



ITO Helpdesk Request Form

Information Technology Office(ITO)

www.hkapa.edu

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ITO Helpdesk Request Form

- Information Technology Office(ITO) strives to provide quality Information Technology Services to support the academic and operation needs of the Academy.
- IT Service Request Form allows you to report an issue and make a request regarding IT aspects, selecting the category of the problem, providing further explanation and comments regarding the problem if any.
- Submit an IT support enquiry online: <http://itsupport.hkapa.edu/>

Request Form - itsupport.hkapa.edu

1. Please enter your academy email (A12345.stu@hkapa.edu / s21chantaiman@hkapa.edu) 請輸入
學院電郵帳號 *

Fill in your email address →

2. Department 部門 *

Fill in your Department →

3. Priority 優先級別

Set the Priority →

4. When do you need our service support? 你何時需要我們的支援服務?
Example: For special arrangement, you need a computer set up by xxxx date; you need a virtual support by
xxxx date or conference room set up ready by xxxx/hh:mm date/Time, etc.
In order to provide quality of service and efficiency time arrangement. We will response your request as soon as we can.
有效提高工作效率和時間安排。

Enter your answer

5. What types of issues for requesting this IT service? 什麼原因需要尋找支援服務? *

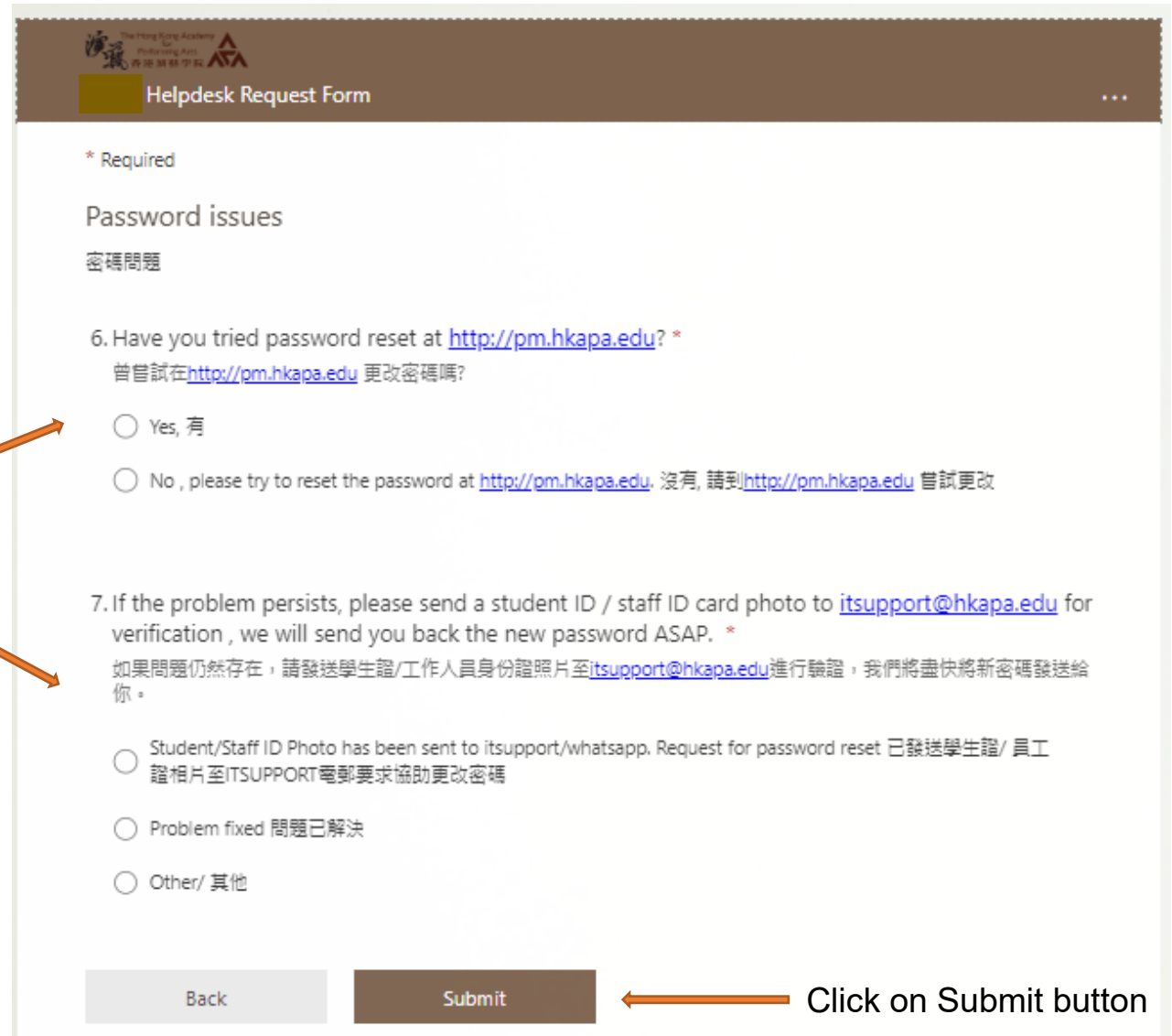
- ☐ Password Issues 密碼
- ☐ SSB login issues SSB不能登錄
- ☐ Computer issues 一般電腦問題
- ☐ Meeting Room Technical Support 會議室技術支援
- ☐ Feedback for EDuIT Services 提供意見予EDuIT
- ☐ Other

