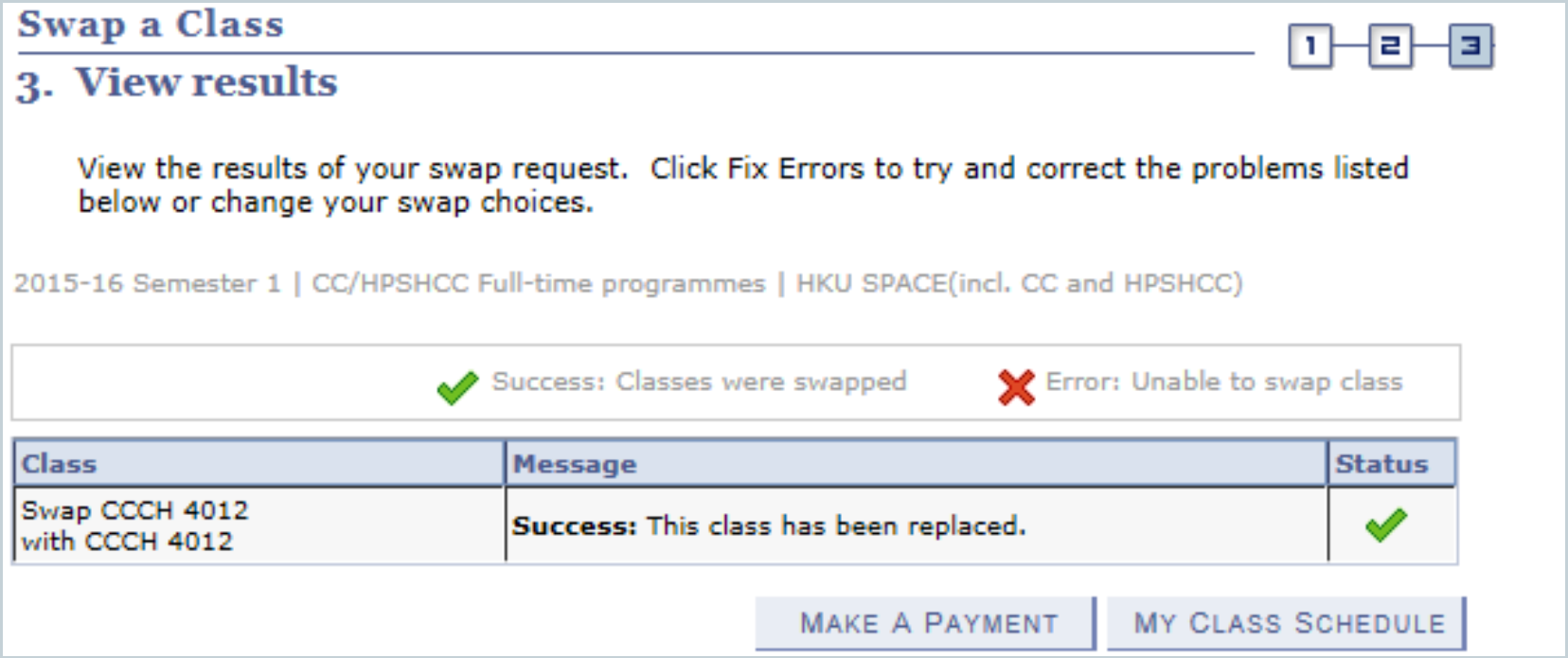
Open Closed Wait List

Class	Description	Days/Times	Room	Instructor	Units	Status
CCCH 4012-NL16 (2408)	Practical Chinese (Lecture)	Mo 8:30AM - 11:30AM	KWC304	Staff	3.00	●
CCCH 4012-EXAM (2705)	Practical Chinese (Exam)		TBA	Staff		●

CANCEL FINISH SWAPPING

SCORE – Swap Classes

- **View result page - Successful**



Swap a Class

1 — 2 — 3

3. View results

View the results of your swap request. Click Fix Errors to try and correct the problems listed below or change your swap choices.

2015-16 Semester 1 | CC/HPSHCC Full-time programmes | HKU SPACE(incl. CC and HPSHCC)

✔ Success: Classes were swapped ✘ Error: Unable to swap class

Class	Message	Status
Swap CCCH 4012 with CCCH 4012	**Success:** This class has been replaced.	✔

MAKE A PAYMENT | MY CLASS SCHEDULE

SCORE – Swap Classes

- **View result page - Unsuccessful**

Class	Message	Status
Swap CCEN 4005 with CCEN 4005	**Error:** You cannot add this class due to a time conflict with class 3306. Select another class.	✖

- **Common unsuccessful reasons include:**

  - × **Pre-requisites not fulfilled**
  - × **Time clash with another class**
  - × **Class quota is full**
  - × **Minimum enrolment number required in your original class** ***(Your class swapping will be UNSUCCESSFUL, although there is a quota in the proposed class you would like to swap to)***

SCORE – Swap Classes

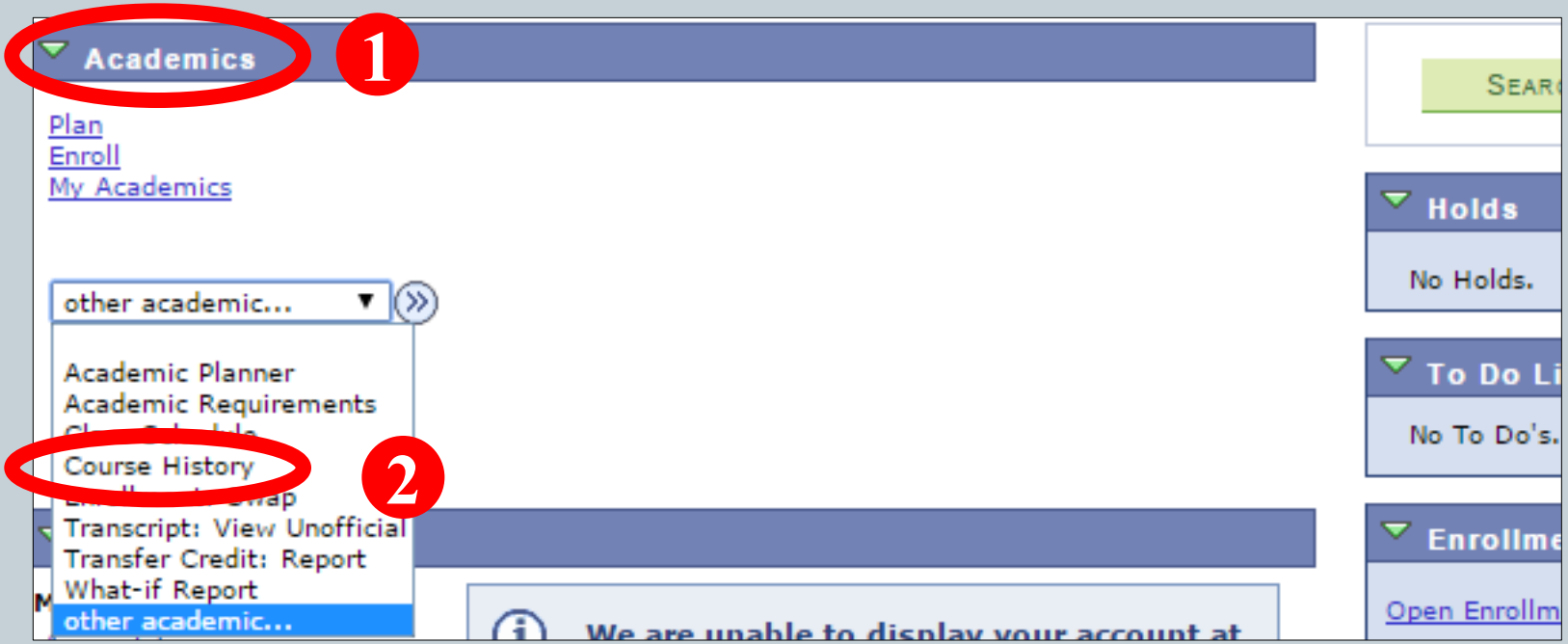
Students should also pay attention to the following:

