



Stanley Ho
Community College



香港大學專業進修學院保良局何鴻燊社區書院

1

THE KEY FUNCTIONS OF E-LEARNING PLATFORMS

Campus Workstations – Location

2

Workstations are 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

3

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

Example:

Username: 20091234 **Student ID Number**

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**



Learner Portal Adverse Weather FAQs Job Vacancy Contact Us 中文 搜索

Programmes Applications & Admissions College Life News Alumni About Us

FAQs

HOME > FAQS >

FREQUENTLY ASKED QUESTIONS ▾

FAQs

Frequently Asked Questions

WiFi Services

2

Study Subsidy Scheme for Designated Professions/Sectors (SSSDP) >

General Questions >

A Guide to New Students

5

Website: <http://hkuspace-plk.hku.hk/guide2023>

HOME ▶ A GUIDE TO NEW STUDENTS

A Guide to New Students

Welcome to HKU SPACE Po Leung Kuk Stanley Ho Community College (HPSHCC)!

Before the start of the academic year, please read through the following information. It serves as a good start of your study journey at HPSHCC.

1. [Registration for New Students](#)
2. [Orientation and Programme Briefing Session \(Updated on 2 Sept 2022\)](#)
3. [Online Platforms: Teaching and Learning, Information, and Services](#)
4. [Student Timetable](#)
5. [Updates on Teaching Arrangement for Semester 1, 2022-23 \(Posted on 2 Sept 2022\)](#)
6. [Student Handbook / Services Forms](#)
7. [Assessment](#)
8. [Course Exemption / Credit Accumulation Transfer](#)
9. [Financial Assistance and Scholarships](#)

A Guide to New Students

6

3. Online Platforms

Please download the user guide of each platform for details.

Students will receive their student number for accessing electronic platforms of the College via email in early September.

A video is available for the demonstration on accessing the electronic platforms. The major functions of the online platforms can also be found [here](#)

[Cantonese](#)

[English](#)

Regular checking of these e-platforms and your college email account is essential throughout your studies.

Learner Portal (LP) is a user-friendly “one-stop” online platform which provides College information, course documents, student handbook and forms. Please go through [this document](#) for details.

Through the Portal, you can also enter:

Student and Course Record System (SCORE) deals with students' personal records and study information (e.g. view and amend personal particulars, access timetable and examination schedule, and check assessment results). Please click [here](#) to learn more about the SCORE system;

Webmail is found under the My Webmail section on the Learner Portal. Some important and individual-based information will be disseminated to students through this official email account (e.g. collection of transcript, result of application for course exemption/ taking extra courses, details on payment of IELTS course, etc.). Please click [here](#) to learn more about the Webmail;

HPSHCC eLearning Platforms – Overview

7

Learner Portal

SCORE

Webmail

SOUL 3.0

Overview - eLearning Platforms in HPSHCC

8

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 3.0

- Classroom activities system
(Lecture notes downloading, assignment submission)
- Lecturer → Students

Part 1

Learner Portal

(LP)

Learner Portal – Overview

10

- “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

(SOUL3.0, SCORE, Webmail)



