



IT Survival Tips

Duration: 2 Hours

Seminar Contents:

1. ITSC Network Account Management

Speaker: **Mr. Ivan KWOK**

Suggested time: **10 mins**

- a. Forget password (access Manage my Account at ITSC website)
- b. Two-Factor Authentication (2FA)
 - i. Re-activate Duo due to changing mobile device or Duo Mobile App does not work
 - ii. Obtain Bypass Code
- c. Difference on login with and without "@ust.hk"

2. Telephone Service

Speaker: **Mr. Ivan KWOK**

Suggested time: **10 mins**

- a. Deltapath mobile app
- b. Forward your office line to home with Telephone Web Portal for Deltapath and Cisco users

3. Remote Desktop

Speaker: **Mr. Ivan KWOK**

Suggested time: **20 mins**

- a. Setup VPN
- b. Update PC settings
- c. 2FA required
- d. Good practices when using remote desktop

4. Cybersecurity

Speaker: **Mr. Ivan KWOK**

Suggested time: **10 mins**

- a. Read AIP attachments
- b. Recognizing SPAM/spoofing mails

5. Online Meeting with Zoom

Speaker: **Mr. Patrick LO**

Suggested time: **30 mins**

- a. Zoom website for HKUST (<https://hkust.zoom.us>)
- b. Zoom mobile app
- c. Latest updates made on Zoom
- d. Organize Zoom meetings inside Exchange calendar
- e. Setup breakout room in Zoom meeting
- f. Equipment you may need in using Zoom, e.g. webcam, headset with microphone, presenter, etc.
- g. License issue on hosting webinar in Zoom

6. Self-help or Getting Help from ITSC

Speaker: **Ms. Flora CHIU**

Suggested time: **10 mins**

- a. ITSC website (<https://itsc.ust.hk>)
- b. ITSC knowledge base
- c. ITSC training resources
- d. ITSC support chatbot
- e. Send email to cchelp@ust.hk
- f. Call service desk helpline 2358 6200

7. Sending Digital Signed Email from Home (target to IDLPs and authorized senders)

Speaker: **Ms. Debbie LEUNG**

Suggested time: **10 mins**

- a. Sending email to all-staff, all-ug, and all-pg while working from home
- b. Token issue