- Should NOT attend more than 4.5 consecutive hours
- Should NOT attend more than 7.5 hours in total per day
- NOT allowed to exchange to a class scheduled on a time which your programme will arrange tutorials / activities / visits / seminars / laboratory sessions
- Courses with only 1 class offered WILL NOT be shown on the "SEARCH" list
- English Courses with specific requirements WILL NOT be shown on the "SEARCH" list

Please refer to Learner Portal for any updated details

SCORE – Course History

- **You can view the courses you have taken and the final grades on the Course History page of Student Center.**



SCORE – Course History

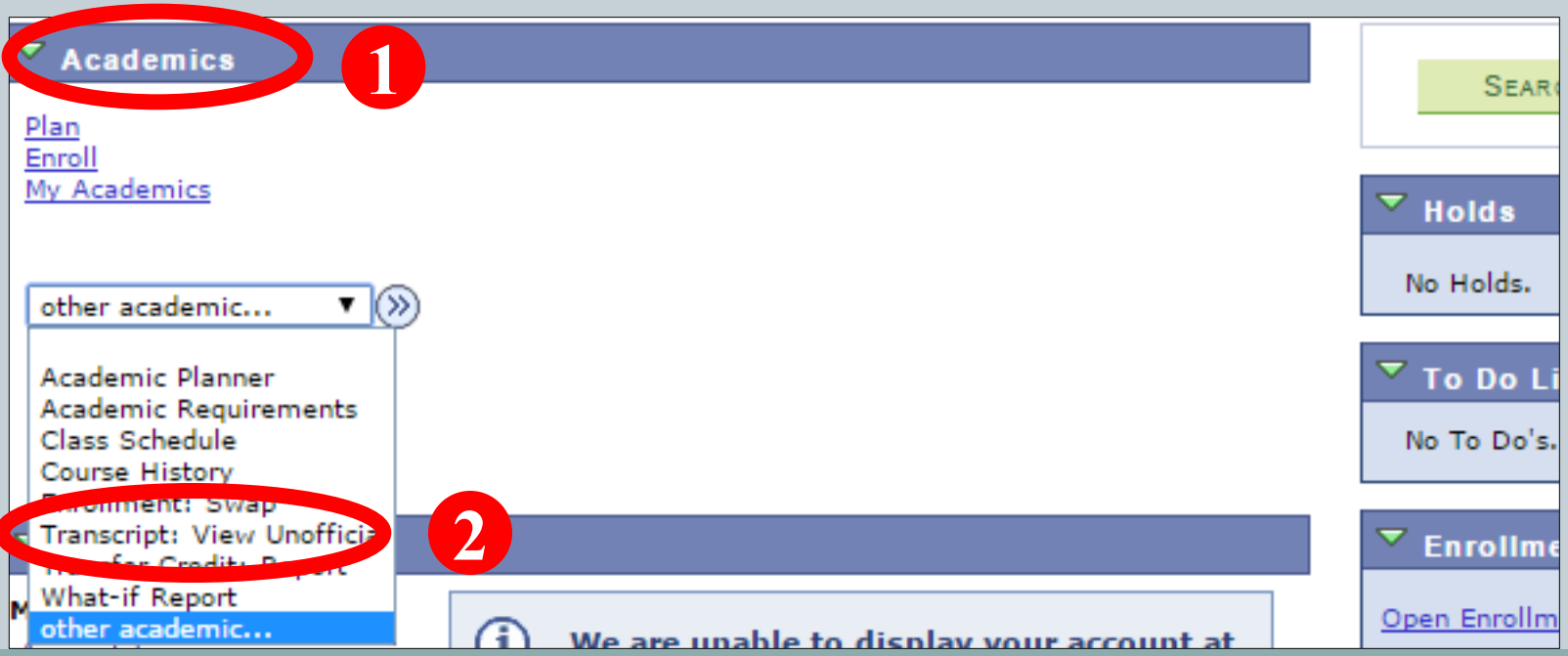
- **You will then be directed to this page. The course list shows all courses you took in previous semester(s) and courses you are taking in the current semester.**

Taken Transferred In Progress

Course	Description	Term	Grade	Units	Status
BUS 4002	Principles of Economics	2013-14 Sem 1	A+	3.00	✓
BUS 5010	Macroeconomics	2013-14 Sem 2	B+	3.00	✓
ENG 5003	Speaking for Academic and Prof	2013-14 Sem 2		3.00	◆
MGT 5432	Modern Management: The Drucker	2013-14 Sem 1	EX	3.00	←
POL 5001	China and the World	2013-14 Sem 1	A+	3.00	✓
POL 5002	Global Political Economy	2013-14 Sem 2		3.00	◆
POL 5004	Contemporary International Pol	2013-14 Sem 1	A+	3.00	✓
POL 5005	Political Development in Conte	2013-14 Sem 2		3.00	◆
SOC 5002	World Cities and Sustainable D	2013-14 Sem 2		3.00	◆

SCORE – View Transcript

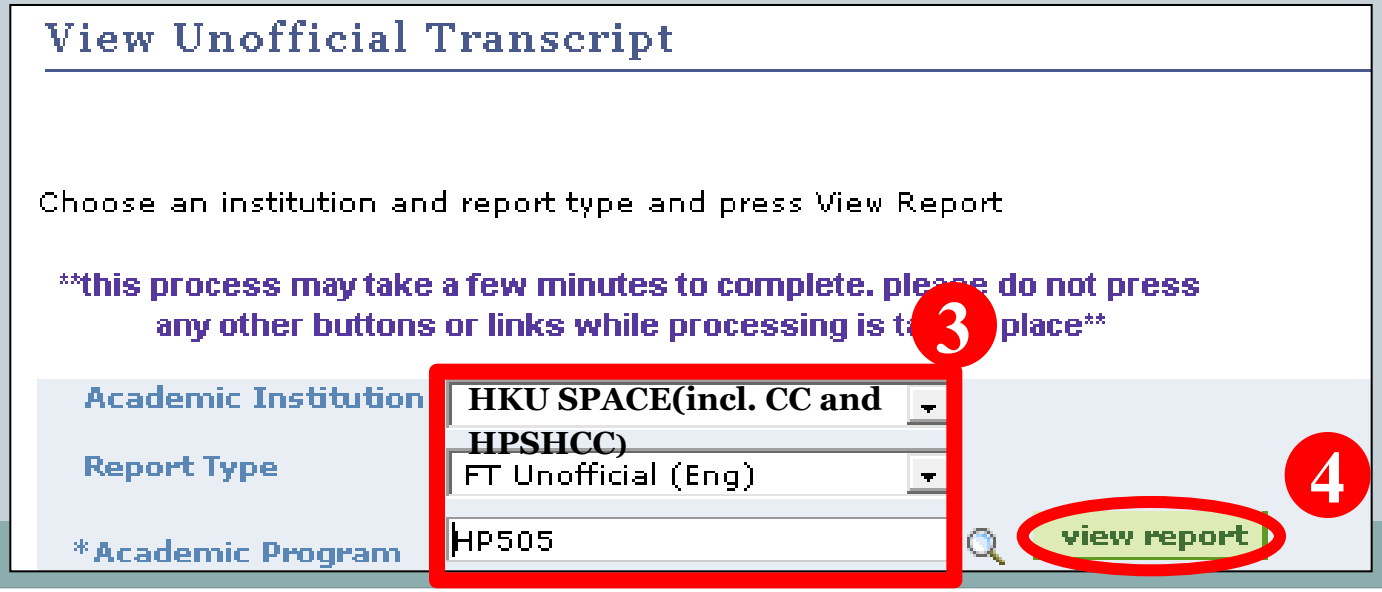
- **You can obtain the complete record of course results of your study at the College by generating an unofficial transcript on SCORE any time.**