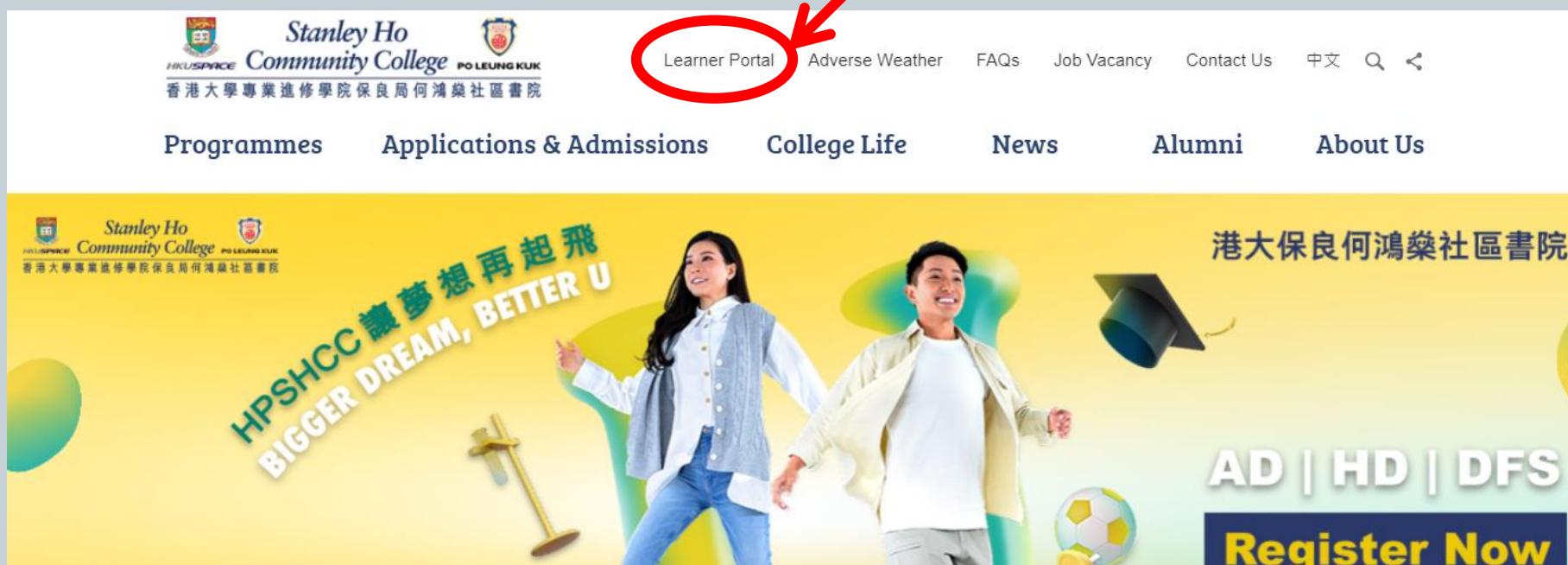
Check Regularly

Learner Portal – Login

11

- Step 1:

Click “Learner Portal” via HPSHCC college webpage at <http://hkuspace-plk.hku.hk>



The screenshot shows the homepage of the Stanley Ho Community College (HPSHCC) website. At the top, there is a navigation bar with links for "Learner Portal", "Adverse Weather", "FAQs", "Job Vacancy", "Contact Us", and "中文" (Chinese). Below the navigation bar, there are links for "Programmes", "Applications & Admissions", "College Life", "News", "Alumni", and "About Us". The main banner features a yellow background with the text "HPSHCC 讓夢想再起飛" (BIGGER DREAM, BETTER U) and "港大保良何鴻燊社區書院" (The University of Hong Kong Po Leung Kuk Stanley Ho Community College). It also features images of two students and a graduation cap. At the bottom, there is a "Register Now" button with "AD | HD | DFS" above it. The footer of the page also contains the college's logo and name.

Learner Portal – Login

12

- Step 2: Click “Sign In My Portal”

Learner Portal

HKUSPACE Today CareerSPACE General Information Links and Resources Contact Us

Sign In MyPortal

School's News

HKUSPACE Apr 25, 2023 - Jan 01, 2024 Google Drive read-only after 18 Jun 2023

Community College News

HKUSPACE Community College Jul 05, 2023 - Jul 31, 2023 IC - Online Information Seminars for AD/HD/HDKSE/IB Graduates (July 2023)