Click on Submit button →

* is Mandatory field

Password issue

Answer the required questions



The screenshot shows a web form titled "Helpdesk Request Form" with the HKAPA logo. The form is for "Password issues" (密碼問題). It contains two required questions, each with radio button options. An orange arrow points from the text "Answer the required questions" to the first question. Another orange arrow points from the same text to the second question. A third orange arrow points from the text "Click on Submit button" to the "Submit" button at the bottom right.

*** 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

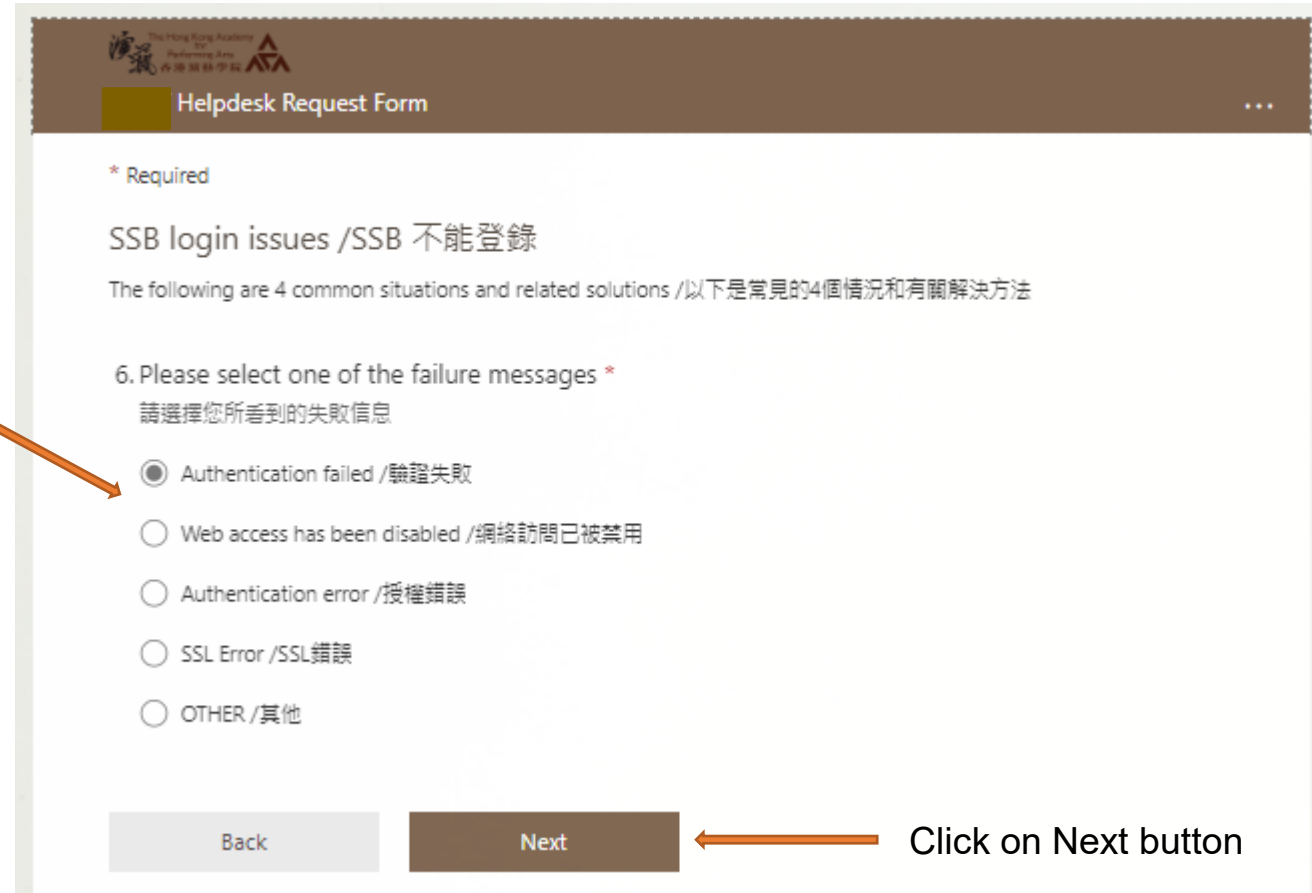
☐ Problem fixed 問題已解決

☐ Other/ 其他

Click on Submit button

SSB login issue

Select one of the SSB error that encountered



The screenshot shows a web form titled "Helpdesk Request Form" with the logo of The Hong Kong Academy for Performing Arts. The form contains the following text:

