

8. Getting Information

8.1 PolyU Web Site

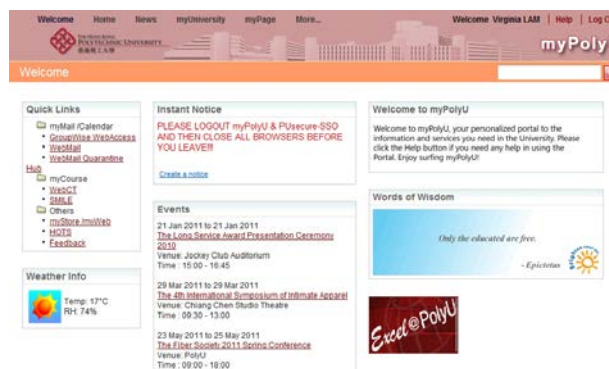
You can browse the University web site using any Internet-connected PC by pointing your browser to: <http://www.polyu.edu.hk>. Through the PolyU web site, you can obtain various University information including academic programmes, research profile, upcoming events, important University documents, etc. and to access the University Portal (section 8.2) and web sites of individual departments and offices.



8.2 University Portal

8.2.1 What is University Portal

The University Portal at <https://portal.polyu.edu.hk> provides all staff and students with a **one-stop gateway** for personalized access to all essential information and electronic services in accordance with their roles in work and study. Once logged into "myPolyU" with your NetID and NetPassword, you will be presented with different University information and services targeted for you.



A variety of useful information are available under "myPolyU" including upcoming University events, Staff Handbook, academic calendar, university and departmental announcements, library information, e-calendar, e-forms, weather information, local and overseas news, etc. You can also access your e-mails and a number of e-services including the Computerised Human Resources Information System, Payroll & Benefits System, Oracle Financials System, etc. via "myPolyU".

8.2.2 Access to University Portal

You can access the University Portal conveniently via the PolyU web site:

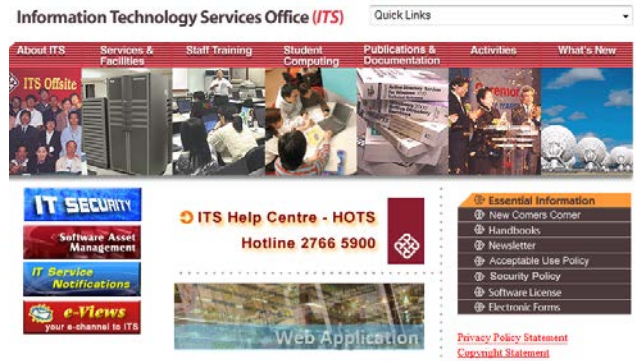
Access to University Portal

- Access the PolyU web site at <http://www.polyu.edu.hk>
- Click **myPolyU** at the top right hand corner
- Click **Login** in the Portal Login Page
- Enter your **NetID** and **NetPassword** in the PUsecure_SSO (Single Sign-on) Login Page for identity authentication

You may also access the University Portal directly at: <https://portal.polyu.edu.hk>.

8.3 ITS Web Site

The ITS web site (<http://www.polyu.edu.hk/its>) presents up-to-date information on the central IT facilities and services provided by ITS. Other information available include the ITS Staff / Student Handbooks and Newsletters, service request forms, user guides, IT security news, etc.



8.4 Electronic Newsletter – “Get Connected”

The monthly ITS e-Newsletter, “Get Connected” (<http://www.polyu.edu.hk/ags/itsnews.htm>), is one of the major communication channels between ITS and our users. It is published electronically to provide you with the latest updates on new IT facilities and services, news on IT-related functions and events, guidelines and good practices, plans for future development areas, etc. You are strongly recommended to read the Newsletter monthly in order to make the best use of the IT resources at your disposal. “Get Connected” is also accessible via the ITS web site and the “Publications” channel of the University Portal.



8.5 ITS Representative to Department (IRD)

To provide a direct contact point to departments for consultation and discussion on departmental IT needs, plans and initiatives, a dedicated senior ITS staff member, named “ITS Representative to Department” (IRD), has been assigned to each Department/Office/Centre/Unit. The IRDs will coordinate to provide professional advice and feedback to departments on their IT initiatives and will also periodically visit departments to better understand their IT needs. Heads of Department, Computer Liaison Officers and other staff involved in the planning and development of departmental IT initiatives and projects are welcome to contact their IRD for discussions and consultations.

*The list of ITS Representatives to Departments (IRD) is at **Appendix I**.*

8.6 Departmental Computer Liaison Officer (CLO)

One staff member from each department is nominated as the Computer Liaison Officer (CLO) to act as a contact person between ITS and the department on IT related matters. The CLOs also act as the department's IT Security Officers and Software Asset Managers. ITS correspondences and information are sent to the CLOs and meetings between ITS and CLOs are held regularly to facilitate communication. The list of Departmental CLOs can be viewed by clicking “List of Computer Liaison Officers (CLOs)” under “Quick Links” of the ITS web site.

8.7 Staff Handbook and other Publications

In addition to the “Staff Handbook on IT Facilities and Services” which provides comprehensive information on ITS facilities and services, user guides on specific or new facilities and services are also published from time to time. You can access the continually updated versions of these publications by clicking “Publications & Documentation” at the ITS web site.

8.8 ITS Service Notifications

Important notifications on IT services are sent to you electronically via email. These include changes / updates on IT services, maintenance schedule of the central computer systems and network services, etc. The IT service announcements come in 3 different forms:

- Notification of Incident (NoI) - The NoI tells affected users that a service is broken, and provides updates and reports when the service has been restored.
- Notification of Scheduled Change (NoS) - The NoS provides users with an early warning that a change to a service is planned/ scheduled and allows users of the service to raise any concerns they may have about the proposed change.
- Notification of Action (NoA) - The NoA tells users of any emergency changes that have been made to services or informs users of the completion of planned or emergency changes that have been the subject of an earlier NoS.

All service announcements can also be viewed on the 'IT Service Notifications' page under the ITS website.

8.9 PolyU Electronic Form Library

You can access a variety of service request and application forms of ITS and various departments and offices at the PolyU Electronic Form Library by selecting "e-forms" under the "myUniversity" channel of the University Portal. Different levels of access control are maintained in the E-form Library so that forms are only accessible to authorized users. The commonly-used forms currently available include those of:

- Academic Secretariat (AS)
- Alumni Affairs and Development Office (AADO)
- Facilities Management Office (FMO)
- Finance Office (FO)
- Health, Safety and Environment Office (HSEO)
- Human Resources Office (HRO)
- Information Technology Services Office (ITS)
- Innovative Technology Research Syndicate (ITRS)
- Management Information and Support Office (MISO)
- Partnership Development Office (PDO)
- PolyU Technology & Consultancy Company Limited (PTeC)
- Research Office (RO)
- Student Affairs Office (SAO)
- Committees

You can conveniently retrieve, print out or download the forms onto your computer. For those web-based electronic forms, you can complete them online for submission directly through the Internet.