International College News

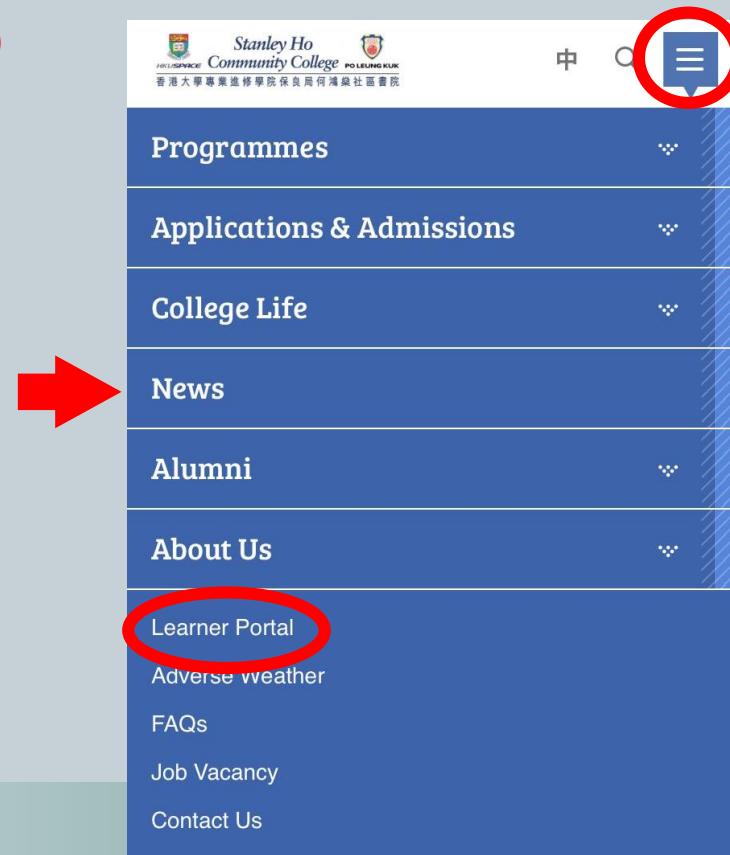
HKU SPACE INTERNATIONAL COLLEGE Jul 05, 2023 - Jul 31, 2023 IC - Online Information Seminars for AD/HD/HDKSE/IB Graduates (July 2023)

Jun 21, 2023 - Jul 31, 2023 International Degree Programmes for AD/HD/HDKSE/IB graduates [Final Round Application Deadline: 31/7]

Learner Portal – Login (via mobile)

13

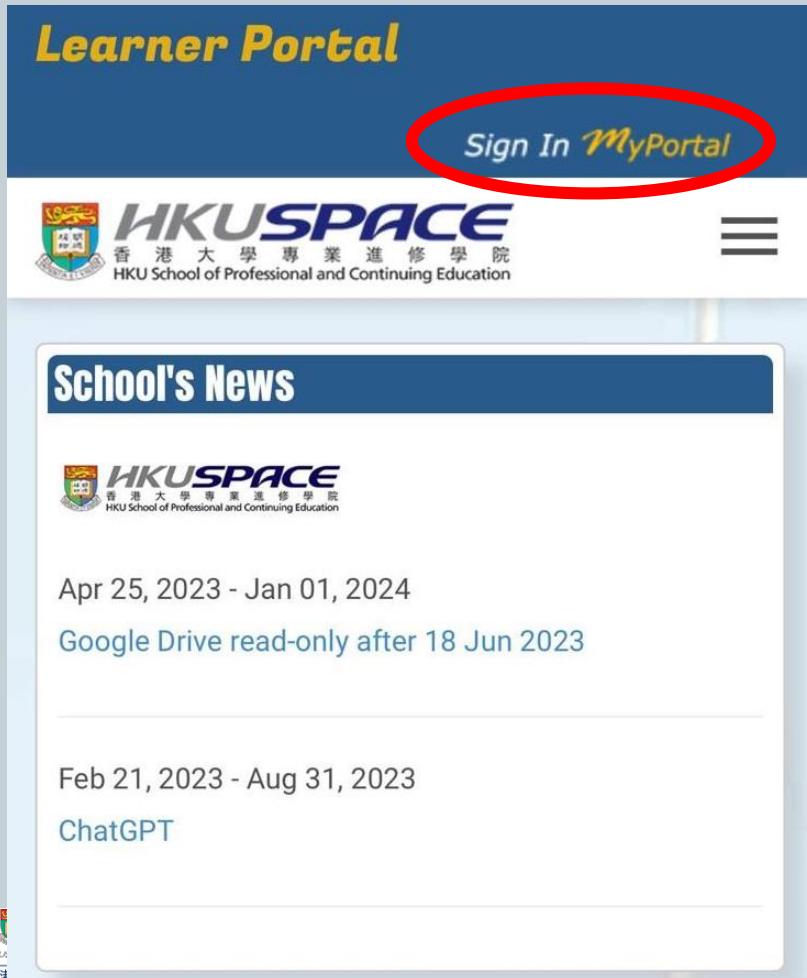
- Step 1: Click “Learner Portal” via HPSHCC college webpage at <http://hkuspace-plk.hku.hk>