SCORE – View Transcript

- Select **Academic Institution: HKU SPACE (incl. CC and HPSHCC)**, **Report Type: FT Unofficial (Eng)** and **Academic Program: Your Programme** from the dropdown menu and then click **view report**. The unofficial transcript will be generated in pdf format.

If you need an official transcript, you should submit the completed application form (can be downloaded from Learner Portal > My Resource), together with the application fee to the College Office. The normal processing time for the application is **at least two weeks**.



SCORE – More Information

The user manual for SCORE which shows the steps of accessing the major functions is available by clicking the SCORE icon which is located on the left side of the main page screen after you login to the Learner Portal

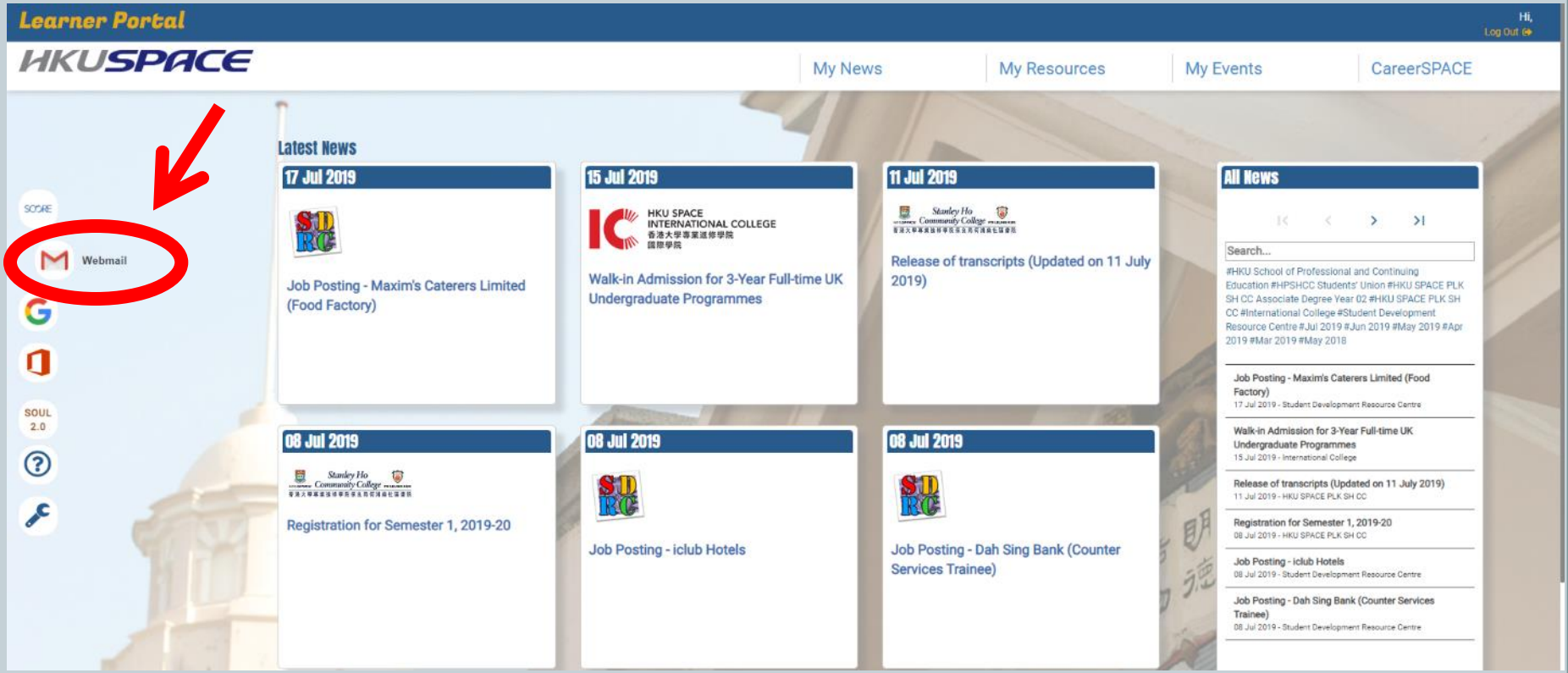
Part 3
Webmail

Official email account

Please check at least once/ twice a day

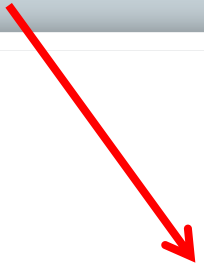
My Webmail – Login

- **Click "Webmail" after logging in to Learner Portal**



My Webmail – First Time Login

Normal User



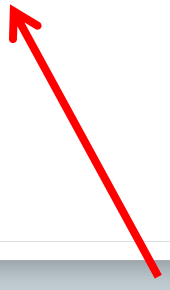
Google

Click to use Webmail

(Login Username is <Student Number>@learner.hkuspace.hku.hk)

