4. Networking, Communication & Collaboration Services

4.1 Campus Network

4.1.1 Campus Network Infrastructure

The University’s campus network consists of many departmental Local Area Networks (LANs) which connect all the computers within departments. These LANs are inter-connected by the campus network backbone. Ten Gigabit, Gigabit and Fast Ethernet technologies including multi-chassis link aggregation are employed in the network to provide a very high speed communication backbone. The University's campus network is physically extended to the School of Hotel and Tourism Management at the Hotel ICON, the Student Halls of Residence as well as the off-campus offices to facilitate users at different geographic locations to directly access the central IT facilities and services. The campus network is also connected to the Internet via HARNET (section 4.1.2) to enable the sharing of computer resources and electronic information exchange within the University and externally.

Through the campus network, you can have easy access to the central IT facilities and services as well as the Library’s electronic services. You can also communicate with the world-wide community and access a wealth of information on the Internet.

4.1.2 HARNET

The Hong Kong Academic and Research Network (HARNET) is a wide area optical network linking up the campus networks of the JUCC (Joint Universities Computer Centre) member and affiliated institutions, including The Hong Kong Polytechnic University, The University of Hong Kong, The Chinese University of Hong Kong, Hong Kong University of Science and Technology, City University of Hong Kong, Hong Kong Baptist University, Lingnan University, The Education University of Hong Kong, The Open University of Hong Kong, Vocational Training Council, Tung Wah College, The Hong Kong Academy for Performing Arts, Hang Seng Management College, BNU-HKBU United International College, Chu Hai College of Higher Education and University of Macau. The optical network supports high speed network applications and research projects among universities.

Besides connecting to the Internet, HARNET is connected to the fourth generation of the Trans-Eurasia Information Network (TEIN4) to support academic and research activities. To facilitate information exchange and collaboration among universities in the Greater China Region, HARNET is connected to the China Education and Research Network (CERNET), CERNET2 and the Taiwan Research Network (TANet). It also peers with other National Research and Education Networks (NREN) including the Academia Sinica Grid Computing Centre (ASGCNET), Korea Research Environment Open Network (KREONET) and Asia Pacific Advanced Network – Japan (APAN –JP).

HARNET provides quality, equitable and cost-effective information and communication resources to its member institutions and all PolyU users are eligible to use the computing and networking resources of HARNET. You are requested to observe the ‘HARNET Acceptable Use Policy’ available at: http://www.jucc.edu.hk/haup.

4.1.3 Fixed Network Outlets & WiFi Access Points on Campus

To facilitate computer-aided teaching and learning and to enable convenient connection of mobile devices to the campus network, both fixed network outlets and WiFi access points have been installed at different public areas on campus including all lecture theatres and general teaching rooms. To avoid unauthorized access to the University’s IT resources, authentication is required for connection. The procedures of setting up your mobile devices for wireless network connection are available at https://www.polyu.edu.hk/its/self-help/network/lan-config.
4.1.3.1 Fixed Network Outlets

In addition to departmental offices and laboratories, fixed network outlets have been installed in all lecture theatres and general teaching rooms to facilitate the connection of notebook or other mobile devices to the campus network for class teaching.

4.1.3.2 WiFi Access Points

WiFi access points have been installed at all public areas and buildings on the podium level and above including all lecture theatres and general teaching rooms, ITS Student Computer Centre, Library, sports centres, canteens, Chiang Chen Studio Theatre and Jockey Club Auditorium. With a mobile device which supports IEEE 802.11a/g/n/ac wireless standards, you may get convenient access to the campus network at locations with WiFi access points established using the SSID 'PolyUWLAN'. The WiFi service also facilitates departments and student organizations in holding exhibitions, presentations and any other functions which require network access in open areas.

4.1.4 Wireless Access at Local & Overseas Institutions

To provide staff and students with wireless access while visiting local and overseas institutions, PolyU has joined the ‘eduroam’ initiative (http://www.eduroam.hk) which is a wireless LAN mutual access initiative among member institutions around the world. By configuring the wireless LAN parameters of your mobile device, you can get convenient network access at all ‘eduroam’ member institutions locally and overseas. You can access the WiFi service at those institutions using your NetID with the suffix ‘polyu.edu.hk’ (e.g. netid@polyu.edu.hk) and your NetPassword with the SSID, ‘eduroam’.

4.1.5 Wireless Access at Public Places in Hong Kong

Through collaboration with local wireless service providers including Y5ZONE (URL: http://www.y5zone.net, SSID: Universities via Y5Zone) and CSL (URL: http://www.cslwifi.com, SSID: Universities via CSL), free wireless access has been extended to off campus. PolyU staff and students can enjoy free Internet connectivity at thousands of hotspots at public places in Hong Kong including popular shopping malls, restaurants, fast food chains, coffee shops, convenience stores, MTR stations, etc. Please refer to the respective websites of the service providers for the updated list of hotspots.