Learner Portal – Login (via mobile)

14

- Step 2: Click “Sign In My Portal”



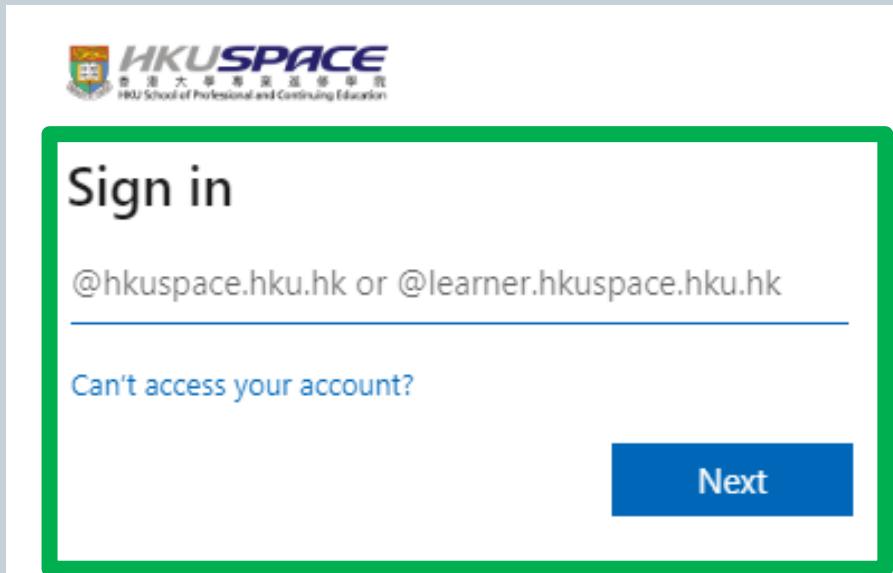
The image shows a mobile application interface for the HKU SPACE Learner Portal. At the top, the text "Learner Portal" is displayed in yellow. Below it, the HKU SPACE logo and text "香港大學專業進修學院" and "HKU School of Professional and Continuing Education" are visible. A red circle highlights the "Sign In MyPortal" button. The main content area is titled "School's News" and lists two items: "Apr 25, 2023 - Jan 01, 2024" and "Google Drive read-only after 18 Jun 2023". At the bottom, there is another news item: "Feb 21, 2023 - Aug 31, 2023" and "ChatGPT". The bottom left corner features the HKU logo with the text "香港大學".

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

Learner Portal – First Time Login

15

- Step 3:



The image shows the 'Sign in' page of the HKUSPACE website. At the top is the HKUSPACE logo. Below it is a text input field with the placeholder '@hkuspace.hku.hk or @learner.hkuspace.hku.hk'. Underneath the input field is a link 'Can't access your account?'. At the bottom right is a blue 'Next' button. The entire input field area is highlighted with a green border.

Normal User



For **Staff** (academic & non-academic), please input:
Staff User ID@hkuspace.hku.hk

For **Students**, please input:
Student No. @learner.hkuspace.hku.hk
First Time User / Forgot Password, click [here](#)
Forgot Student No., click [here](#)

Only for first time user or a user who forgot password



Learner Portal – First Time Login

16

• Step 4:

If you are first time user or forgot your password, please complete the following steps to update it. Please click [here](#) to know how to use.

Step 1

Enter Student Number

Step 2

Send Validation Code

Step 3

Enter Validation Code

Step 4

Update Password

Step 1. Enter Student Number

Student Number: Please enter your student number.

If you forgot your student number, please click [here](#).

Captcha:



Please enter the displayed Captcha value on the upper textbox.

Confirm

Clear

Learner Portal – First Time Login

17

• Step 5:

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



**Please refer to Slide 20,
if you found your mobile
number or email address
incorrect.**

If you are first time user or forgot your password, please complete the following steps to update it.

Step 1
Enter Student Number

Step 2
Send Validation Code

Step 3
Enter Validation Code

Step 4
Update Password

Step 2. Send Validation Code

We are going to send you a validation code, please select which way you want to receive the code:

- A validation code will be sent to your mobile phone number, 9xxxxxx1.
- A validation code will be sent to your email address, jxxxxxxxxx6@gmail.com.
- If it is not your mobile phone number or email address, please contact our IT Help for assistance.

