



EDuIT Helpdesk - Password issue

Education Information Technology (EDuIT)

Password issue

Answer the required questions

The Hong Kong Academy
of Applied Learning
ATA

EDuIT Helpdesk Request Form

* Required

Password issues
密碼問題

6. Have you tried password reset at <http://pm.hkapa.edu>? *

曾嘗試在<http://pm.hkapa.edu> 更改密碼嗎?

Yes, 有

No, please try to reset the password at <http://pm.hkapa.edu>. 沒有, 請到<http://pm.hkapa.edu> 嘗試更改

7. If the problem persists, please send a student ID / staff ID card photo to itsupport@hkapa.edu for verification, we will send you back the new password ASAP. *

如果問題仍然存在, 請發送學生證/工作人員身份證照片至itsupport@hkapa.edu 進行驗證, 我們將盡快將新密碼發送給你。

Student/Staff ID Photo has been sent to itsupport/whatsapp. Request for password reset 已發送學生證/員工證相片至ITSUPPORT電郵要求協助更改密碼

Problem fixed 問題已解決

Other/ 其他

Back Submit

Click on Submit button

SSB login issue

Select one of the SSB error that encountered



The screenshot shows the EDuIT Helpdesk Request Form. At the top, it displays the logo of The Hong Kong Academy for Performing Arts and the title 'EDuIT Helpdesk Request Form'. Below the title, there is a section for 'SSB login issues /SSB 不能登錄'. The form includes a list of common situations and related solutions. The sixth item is 'Please select one of the failure messages *', with a sub-instruction '請選擇您所看到的失敗信息'. There are five radio button options: 'Authentication failed / 驗證失敗' (which is selected), 'Web access has been disabled / 網絡訪問已被禁用', 'Authentication error / 授權錯誤', 'SSL Error / SSL錯誤', and 'OTHER / 其他'. At the bottom of the form, there are two buttons: 'Back' and 'Next'. An orange arrow points from the text 'Select one of the SSB error that encountered' to the 'Authentication failed' option. Another orange arrow points from the text 'Click on Next button' to the 'Next' button.

EDuIT Helpdesk Request Form

* Required

SSB login issues /SSB 不能登錄

The following are 4 common situations and related solutions / 以下是常見的4個情況和有關解決方法

6. Please select one of the failure messages *
請選擇您所看到的失敗信息

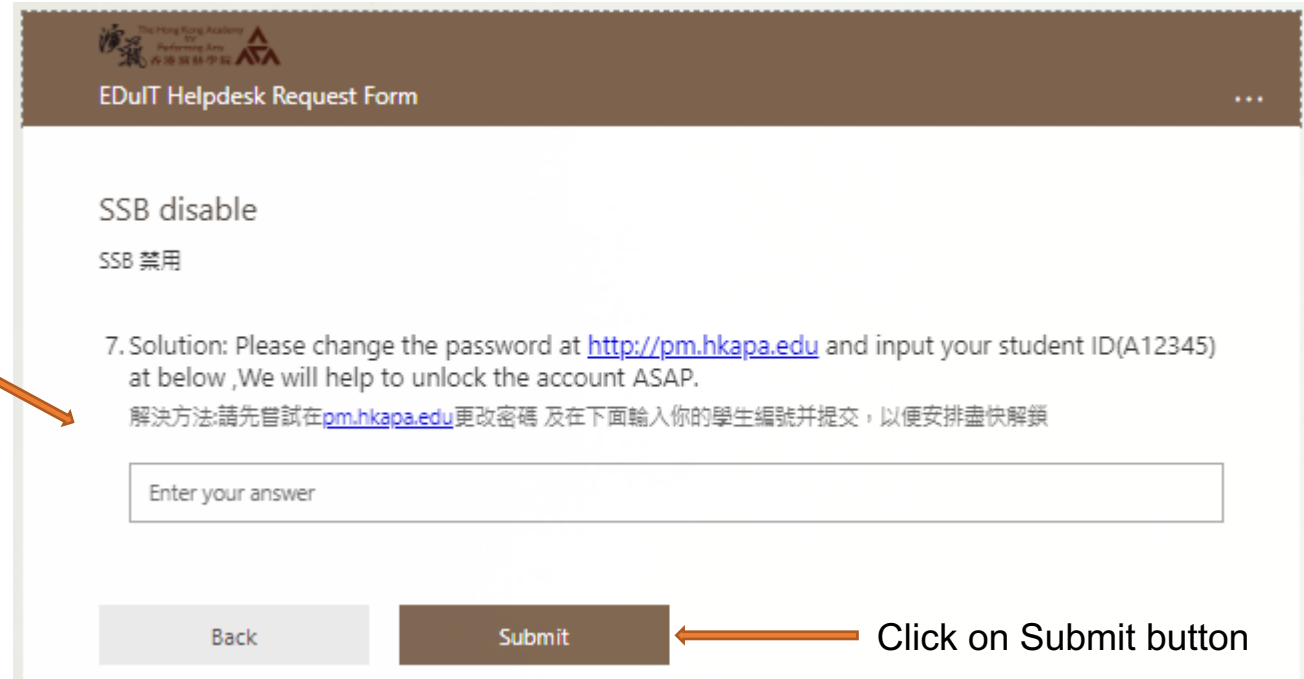
- Authentication failed / 驗證失敗
- Web access has been disabled / 網絡訪問已被禁用
- Authentication error / 授權錯誤
- SSL Error / SSL錯誤
- OTHER / 其他