4.1.6 Wireless Access for Guests

In support of the HKSAR Government’s city-wide WiFi initiative, visitors can enjoy free WiFi service on the PolyU campus using the SSID, ‘Wi-Fi.HK via PolyU’. By accepting the terms and conditions, visitors can use the service for two hours, after which they have to accept the terms again to continue using the service.

4.2 Virtual Private Network

The Virtual Private Network (VPN) enables staff to establish secure remote connection to the campus network for accessing some PolyU internal resources from off-campus, as if you are in your office. Everything transmitted over the VPN is encrypted to protect data privacy. Installation and User Guide of the VPN service is available at: https://www2.polyu.edu.hk/Staff/General_Notices/VPN_guide.pdf.

4.3 IP Telephony

To save administrative and maintenance cost and to enhance mobility, Internet Protocol (IP) telephony is gradually replacing the University’s conventional analog telephone infrastructure. IP based telephone service is provided in new buildings on campus, off-campus offices as well as the Student Halls of Residence for staff and student use.
4.4 Electronic Messaging and Collaboration Suite

The electronic messaging and collaboration suite is a hosted private cloud service provided by Microsoft. It consists of the Staff Email Service, OneDrive for Business, Skype for Business, Office Online, Office ProPlus, SharePoint Online and Teams to provide email service, web storage, instant messaging and web conferencing, online document editing, MS Office applications, team site and chat-based workspace.

4.4.1 Staff Email Service

The Staff Email Service provides large mailbox quota of 50GB. It also provides access to a host of other communication and collaboration services including calendaring, message sharing, mobile push mail support, etc. For details of the service and the user guide, please refer to the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).

4.4.1.1 Access to Staff Email Service

Access with Outlook Client

You can set up the Outlook client on your networked PC for accessing the Staff Email Service. The Set up Guide for Outlook Client is available at the Electronic Messaging and Collaboration Web Site.

Access with Outlook on the Web

You can also access your Staff Email account anytime anywhere using the Outlook on the Web on any networked computer with a web browser.

Accessing Staff Email Service with Outlook Web App

- Visit the Electronic Messaging and Collaboration Website at: https://www.polyu.edu.hk/its/emc
- Select Access to the Service for Current Staff
- Login with your NetID and NetPassword

All messages in your mailbox will then be displayed and you can read and send emails via the Staff Email Service.

4.4.1.2 Your Staff Email Address

Your Staff Email Address is in the form of: <Preferred Address Name>@polyu.edu.hk. For example:

If your Preferred Address Name is Peter Chan:
Your full Staff Email Address would be peter.chan@polyu.edu.hk

You can choose your Preferred Address Name during the NetID registration process. Please refer to the FAQs at the IdPortal (https://idportal.polyu.edu.hk) for details.

4.4.1.3 Central Staff Email Address Book

When sending messages via the Staff Email Service to other PolyU Staff Email users, it is not necessary to enter their full email addresses. Instead, you can select the name of your recipient from the central Staff Email Address Book. In the Staff Email Address Book, all names are by default displayed in the following format:

Last Name (Family Name), First Name
e.g. CHAN, Peter

In most cases, the Staff Email display names are staff members’ official names under the personnel record system.

4.4.1.4 Proper Use of Email Resources

You are requested to observe the PolyU Electronic Messaging Usage Policy (https://www2.polyu.edu.hk/PolyU/General_Notices/PolyU_EMessaging_Usage_Policy.pdf) which
outlines the standards of acceptable use of the University email facilities. In particular, email should not be used for any of the following purposes:

- conducting commercial functions, such as marketing or business transactions
- sending irrelevant or chain mails to a large number of recipients
- broadcasting messages which are likely to harass or offend other users
- any communication which violates applicable laws and regulations

If you have to send broad-based messages via the University email facilities for your department, you have to follow the Guide for Sending Broad-based Messages via University Email Facilities (https://www2.polyu.edu.hk/PolyU/General_Notices/Guide_Sending_BBM.pdf) and the Guide for Sending Unsolicited Electronic Messages (https://www2.polyu.edu.hk/PolyU/General_Notices/Guide_Sending_UEM.pdf).

Any improper use of the University’s email and other central IT resources by a user may result in suspension from the use of the University’s IT facilities and services. The case will be reported to the department concerned and/or the University's disciplinary authority for appropriate actions, particularly when the misuse causes embarrassment to the University and/or inconvenience/hardship to the public.

4.4.2 OneDrive for Business

OneDrive for Business is a personalized web storage service which enables you to access your files over the Internet and to keep them synchronized with your hard-drives. Each staff user is provided with 5TB of storage quota and you can share documents with anyone within and outside PolyU. More information is available at the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).