Confirm



Learner Portal – First Time Login

18

• Step 6:

Enter the validation code you received and click “Confirm”.



If you are first time user or forgot your password, please complete the following steps to update it.

Step 1
Enter Student Number

Step 2
Send Validation Code

Step 3
Enter Validation Code

Step 4
Update Password

Step 3. Enter Validation Code

The validation code has been sent to you by SMS/email. Please enter the code into the system within 5 minutes.

If the code expires, please click "reload" to try again.

Validation Code:

Learner Portal – First Time Login

19

• 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.



If you are first time user or forgot your password, please complete the following steps to update it.

Step 1
Enter Student Number

Step 2
Send Validation Code

Step 3
Enter Validation Code

Step 4
Update Password

Step 4. Update Password

New Password:

1. Has to be at least **10** characters long
2. Contains at least an uppercase (A - Z), a lowercase (a - z) and a numeric (0 - 9) character
3. Does not contain white space character and either of these characters, \$ " \ /
4. Password must NOT be repeated for at least 3 cycles of change
5. [\[More Info \]](#)

Re-type New Password:

Important: Please note that your new password can only be used to log in the HKU SPACE Central Authentication Service (CAS).

Confirm

Clear

Learner Portal – Login Failure

20

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

If you are first time user or forgot your password, please complete the following steps to update it.

Step 1 Enter Student Number Step 2 Send Validation Code Step 3 Enter Validation Code Step 4 Update Password

Step 2. Send Validation Code

We are going to send you a validation code, please select which way you want to receive the code:

A validation code will be sent to your mobile phone number, 9xxxxxx1.

A validation code will be sent to your email address, jxxxxxxxxx6@gmail.com

If it is not your mobile phone number or email address, please contact our IT Help for assistance.

Select for IT Help and click “Confirm”

Confirm



Learner Portal – Login Failure

21

- **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 CAPICHA Text according to the image provided**
- **Click “Create Ticket”**

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Personal Email *

User ID (for Registration Only) *

Phone Number

Help Topic

2. General Enquiry *

— Select a Help Topic —

1. Report IT Problem

2. General Enquiry

Please Describe Your Issue

Summary *

CKEditor

Details on the reason(s) for opening the ticket.

Drop files here or choose them

CAPTCHA Text:



Enter the text shown on the image. *

Learner Portal – Login Failure

22

- **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**

Attention: Please also send your correct mobile number and email address to exam.records@hkuspace-plk.hku.hk (before Sem 1 starts) OR submit the form “Application for Personal Data Amendment” to the College Office (after Sem 1 starts).

Learner Portal – Home Page

23

- 3 main sections, e.g. My News / My Resources / My Events
- Gateway to other systems, e.g. SOUL 3.0 / SCORE / Webmail
- Other useful tools, e.g. IT Help / Setting / Office 365

Learner Portal

Hi,
Log Out



My News

My Resources

My Events

CareerSPACE

Latest News

10 Jul 2023



Release of Transcripts
(Updated on 5 July 2023,
Assessment Results of
Sem 2, 2022-23 included)

07 Jul 2023



保良局賣旗日: 招募義工
[Chinese Only]

05 Jul 2023



Explore Wan Chai • Youth
Orienteering
Competition 澳仔青年定
向比賽 • 今昔猜程尋

All News



Search...

#HKU School of Professional and
Continuing Education #HPSHCC
Students' Union #Information
Technology Services #Cross-
Group #Student Development Resource
Centre #HKU SPACE PLK SH CC #Jul
2023 #Jun 2023 #Apr 2023 #Mar
2023 #Feb 2023 #Jan 2023 #Nov
2022 #Oct 2022 #May 2018

05 Jul 2023



05 Jul 2023



05 Jul 2023



Release of Transcripts (Updated on 5
July 2023, Assessment Results of
Sem 2, 2022-23 included)
10 Jul 2023 - HKU SPACE PLK SH CC

保良局賣旗日: 招募義工 [Chinese]



Learner Portal – My News

24

Notice posted by College Office

Notice posted by SDRC

Learner Portal

Hi,
Log Out



My News

My Resources

My Events

CareerSPACE

Latest News

10 Jul 2023



Release of Transcripts
(Updated on 5 July 2023,
Assessment Results of
Sem 2, 2022-23 included)

07 Jul 2023



保良局賣旗日: 招募義工
[Chinese Only]

05 Jul 2023



Explore Wan Chai • Youth
Orienteering
Competition 澳門青年定向比賽 • 今昔猜程尋

All News



Search...

