THEi
IT Systems for Students

Services Available

E-mail Service
All students will be provided with a CNA of 50GB* storage capacity, together with an e-mail address, for communication by using Web-mail. *https://webmail.stu.vtc.edu.hk*

*You should clear your mailbox regularly to ensure you could receive e-mails.

Use Smart Phone connect to mailbox
Student email system supports students checking their email through their smart phone (like Windows Mobile, iPhone, and Android). Students need setup the phone as following:

Email address for authentication: xxxxxxxx@stu.vtc.edu.hk
User name: xxxxxxxx
Password: Your CNA password

Reminder:
the mail box address is xxxxxxxx@stu.thei.edu.hk

Outside Campus Access
With Virtual Private Network (VPN), you can access VTC's Network through any Internet Service Provider (ISP) at home.
http://vpn.vtc.edu.hk

Wireless Campus Access
Wireless accesses Intranet and Internet services in various areas (e.g. hall, library, canteen ...) in campuses.
(Wi-Fi network for students: VTC-Student)
http://wlan.vtc.edu.hk

Y5ZONE Wireless LAN Service outside VTC premises
In collaboration with Y5ZONE, VTC Staff and Student can now enjoy free wireless service in public areas such as IFC, McDonald's, Starbucks etc. For details, please check with VTC wireless LAN webpage.
http://wlan.vtc.edu.hk

MyPortal
A web portal provides online information about your study.
https://myportal.vtc.edu.hk

Office 365 for students
The new platform enhances better learning and communication experience, which goes within and beyond campuses. Details:
https://cnatools.vtc.edu.hk/cnaportal/intro_o365/index_zh.html
Access Office 365 for student at
http://office365.stu.vtc.edu.hk

MS Teams
A tool can provide a platform for online teaching and group discussion.
https://www.vtc.edu.hk/digital-workplace/guidebook-for-online-teaching/student.html

One Drive
A cloud storage service with 1TB storage for students. The files storage in One Drive can be share with others.
https://cnatools.vtc.edu.hk/cnaportal/intro_o365/index_zh.html

IT Helpdesk System
A cloud-based helpdesk system for submit your requests and enquiries. You can also find answers to frequently asked questions
https://it-helpdesk.thei.edu.hk/

Computer & Network Account (CNA) and Email Service Utilities

http://cnatools.vtc.edu.hk

Change Password
For security reason, **you must change your personal password at least once every 180 days**. You can check the password complexity requirement and best practice at.
https://cnatools.vtc.edu.hk/cnaportalfaq/cna.html

Change Personal Information
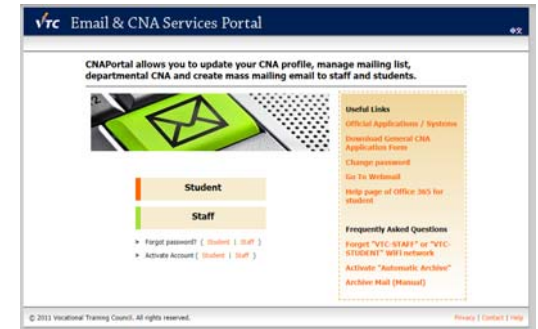Change the personal information of your CNA.
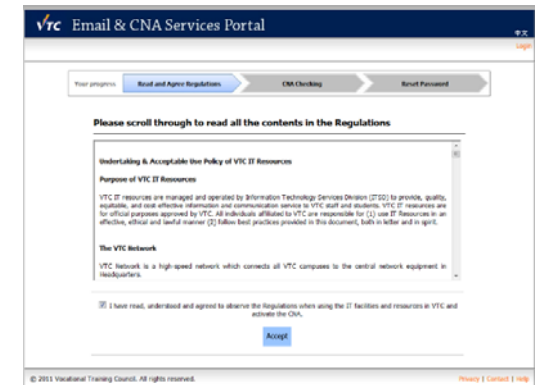
Forget Password
Reset your password when you forget it.