4.4.3 Skype for Business

Skype for Business supports the conduction of multi-party online meetings with audio and video, desktop sharing and virtual whiteboard. You will be able to send instant messages, make voice calls, conduct video and web meetings with other Skype for Business Online users within and outside PolyU. More information is available at the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).

4.4.4 Office Online

Office Online is a web-based version of Microsoft Office productivity suite. It provides web-based versions of MS Word, Excel, PowerPoint and OneNote which enable you to access your documents using a web browser and to edit them online. More information is available at the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).

4.4.5 Office ProPlus

Office ProPlus provides you with the latest version of MS office for your PC/Mac, tablet or smart phone. The software tools available include Word, Excel, PowerPoint, Outlook, Access, OneNote, Publisher, OneDrive for Business and Skype for Business. You can install the software on up to five PCs/Macs, five tablets (Windows, iPad and Android) and five smart phones. More information is available at the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).

4.4.6 MS Image

The MS Imagine Program provides a list of Microsoft professional-level developer and designer tools for free use for learning, teaching and research purposes. Staff from science, technology, engineering and math (STEM) departments can have free access to a wider range of software. Prior registration is required and more information is available at the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).
4.4.7 SharePoint Online

SharePoint Online enables you to create and manage custom-built team-focused and project-focused sites for collaboration. You can create sites to share documents and information easily with PolyU and external users. You may contact ITS for using the SharePoint Online service. More information is available at the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).

4.4.8 Teams

Teams is a collaboration tool providing chat-based workspace where team members can share ideas, documents and calendars, hold discussion and make video calls, etc. It is a collection of people, conversations, files and tools all in one place to facilitate effective and efficient collaboration. More information is available at the Electronic Messaging and Collaboration Website (https://www.polyu.edu.hk/its/emc).

4.5 Mailing List Management System

The Mailing List Management (MLM) System enables departments to send broad-based messages to staff, students or external recipients. In addition to supporting authorized users of departments in sending mass messages, the System also provides a convenient platform for the maintenance of various mailing lists, including the un-subscribed opt-out lists as required by the Unsolicited Electronic Messages Ordinance (UEMO).

4.6 Internet Service

4.6.1 Access to the Internet

Through the Internet, you can gain convenient access to a wealth of information and to communicate with other network users worldwide. While on campus, you can use any networked PCs or workstations in your office or the SCC to get on to the Internet via the campus network and HARNET. You may also access the Internet with your mobile device using the WiFi service on campus.

An Internet Firewall is used to protect the campus network infrastructure against external attacks and to avoid abuse on external networks. Please refer to https://www2.polyu.edu.hk/Staff/General_Notices/r_firewall_rule.html for the default firewall rules. In case you have a practical need to bypass the firewall rules for your work, please apply via your departmental Computer Liaison Officer by completing the ‘Application for Access to PolyU Computer Hosts from the Internet’ form available at the 'Useful Forms’ section of the ITS website at: https://www.polyu.edu.hk/its/general-information/useful-forms.

4.6.2 Policy on Controversial Materials on the Internet

As an Internet user, you are requested to observe the University’s policy that controversial materials of obscene and pornographic nature should not be accessed, developed or distributed using the computing resources of the University. As a regular practice, ITS will remove all the ‘suspicious’ pornographic/obscene information from our servers. Any non-compliance may result in termed or permanent suspension of computer access, or other disciplinary measures depending on the nature of the offence.
4.7 University Portal

4.7.1 What is University Portal

The University Portal (https://my.polyu.edu.hk), named ‘myPolyU’, is PolyU’s intranet portal website customized for staff and students to support their work/study life at PolyU. It provides facilities for you to locate essential systems and information for conducting different activities. You can also learn about important upcoming events hosted by different departments. You are advised to log on to ‘myPolyU’ at least once a day to keep up with the latest events and information targeted for you, and to use it as a handy tool for locating the systems/websites that you need.

4.7.2 Access to University Portal

‘myPolyU’ is a mobile-friendly website that you can access anytime anywhere, through the web browser on any Internet-connected device. You can access the University Portal conveniently via the PolyU Homepage:

Access to University Portal
- Visit the PolyU Homepage at https://www.polyu.edu.hk
- Click the myPolyU link under ‘Quick Links’
- Enter your NetID and NetPassword in the PolyU-SSO (Single Sign-on) Login Page and then click Login

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

4.8 Information Broadcasting Service

Digital and LED display systems are available at various public areas on campus for disseminating and broadcasting of University/departmental information to the PolyU community. Departments may request to broadcast information via the systems by completing the request form available at the ‘Useful Forms’ section of the ITS website at: https://www.polyu.edu.hk/its/general-information/useful-forms.