Back Next

Click on Next button

SSB login issue

Enter the student ID



The screenshot shows a web form titled "EDuIT Helpdesk Request Form" with the HKAPA logo. The main heading is "SSB disable" with the Chinese text "SSB 禁用" below it. A solution step is provided: "7. Solution: Please change the password at <http://pm.hkapa.edu> and input your student ID(A12345) at below ,We will help to unlock the account ASAP." Below this is the Chinese translation: "解決方法:請先嘗試在pm.hkapa.edu更改密碼 及在下面輸入你的學生編號并提交，以便安排盡快解鎖". There is a text input field with the placeholder "Enter your answer". At the bottom, there are two buttons: "Back" and "Submit".

Click on Submit button

Computer issue

Select one of the computer issue that encountered

Describe the issue or error message shown

Available time for onsite/ remote support

The screenshot shows the 'EDuIT Helpdesk Request Form' with the following sections:

- * Required**
- Computer issues**
一般電腦問題
- 6. Issues 問題 ***
 - Software installation request 軟件安裝要求
 - Hardware issue 硬件問題
 - Software issue 軟件問題
 - Other
- 7. Brief Description 簡要描述 ***
Enter your answer
- 8. Extension No. / Mobile for arrange onsite or remote service 分機/手提電話，用於安排現場或遠程服務 ***
The value must be a number
- 9. Your availability within next 7 days 你的未來7天可供預約時間**
Enter your answer

At the bottom, there are two buttons: 'Back' and 'Submit'. An orange arrow points from the text 'Click on Submit button' to the 'Submit' button.

Click on Submit button

Meeting Room Technical Support

EDuIT Helpdesk Request Form

* Required

Meeting Room Technical Support
會議室技術支援

6. Date 日期 *

Select the Date → Please input date (M/d/yyyy) [Calendar icon]

7. Setup Time 設置時間 (eg: 4:00 AM) *

Select the Time → Enter your answer

8. Location 地點 *

Select the Location →

- X910
- Room A
- Room C
- Other [Text input]