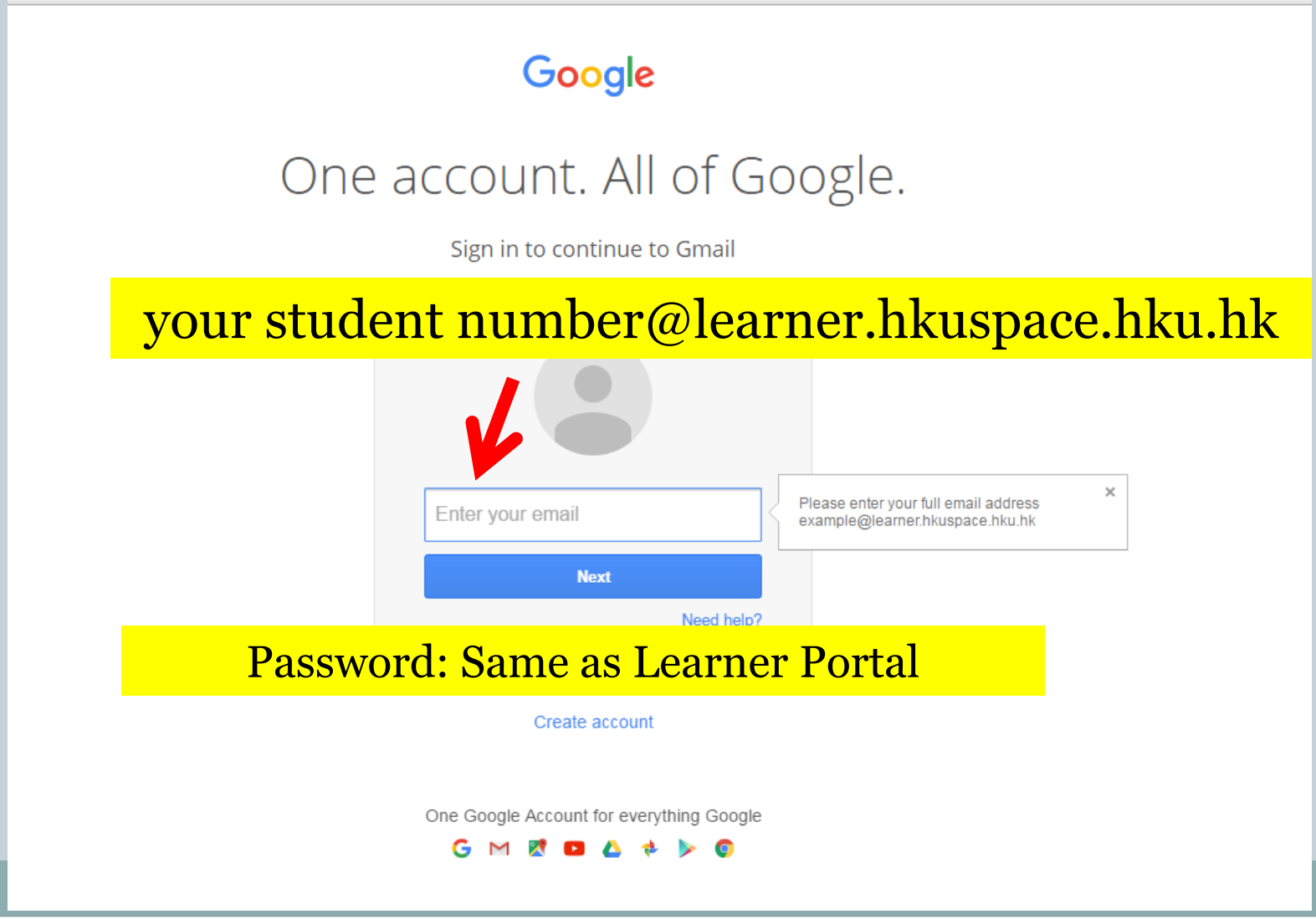
Click to Change Password for First-time User

Webmail FAQ



If you haven't changed your password of Learner Portal before, you have to change it for your first time login to webmail

My Webmail – First Time Login



Part 4
SOUL 2.0

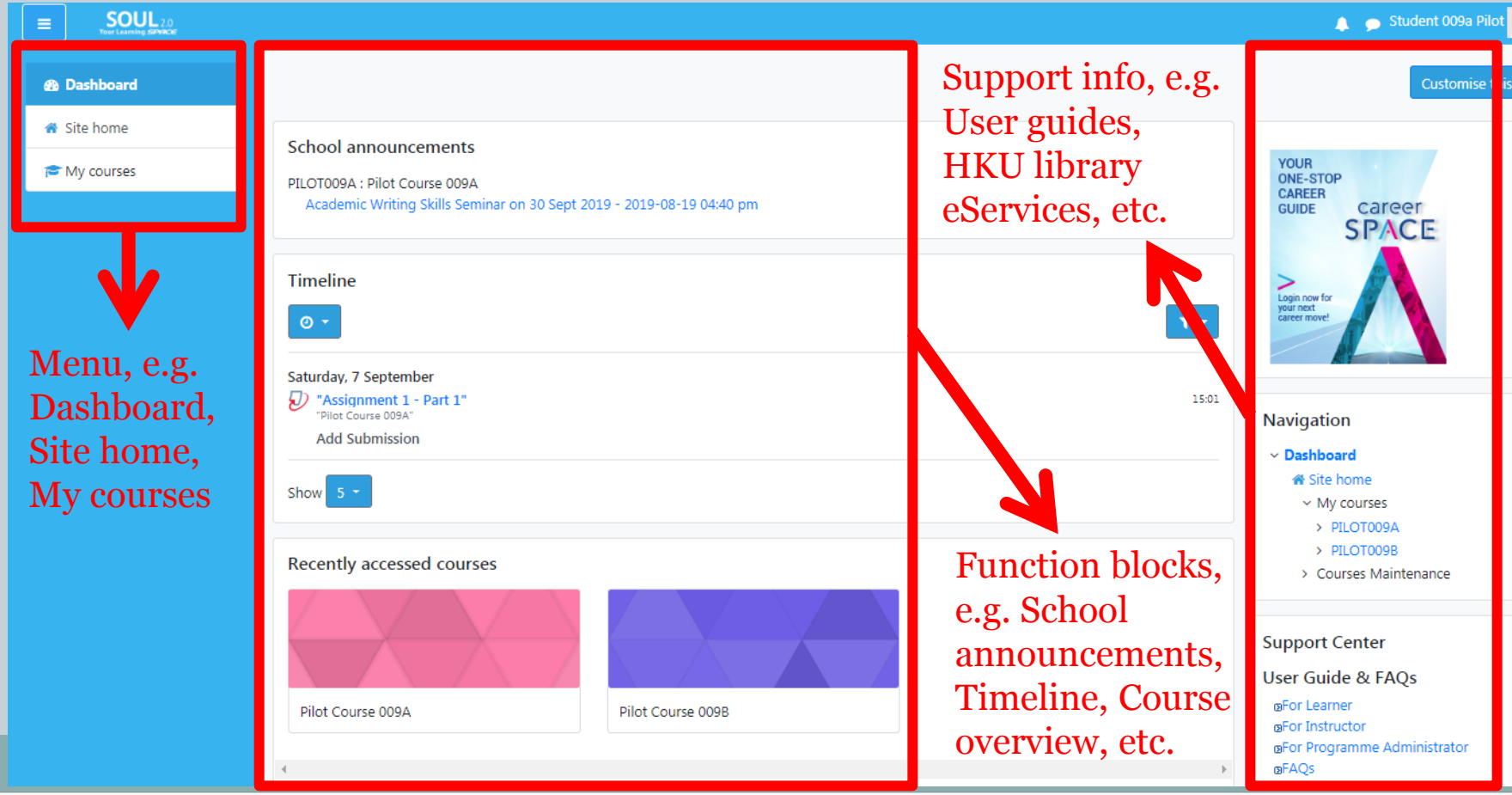
Activities inside classroom

SOUL 2.0 – Overview & Login

- Click "SOUL 2.0" after logging in to Learner Portal
- Access to materials posted by the course lecturers, including:
  - Teaching materials release
  - Assignment submission
- Access to special notices, including:
  - Class cancellation
  - Change of classroom