* 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 *

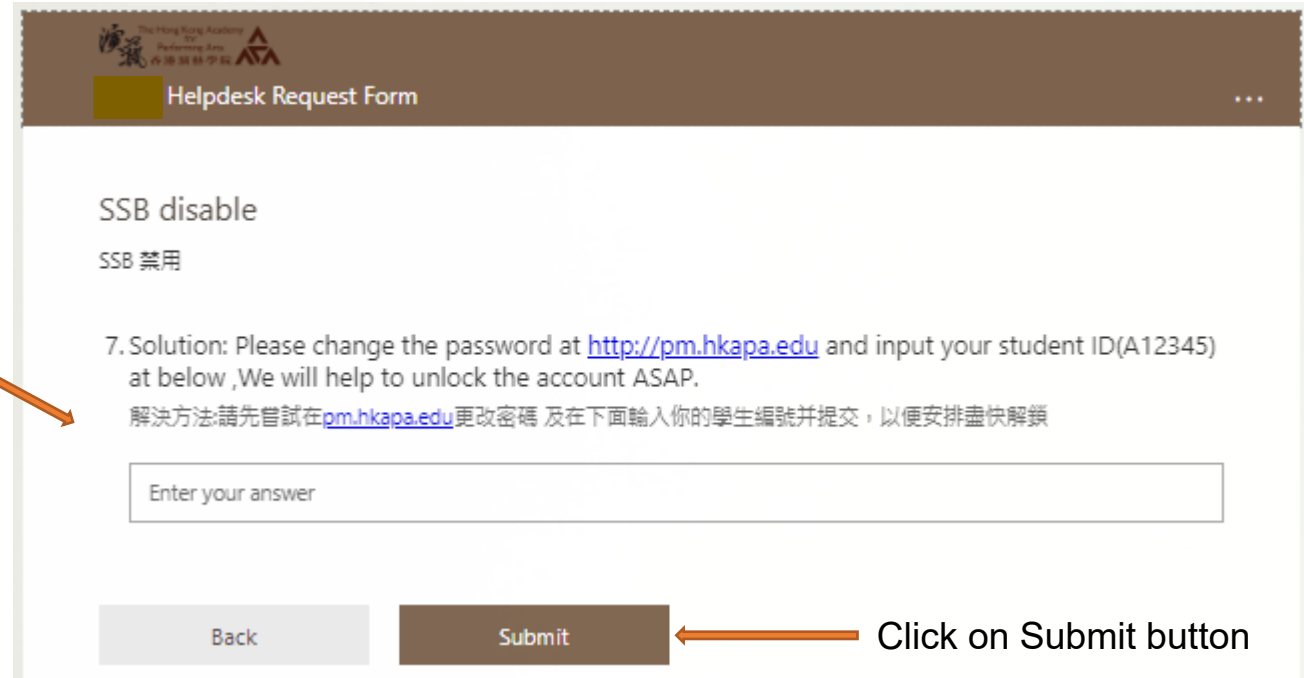
請選擇您所看到的失敗信息

- ☒ 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

At the bottom of the form, there are two buttons: "Back" and "Next". An orange arrow points from the text "Click on Next button" to the "Next" button.

SSB login issue

Enter the student ID



The screenshot shows a web form titled "Helpdesk Request Form" with the The Hong Kong Academy of Performing Arts logo. The main heading is "SSB disable" with the Chinese text "SSB 禁用" below it. A solution is provided in English and Chinese, instructing the user to change their password at <http://pm.hkapa.edu> and input their student ID (A12345). Below the text is a text input field labeled "Enter your answer". At the bottom are "Back" and "Submit" buttons. An orange arrow points from the text "Enter the student ID" to the input field, and another orange arrow points from the text "Click on Submit button" to the Submit button.

SSB disable
SSB 禁用

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.
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

Enter your answer

Back 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 'Helpdesk Request Form' for 'Computer issues'. It includes a header with the HKAPA logo and title. The form has several sections: a 'Required' section for 'Computer issues' (一般電腦問題), a '6. Issues 問題' section with checkboxes for 'Software installation request' (軟件安裝要求), 'Hardware issue' (硬件問題), 'Software issue' (軟件問題), and 'Other' (with a text input field), a '7. Brief Description 簡要描述' section with a text input field, a '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) section with a text input field and a validation message 'The value must be a number', and a '9. Your availability within next 7 days' (你的未來7天可供預約時間) section with a text input field. At the bottom are 'Back' and 'Submit' buttons.