9. Equipment Required 所需設備 *

Fill in any equipment is required in the meeting → Enter your answer

Back Submit ← Click on Submit button

Feedback for EDuIT Services

Select the related service

The Hong Kong Academy
Performing Arts
香港演藝學院

EDuIT Helpdesk Request Form

Feedback for EDuIT Service
提供意見予EDuIT

6. Please choose the related service 請選擇相關服務

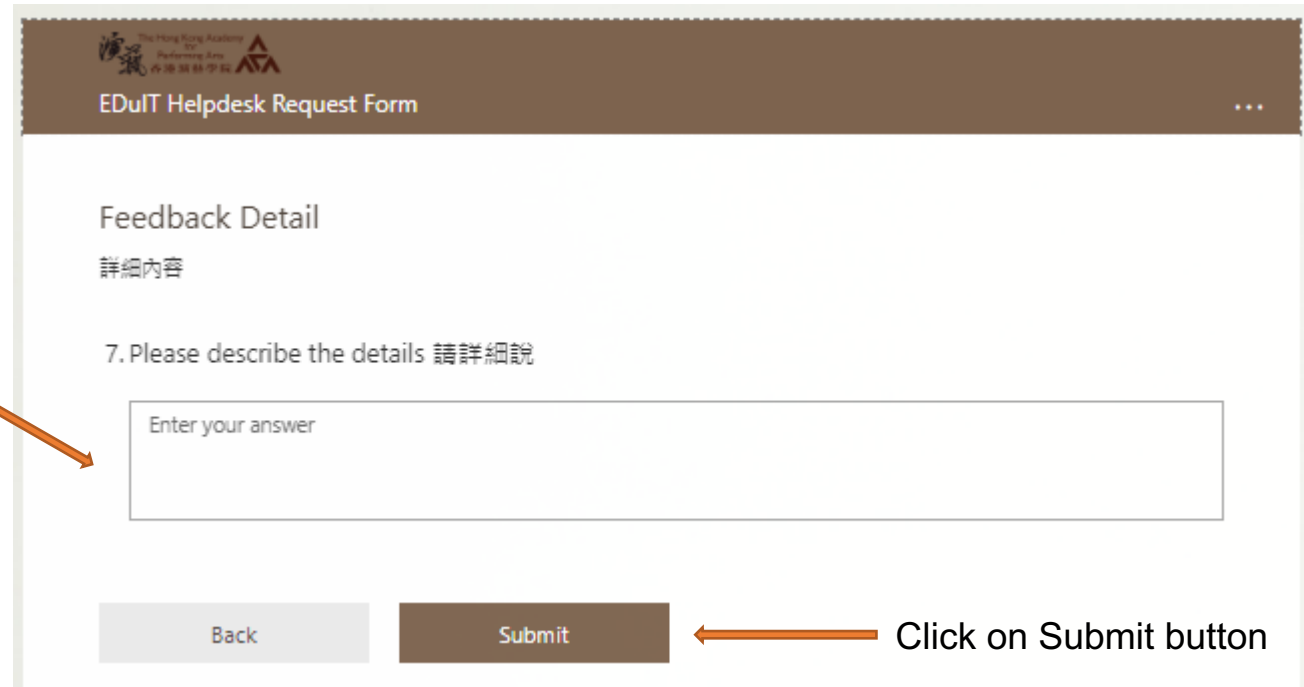
- Applications(eg.Banner, Intranet)
- Canvas
- General IT Support Service
- Website
- Other

Back Next

Click on Next button

Feedback for EDuIT Services

Provide the feedback and given in the field.



The screenshot shows the 'EDuIT Helpdesk Request Form' interface. At the top, there is a header with the logo of The Hong Kong Academy for Performing Arts (HKAPA) and the text 'EDuIT Helpdesk Request Form'. Below the header, the section is titled 'Feedback Detail' with the Chinese text '詳細內容'. A question is displayed: '7. Please describe the details 請詳細說'. Below the question is a large text input field with the placeholder text 'Enter your answer'. At the bottom of the form, there are two buttons: a grey 'Back' button and a dark brown 'Submit' button. An orange arrow points from the text 'Provide the feedback and given in the field.' to the input field. Another orange arrow points from the text 'Click on Submit button' to the 'Submit' button.



Thank you