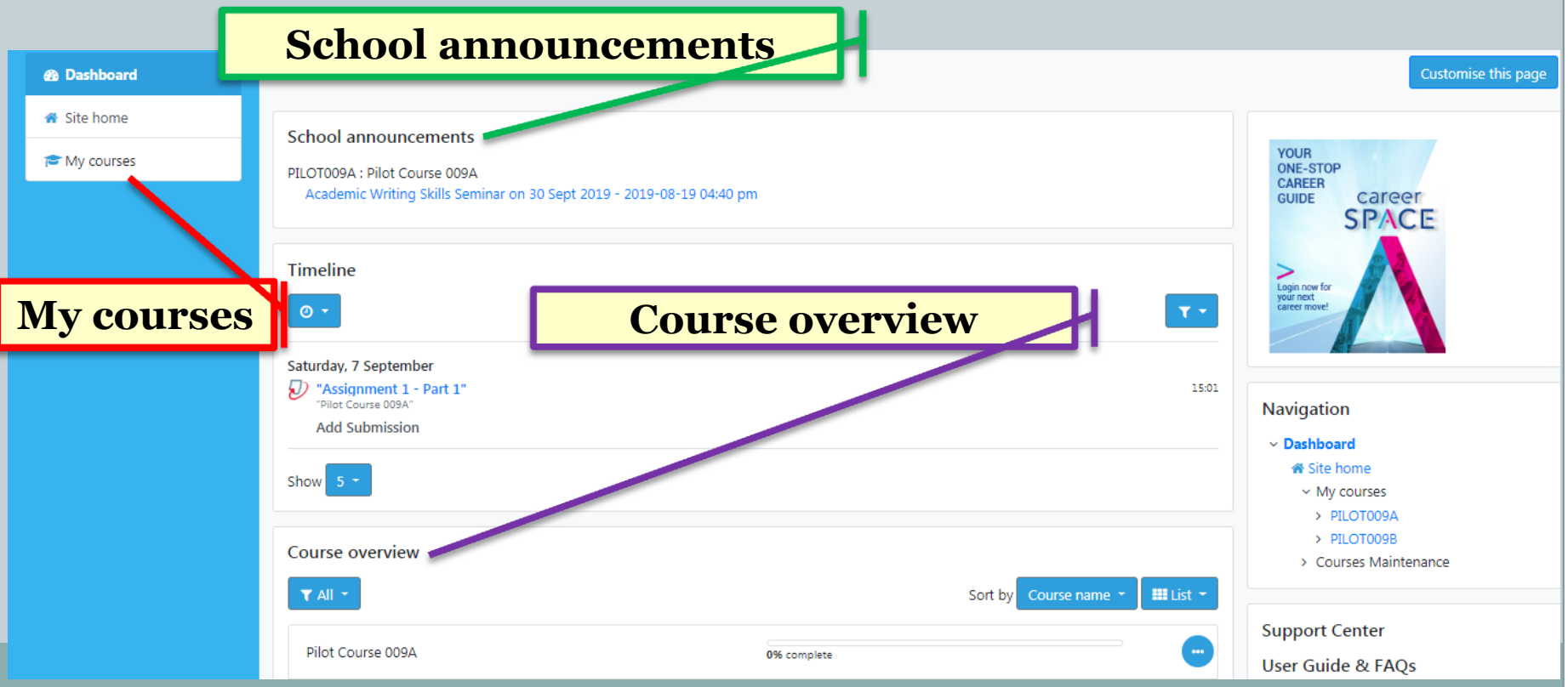
SOUL 2.0 – Home Page

- **Logged SOUL 2.0 account window will be pop-up automatically**
- **3 main areas, e.g. Menu, Function Blocks, Support Information**



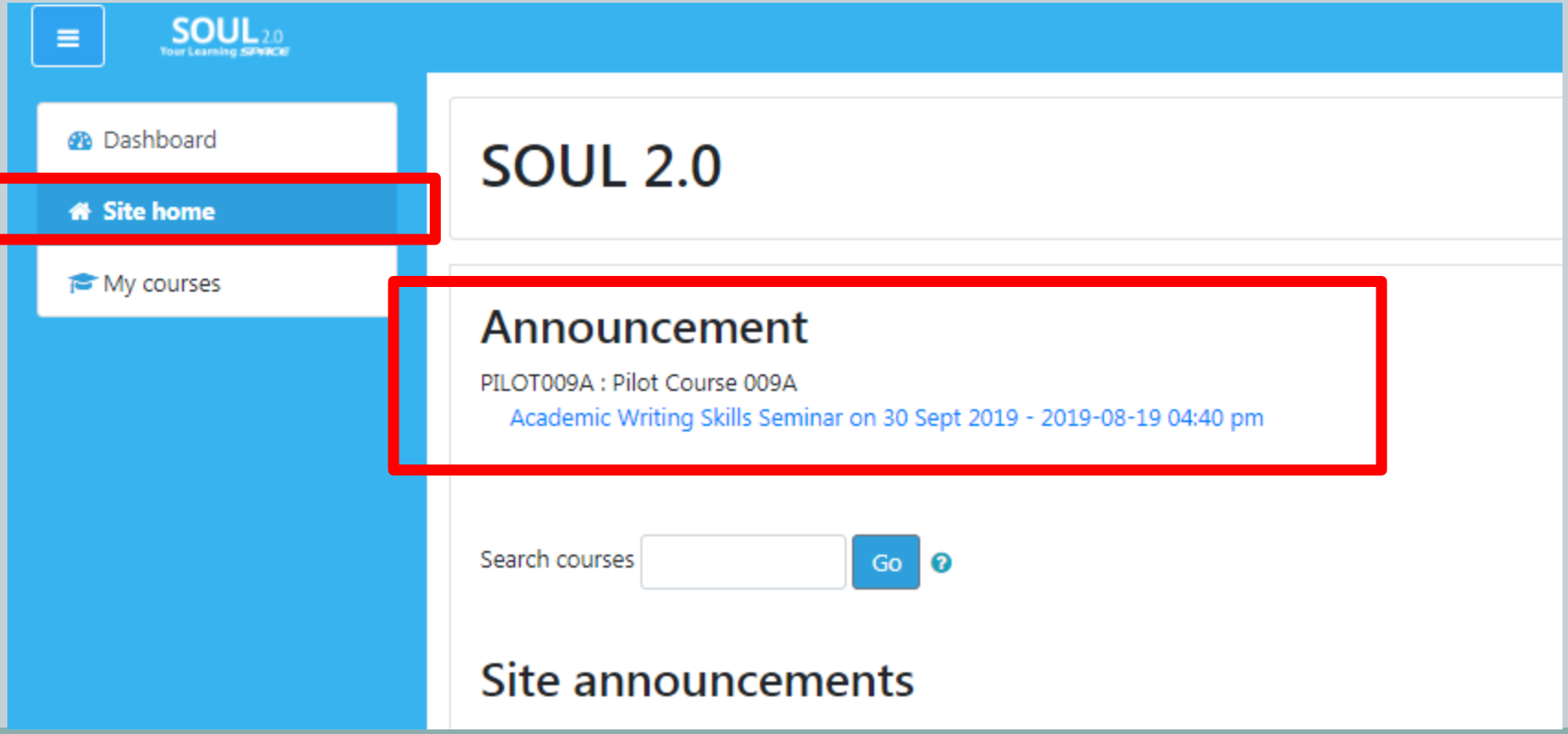
SOUL 2.0 – View Announcements

- **All active course announcements are listed under "School announcements". You can click the topic to view the content.**
- **To view the announcements of a specific course, you can select the course code under "My courses" or "Course overview".**