Helpdesk Request Form

* 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

Back Submit

Click on Submit button

Meeting Room Technical Support

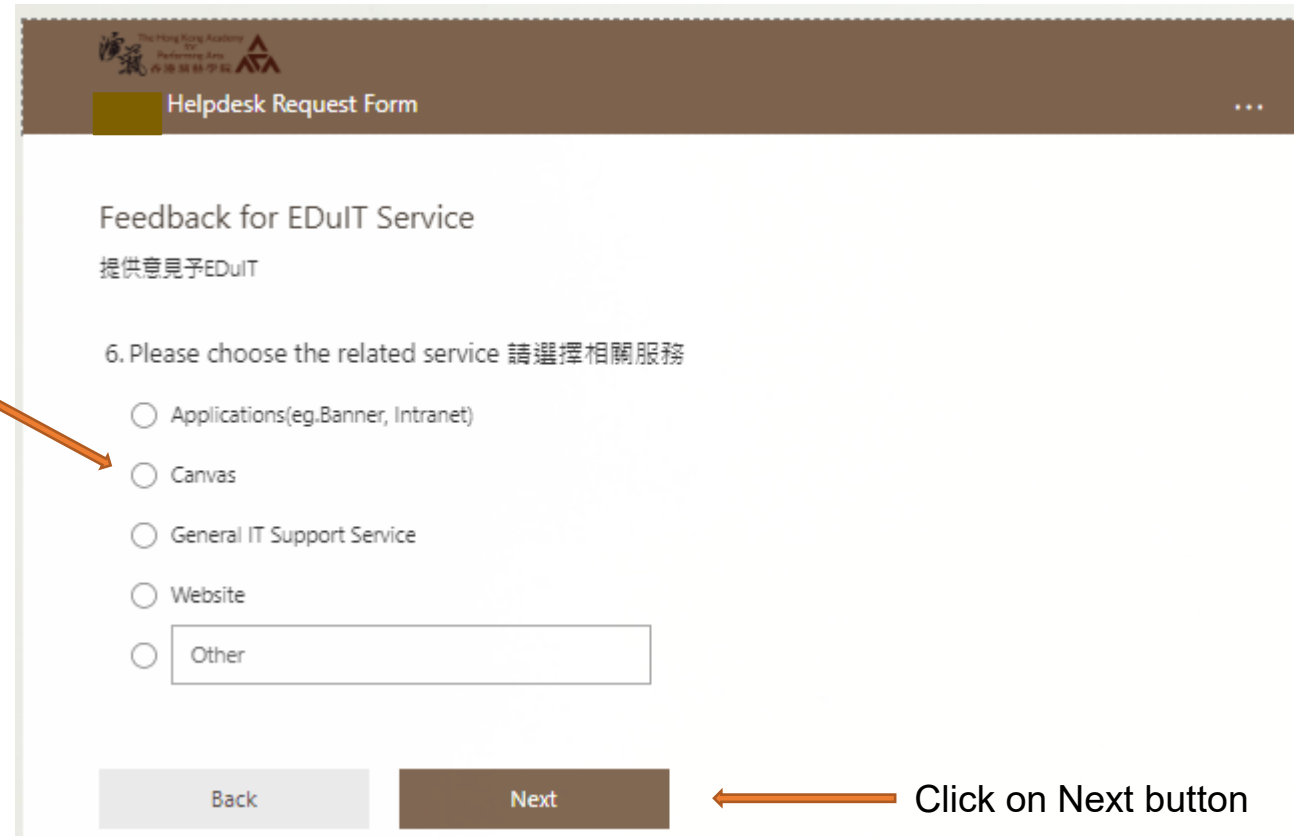
The screenshot shows a web form titled "Helpdesk Request Form" for "Meeting Room Technical Support" (會議室技術支援). The form includes several fields with instructional arrows pointing to them:

- Select the Date:** Points to the "6. Date 日期 *" field, which contains a text input "Please input date (M/d/yyyy)" and a calendar icon.
- Select the Time:** Points to the "7. Setup Time 設置時間 (eg: 4:00 AM) *" field, which contains a text input "Enter your answer".
- Select the Location:** Points to the "8. Location 地點 *" field, which has radio buttons for "X910", "Room A", and "Room C", and an "Other" option with a text input.
- Fill in any equipment is required in the meeting:** Points to the "9. Equipment Required 所需設備 *" field, which contains a text input "Enter your answer".

At the bottom of the form are two buttons: "Back" and "Submit". An arrow points to the "Submit" button with the instruction "Click on Submit button".

Feedback for ITO Services

Select the related service



The screenshot shows a web form titled "Helpdesk Request Form" with the HKAPA logo. The main heading is "Feedback for EDuIT Service" with the subtitle "提供意見予EDuIT". The form is at step 6, "Please choose the related service 請選擇相關服務". It contains five radio button options: "Applications(eg.Banner, Intranet)", "Canvas", "General IT Support Service", "Website", and "Other" (which is followed by a text input field). At the bottom are "Back" and "Next" buttons. An orange arrow points from the text "Select the related service" to the "Canvas" radio button. Another orange arrow points from the text "Click on Next button" to the "Next" button.