Forget / Reset Password

1. Go to the CNA portal page and click the "Forget Password – Student" link by entering the following URL in your web browser: http://cnatools.vtc.edu.hk

2. Please scroll through to read and agree all the contents in the Regulations to accept the Undertaking & Acceptable Use Policy of VTC. Then click the "Accept" button.

3. Enter your CNA (Computer and Network Account) to verify your identity and press Next

4. Please follow the instructions and fill in all the required information to reset your password. Then click the "Reset
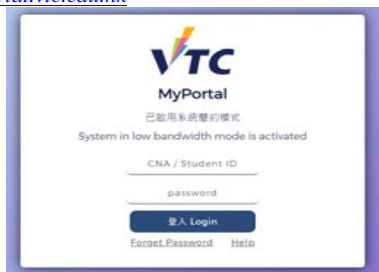
Password".

Proper Use of VTC Email Service

VTC Email is an official communication channel among staff and students. It should be used for learning and teaching purpose only. VTC Email accounts shall **not** be used for other purposes such as:

o Register public websites, such as forum/discussion group, chat rooms or eBay
o Conduct commercial activities, such as marketing or business transactions
o Send irrelevant or chain mails to a large number of recipients
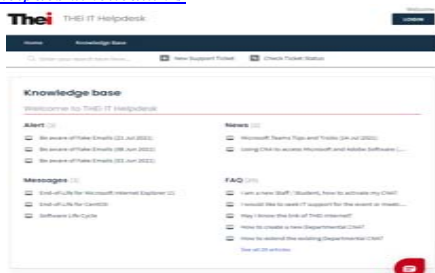o Broadcast messages which are likely to harass or offend others

MyPortal

A web portal provides online information about your study such as Timetables (Class and Examination), Online Module Selection, and Documents Download (Updated THEi Student Handbook, Commonly Used Application Forms, Transcript of Study, Payment Advice…etc.)
https://myportal.vtc.edu.hk

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Student Portable Computer On Loan Service

"Same Day Loan" with overdue fine as follows:

HK$100 for the 1st day.
HK$200 for the first 2 days.
HK$300 for the first 3 days.
HK$400 for the first 4 days.
HK$500 for the first 5 days. (maximum fine)

If the portable computer is not returned after the max. fine is reached, it will be treated as a loss by the borrower.

Tsing Yi Campus

Borrow and return with a valid Student Identity Card   IN PERSON at the Computer Laboratory, Room 703.
(Please call TY Helpdesk @ 5266 4372 before you go to the Computer Laboratory)

Monday – Friday:	8:30 am – 12:30 pm 1:30 pm – 5:00 pm
Saturday:	9:00 am – 11:30 am
Sunday & Public holidays:	Closed

Chai Wan Campus

Borrow and return with a valid Student Identity Card IN PERSON at the Library, Room S103

Term Time	
Monday – Friday:	9:00 am – 9:00 pm
Saturday:	9:00 am – 5:00 pm
Sunday & Public holidays:	Closed

Print Quota

Students	Print Quota
	THEi Campuses[1]
All Faculties	700 pages

Notes:
1. Room 417,703@Tsing Yi Campus, Room S304,S305,S306,S504@Chai Wan Campus.
2. The unused print quota will be carried forward to the next academic year.
3. Topping up coupon can be purchased from the Computer Laboratory at Rm 702, THEi Tsing Yi Campus and Library at Room S103, THEi Chai Wan Campus. The price is $30 for 100 pages of print quota for THEi Campuses.

Contact for IT Support

Campus	**Tsing Yi (TY)**	**Chai Wan (CW)**
Hotline	5266 4372	5266 4397
Email	thei-it-adm@vtc.edu.hk	

Service Hours

Monday – Friday:	8:30 am – 12:30 pm 1:30 pm - 6:00 pm (TY & CW)
Saturday:	9:00 am – 12:00 noon
Sunday & PH:	Closed