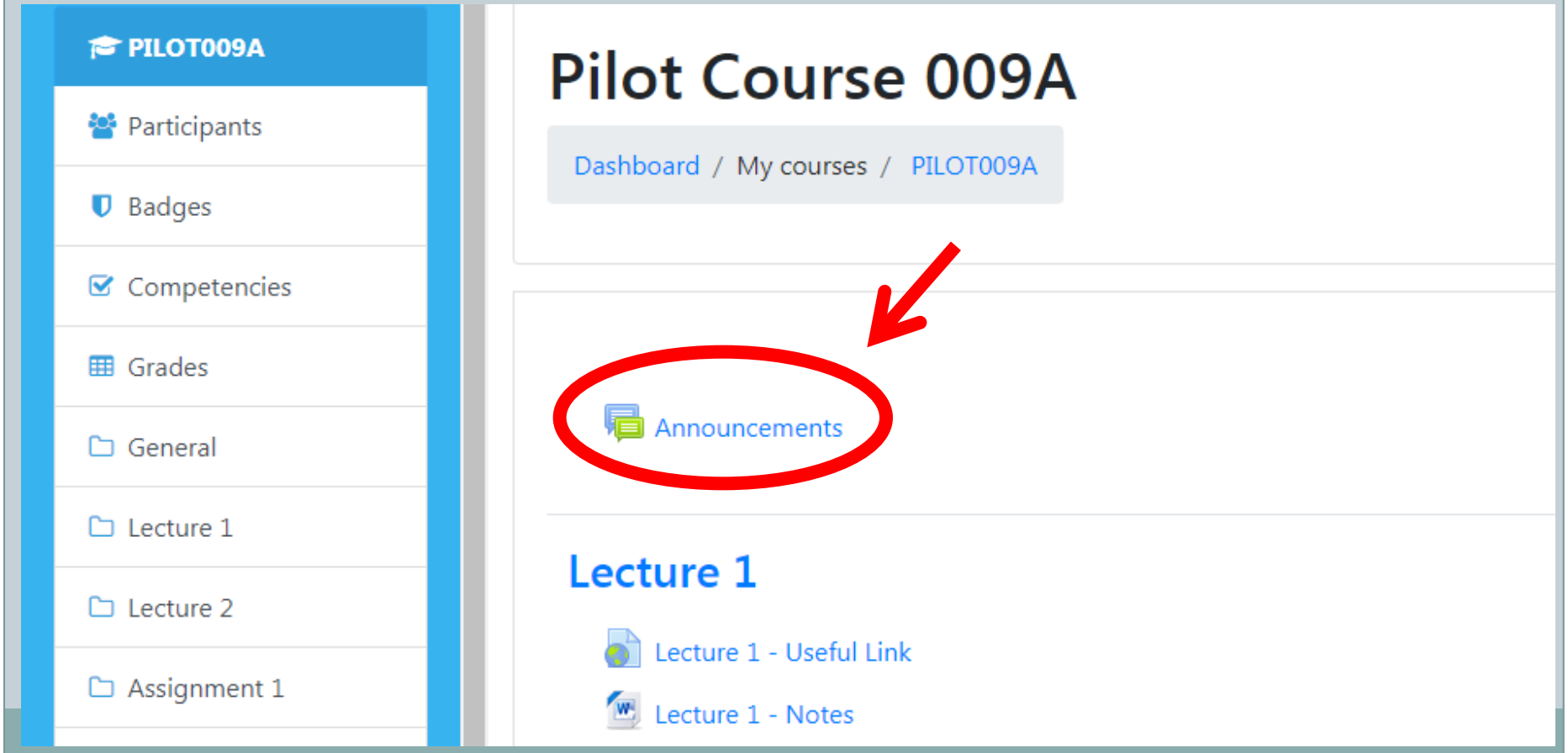
SOUL 2.0 – View Announcements

You can also view the course announcements under "Announcement" of "Site home"



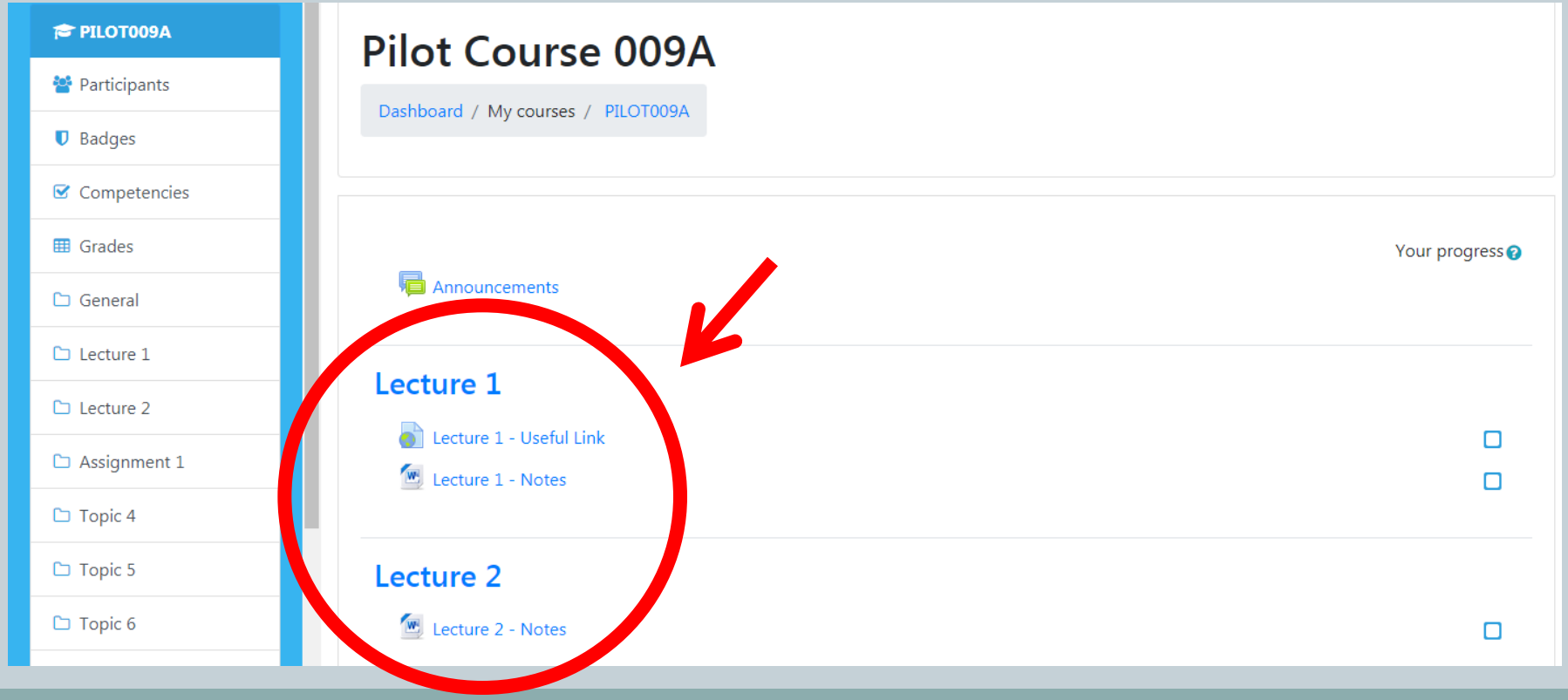
SOUL 2.0 – View Announcements

- **In a specific course page, click "Announcements" to get all messages of the course**