The Hong Kong Academy
Performing Arts
香港演藝學院

Helpdesk Request Form

Feedback for EDuIT Service

提供意見予EDuIT

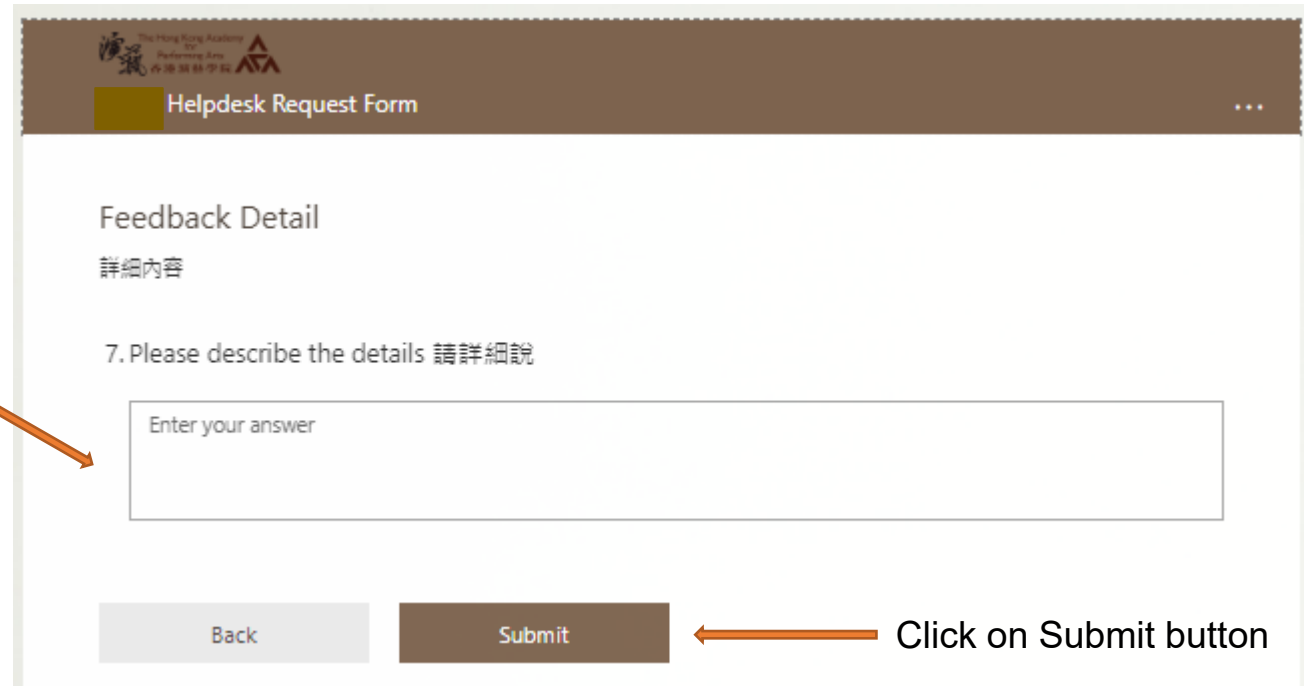
6. Please choose the related service 請選擇相關服務

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

Click on Next button

Feedback for ITO Services

Provide the feedback and
given in the field.



The screenshot shows a web form titled "Helpdesk Request Form" with a header bar containing the logo of The Hong Kong Academy for Performing Arts (HKAPA) and the text "The Hong Kong Academy for Performing Arts 香港演藝學院". Below the header, the form is titled "Feedback Detail" with the subtitle "詳細內容". The main section is labeled "7. Please describe the details 請詳細說" and contains 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 brown "Submit" button. An orange arrow points from the text "Provide the feedback and given in the field." to the text input field. Another orange arrow points from the text "Click on Submit button" to the "Submit" button.

Feedback Detail
詳細內容

7. Please describe the details 請詳細說

Enter your answer

Back Submit

Click on Submit button



Thank you