#HKU School of Professional and
Continuing Education #HPSHCC
Students' Union #Information
Technology Services #Cross-
Group #Student Development Resource
Centre #HKU SPACE PLK SH CC #Jul
2023 #Jun 2023 #Apr 2023 #Mar
2023 #Feb 2023 #Jan 2023 #Nov
2022 #Oct 2022 #May 2018

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

Release of Transcripts (Updated on 5
July 2023, Assessment Results of
Sem 2, 2022-23 included)
10 Jul 2023 - HKU SPACE PLK SH CC

保良局賣旗日: 招募義工 [Chinese
Only]
07 Jul 2023 - Student Development
Resource Centre

Learner Portal – My Resources

25

My Resources

HKU SPACE PLK SH CC > Course Documents

Enrolled Program

HKU SPACE PLK SH CC

Others

Enrolment/Payment Slip(s)

International College

Research Ethics Committee

Student Assessment (Part-time programme)

Course Documents

Course Effectiveness Reports

Grade Descriptors for Final Grade

List of Course Offered 2018/19

Student Handbook 2018/19

Student Services Forms

Students Financial Assistance

Students' Union

Students are strongly advised to download the Student Handbook as it includes Academic Calendar, graduation requirements, etc.

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

26

- Contains information relating to online enrollment for activities

Your enrolled activities are listed here

Active activities are listed here

HKUSPACE
香港大學專業進修學院

My News My Resources My Events CareerSPACE

All Events

Status	Title	Post	Start	End
No data available in table				

Enrolled Events

No data available in table				
----------------------------	--	--	--	--

SCORE

Microsoft Office

Microsoft OneDrive

IT Help on e-Learning Platforms

27

- After logging in to LP, click “IT Help” on the left

The image shows a screenshot of the HKUSPACE Learner Portal. At the top, there is a blue header bar with the text "Learner Portal" on the left, the HKUSPACE logo in the center, and "My News", "My Resources", and "My..." buttons on the right. On the left side, there is a vertical sidebar with several icons: SCORE, a blue document icon, a red Microsoft Office icon, SOUL, and a blue question mark icon labeled "IT Help". A red arrow points from the text in the previous slide to this "IT Help" button. The main content area is titled "Latest News" and displays several news items with dates: 10 Jul 2023, 07 Jul 2023, 05 Jul 2023, 05 Jul 2023, 05 Jul 2023, and 05 Jul 2023. Each news item has a thumbnail image of a building, the date, the title, and a brief description. The news items are as follows:

- 10 Jul 2023**
Stanley Ho Community College
Release of Transcripts
(Updated on 5 July 2023, Assessment Results of Sem 2, 2022-23 included)
- 07 Jul 2023**
SD RC
保良局賣旗日: 招募義工
[Chinese Only]
- 05 Jul 2023**
SD RC
Explore Wan Chai • Youth Orienteering Competition 澳門青年定向比賽 • 今昔猜程尋
- 05 Jul 2023**
SD RC
- 05 Jul 2023**
SD RC
- 05 Jul 2023**
SD RC

IT Help on e-Learning Platforms

28

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

The screenshot shows the HKU SPACE Learner Portal. At the top, there is a navigation bar with links for HKU SPACE Today, CareerSPACE, General Information, Links and Resources, and Contact Us. The 'Contact Us' link is circled in red and labeled '1'. Below the navigation bar, there is a section for 'Online Feedback Form for Students'. A red box highlights the text: 'You can seek IT Help via:' followed by a list: 'Email', 'WhatsApp/ WeChat', and 'IT Help Chatbot/ Ticket'. A red arrow points from this box to a red-bordered box labeled '2' containing the 'Information Technology Services' section. This section includes 'IT Help Contact' (email: it.help@hkuspace.hku.hk, WhatsApp/ WeChat: 6803 5480), 'IT Help Service Ticket System' (link: Home page), and a 'Validation code' field with a CAPTCHA image showing 'CHKMBJ'.