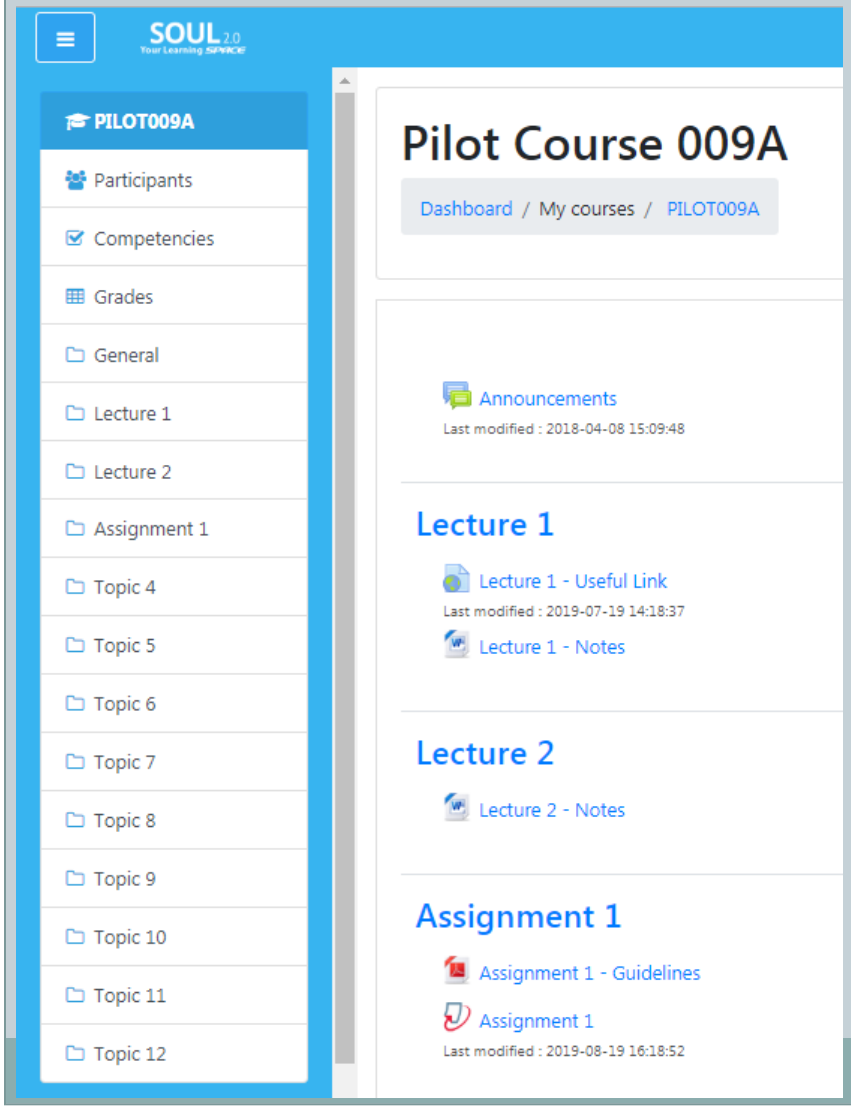


SOUL 2.0 – Download Course Materials

- **Click the appropriate file to download the course material in the middle column of the course home page if the lecturer has uploaded any document to SOUL 2.0**



