Information Technology Services

1. Academy Computer Laboratory

1.1 The purpose of the Academy Computer Laboratory is to provide students with access to computer facilities that will enable them to apply general Information Technology competencies to their academic studies, projects, productions, and other aspects of their student life at the Academy.

1.2 For details on the facilities available, opening hours, and rules governing the Academy Computer Laboratory, see the *Rules Governing the Use of the Academy Computer Laboratory*.

2. Email Service

2.1 The email service is provided to students of the Academy for communication purposes. This is a privilege that the Academy extends to its students. This privilege will be withdrawn when the students terminate their studies at the Academy.

2.2 For details, see the *Rules Governing the Use of Email Service*.

3. Wireless Network

3.1 Wi-Fi is available at the following locations:

Campus	Building	Location
Wan Chai	**Administration Block**	
		Office and Conference Room
	Academy Block	
	G/F	Library, Drama Black Box, Computer Laboratory
		Classroom 12
	UG	Cafeteria, Learning Resource Room
	1/F	Classroom 1-4, 6-9, Rehearsal Room 1-2
		Atrium, Atrium Lounge, Practice Room 1-10
	2/F	Teaching Room 17-38, Lyric Gallery Open Area
	3/F	Dance Studio 5-9
	4/F	Dance Studio 1-4, Staff Studio
	5/F	Studio 10-14

	Theatre Block	
Wan Chai	G/F	Studio 1-6, TEA Computer Laboratory, Tech Lab A, AESM Student Workstation
	UG	Props Student Workstation
	1/F	TEA Design Room, Design Studio
	2/F	Art Room A-B, Student Workstation
	3/F	EDT Workstation, Seminar Room, CT Workstation, TV Studio
		Dance Computer Laboratory
		Student Common Room
	4/F	TV Control Room, CGI 1, EDT Workshop (Light Lab)
Béthanie	G/F	Canteen, Classroom1&2, Digital Sound Studio 1&2, Editing Suite 1&3, Library, Lobby, MFA2 Work Station, Production Lab, Production Office, Student Directing Office, Student Common Room, Writing Room
	2/F	Conference Room
Béthanie Annex	G/F	Light Lab, Sound Lab, Classroom 1-2, Stage Tech Lab, Rest Room and Pantry

Students can connect their mobile devices to the Wi-Fi network using their Academy email account (e.g. a12345.stu@hkapa.edu).

4. Virtual Private Network (VPN)

4.1 The Academy has set up a Virtual Private Network (VPN) which allows students to securely connect to the Academy's Self-service Banner (SSB) system from their home computers for accessing their personal information, and other services such as course registration. For detailed instructions, please see https://intranet.hkapa. edu/itsu/doc/aventail.pdf.

5. Password Management

5.1 Each student will be assigned a network identity (e.g. a12345.stu) and initial password for accessing various IT services, such as Email, Wi-Fi, and the computers in the Academy Computer Laboratory. The Self-service Password Management Website (https://pm.hkapa.edu) offers a convenient and secure way for students to protect their network identities, and to change or reset their passwords at any time. Students are required to change their passwords every 180 days for security reason.

6. IT Help Desk Services

6.1 The IT Help Desk is the primary point of contact for students who are in need for technical assistance or have enquiry. During office hours, students can contact the IT Help Desk by calling the hotline 2584-8737, sending email to itsupport@hkapa.edu, accessing the online service (http://helpdesk.hkapa.edu), or visiting the ITSU Office located in the Administration Block of the Academy.

Academic Services Office (ASO)

1. General Information

1.1 The ASO, in collaboration with the Schools and various Departments or Sections, is responsible for implementing all the policies and regulations relating to study programmes and student administration.

1.2 The ASO supports the work of the Board of Undergraduate Education, Board of Postgraduate Education, and the Academic Board, which are the three key academic decision-making bodies of the Academy. Members of the Boards include elected student representatives. Students' opinions can therefore be reflected through these student members to the Academy's senior management.

2. Office Hours and Location

2.1 The ASO is located at Room X002 in the Administration Block and the office hours are as follows:

Monday – Friday	8:30 am - 5:30 pm / 9:00 am - 5:00 pm*
Saturday	8:30 am - 1:00 pm / 9:00 am - 12:30 pm*
Sunday & Public Holiday	Closed
* for money matters	

3. Services

Registration

3.1 The ASO administers students' programme registration, programme transfer, deferment of and withdrawal from studies.

Student Identity Cards

3.2 After registration, each student is issued a Student Identity Card (ID) for access to the Academy premises. For replacement of student ID card due to loss of the card or whatever reason, students are required to complete an application form and pay a replacement fee of HK$70.