Learner Portal

HKUSPACE

HKU SPACE Today | CareerSPACE | General Information | Links and Resources | Contact Us

Online Feedback Form for Students

If you have any comments, compliments or complaints about our programmes or services, the first point of contact should be the Programme Leader of your programme. If you do not have the contact details, you are also welcome to convey your feedback or complaints to the Quality Assurance Team by completing the Online Feedback Form for Students below. You will get an acknowledgement and your case will be passed to and handled by relevant staff. You will be notified of the result as soon as possible.

You can seek IT Help via:

- Email
- WhatsApp/ WeChat
- IT Help Chatbot/ Ticket

Validation code

This step helps prevent improper use of automated programs.

CHKMBJ

Information Technology Services

IT Help Contact

it.help@hkuspace.hku.hk

WhatsApp / WeChat: 6803 5480 [Hours of Operation 09:00 – 17:30 Monday to Friday]

IT Help Service Ticket System

Home page

International College

General Enquiry

ic@hkuspace.hku.hk

Home page

2910 7555

中醫藥學

中醫藥學

tcmenquiry@hkuspace.hku.hk

Home page

2527 0112

Reminder - Password

29

- Remember! The system password that you have 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

30

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.



Reminder – HKU Library

31

- HPSHCC students are entitled for a HKU Facilities Access Card. The Card allows you to access to the HKU Libraries and their electronic resources. Collection arrangement to be announced on Learner Portal later.
- You can get access to the electronic resources of HKU Library through SOUL 3.0 (as below).
- An online HKU Library orientation may be offered to students in late Sept/early Oct. Registration details to be announced on Learner Portal later.



HPMS4018-3-22-23 S2
Introduction to e-Commerce / 電子商貿導論

HPMS4018-HL01-22-23 S2
Introduction to e-Commerce / 電子商貿導論



HKU SPACE e-Services
Useful Links
[Learner Portal](#)
[Change Password \(Learner\)](#)
[HKU SPACE Webmail \(Learner\)](#)
[HKU Library](#)

Plagiarism
Please press [here](#) to know more about plagiarism.

E-Learning courses

Reminder – Stage 2 Registration (on campus)

32

- Please refer to the email “SID and Registration for New Students Stage 2” for information.
- All students have to come back to the campus and complete the Stage 2 registration in person. Further arrangements will be announced in Learner Portal.
- During your registration, you will receive a Welcome Package includes, for example, your Student ID card, the official receipt of tuition fee payment, etc.

Reminder – Annual Printing Subsidy

33

- The College will provide an annual printing subsidy (HK\$150) to each student at the start of the academic year for printing and photo-copying of course materials.
- HK\$150 will be reloaded to your Octopus card through the reload service at a designated 7-Eleven store in Causeway Bay.
- You should present your QR code (via your mobile device or in a hard copy) in person together with your student card and Octopus card for redemption at the 7-Eleven store within the valid redemption period.
- Details will be sent to you by email in September.

Reminder – MTR Student Travel Scheme 2023-24

34

- Full-time students who are 25 or below are eligible to apply.
- Application has to be made on a yearly basis.
- You can submit an online application through MTR Mobile or MTR Website from **mid-August until 31 October 2023** with your Student ID Card.
- Please refer to “A Guide to New Students” > 9. Financial Assistance and Scholarships > **9.3 MTR Student Travel Scheme** for any updates

Reminder – Laptop Loan Service

35

- Available at the College library (4/F)
- Details to be announced on Learner Portal

Reminder – A Guide to New Students

36

Website: <http://hkuspace-plk.hku.hk/guide2023>

Before the start of the academic year, please read through the following information. It serves as a good start of your study journey at HPSHCC.

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5. [Teaching Arrangement for Semester 1, 2023-24](#)
6. [Student Handbook / Services Forms](#)
7. [Assessment](#)
8. [Course Exemption / Credit Accumulation Transfer](#)
9. [Financial Assistance and Scholarships](#)
10. [Campus Facilities](#)
11. [Student Support Services](#)

General Enquiry

37

General Enquiry:

Tel:	3923 7000
Email:	<u>enquiry@hkuspace-plk.hku.hk</u>

THANK YOU