SOUL 2.0 – Submit Assignments



- **Two submission methods:**
  1) **uploading a file to submission folder**

  2) **submitting a file via Turnitin (for plagiarism checking)**

- **Assignment activity should be created by the lecturer in the course page**

SOUL 2.0 – More Information

SOUL 2.0 Webpage

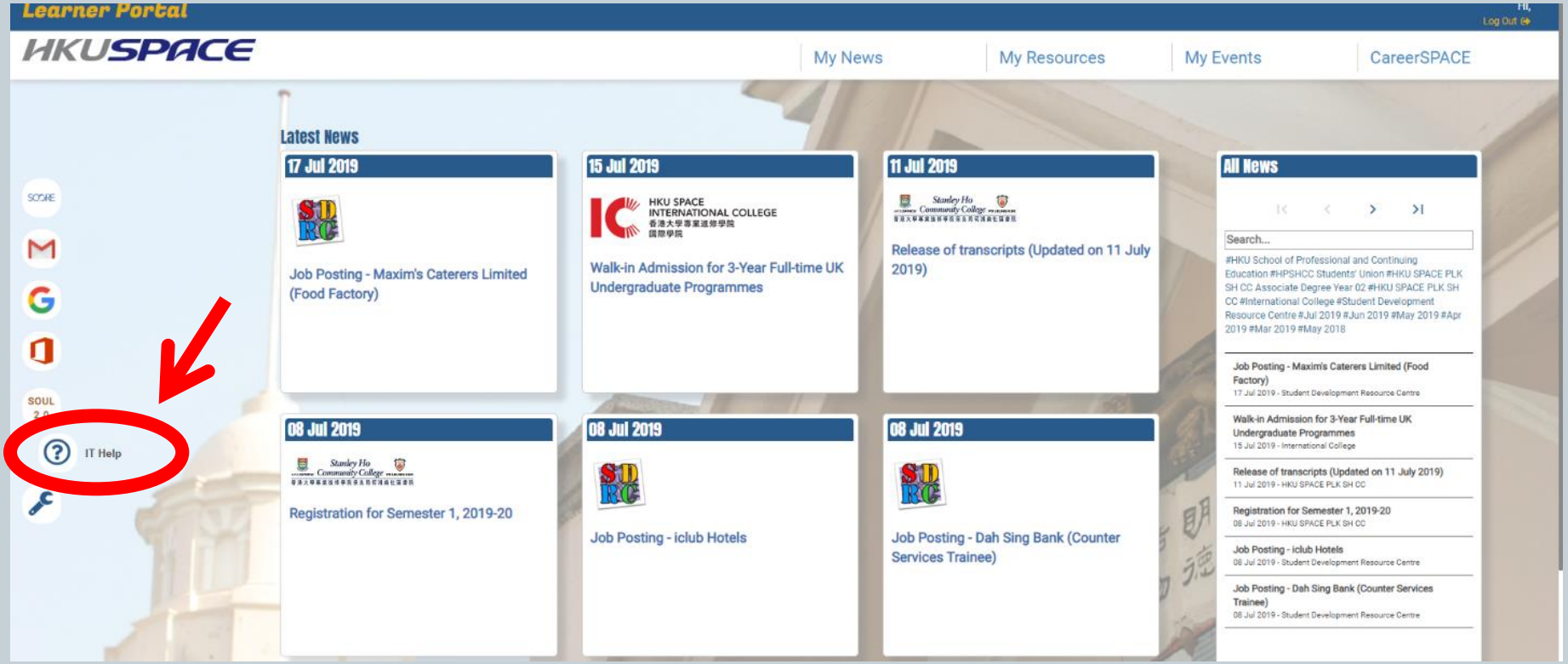
https://soul2.hkuspace.hku.hk

Full User Guide and 1-minute Demo

http://soul2.hkuspace.hku.hk/public/course/view.php?id=2

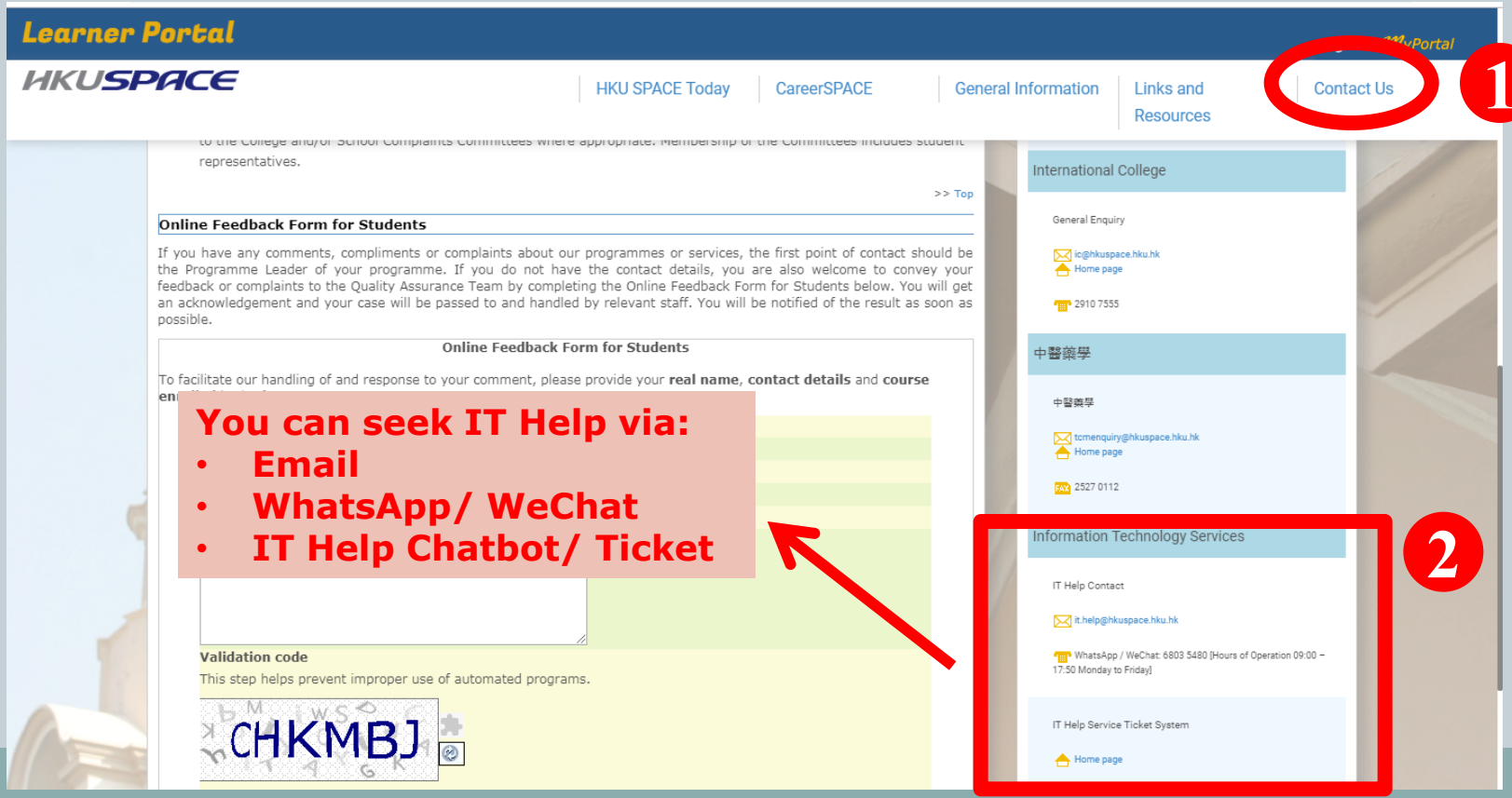
IT Help on e-Learning Platforms

- **After logging in to LP, click "IT Help" on the left**



IT Help on e-Learning Platforms

- **Before logging in to LP, click "Contact Us" and scroll down for "Information Technology Services"**



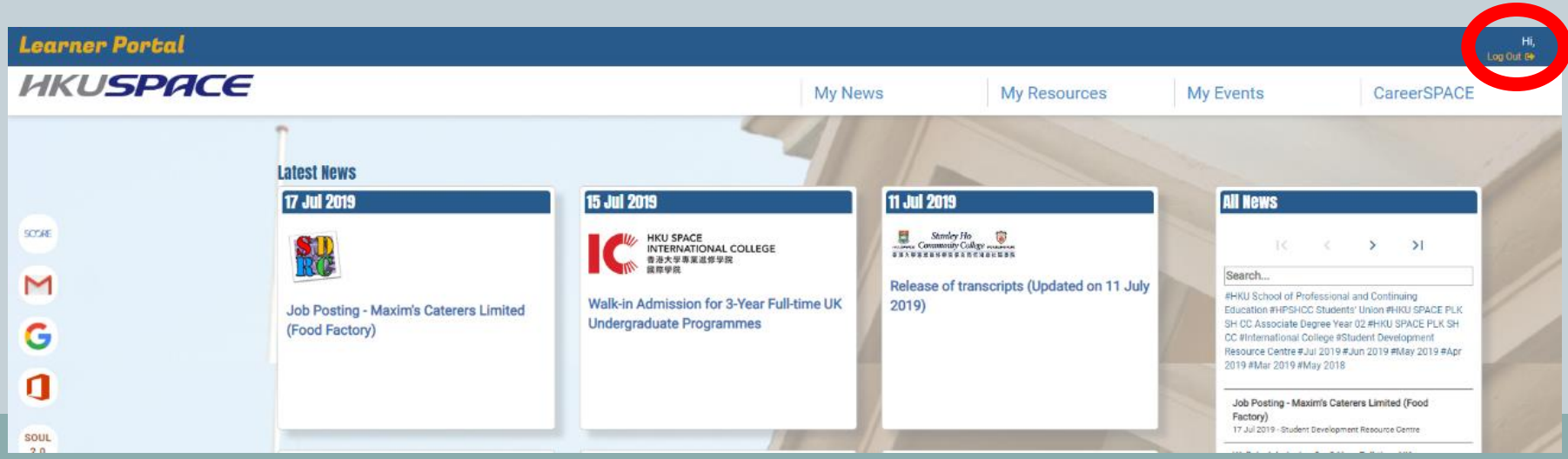
Reminder - Password

- Remember! The system password that you have made changed affects on ALL e-Learning Platforms (i.e. Learner Portal, SOUL, SCORE and Webmail)
- However, it **DOES NOT** take effect on campus workstations (i.e. the student computers located on different floors in the College). They are two SEPARATED systems.
- Please remember **BOTH** sets of login and password

Reminder - Logout

Remember to logout

If you are using a public computer, it is important for you to logout before leaving the computer unattended. Otherwise, others can access your information using the same computer or even alter the data if your account remains logged in. The system will be logged out only when you logout from the Learner Portal and close the browser.



Introduction of the Key Functions of E-Learning Platforms