

THE UNIVERSITY OF HONG KONG

香 港 大 學



# Student's Guide to the SIS

Last update: October 3, 2016

## Version History

Version Number	Release Date	Author	Remarks
1.2	October 12, 2010	Grace Yeung	First release
1.3	October 21, 2010	Grace Yeung	Comparison of functions in the Student Connect with the new SIS incorporated
1.4	October 21, 2010	Grace Yeung	Reference method for changing HKU Portal password changed
1.5	October 25, 2010	Grace Yeung	Concerns on logging into HKU Portal using IE8 incorporated
1.6	October 29, 2010	Grace Yeung	Page number references updated
1.7	October 29, 2010	Grace Yeung	JavaScript and Cookies settings incorporated
1.8	December 10, 2010	Grace Yeung	File Opening Problems on SIS incorporated
1.9	June 29, 2012	Grace Yeung	Major updates on the content, screen captures and navigation paths for the roll-out of the new SIS Menu
2.0	October 10, 2012	Grace Yeung	User guide updated as a result of the renaming of the Computer Centre as Information Technology Services
2.1	July 26, 2013	Grace Yeung	User guide updated to reflect the current status of the SIS
2.2	August 21, 2013	Grace Yeung	Pop-up blocker settings for Safari incorporated
2.3	October 18, 2013	Grace Yeung	Handling of seeing blank pages when accessing option tabs (MyPage, MyEmail, My eLearning, Events, MyFaculty / MyDepartment) incorporated
2.4	July 1, 2014	Karen Lee	Update SIS helpdesk office hours
2.5	March 10, 2016	Helen Ng	User guide updated to remove the de-supported version (e.g. IE7, 8.0) and other minor changes.
2.6	October 3, 2016	Karen Lee	Update contact information



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## **About this quick user guide**

This user guide is to provide some generic information to the new users on how to use the SIS (Student Information System). Detailed information on specific functions (e.g. Course Enrollment) will not be covered in this user guide.

Detailed training materials with step by step instructions are available on the **SIS website → Training → Training Materials**. Besides, reference materials on specific topics can also be found on the SIS website, under the **Reference Materials** section.

Please note that as the system will continuously be enhanced, screenshots shown in this quick user guide may not be exactly the same as what you will see in the system. The purpose of this user guide is to give you a general idea on how to use the new SIS.

This new SIS is implemented with PeopleSoft, a software package specially developed for, and widely used by other higher education institutions.



## **Before you start**

You will need a **HKU Portal Login name and password**, and a **supported web browser** installed on your computer.

### ***Username and Password***

To access SIS, you will need a **HKU Portal Login name and password**. If you are a new student at HKU, you will receive the computer account information in the registration package. If you are an existing student, you can login using your existing HKU Portal Login name and password.

For new HKU students, you will be allocated a password together with your computer account information. The password is a combination of random letters and numbers, together with your date of birth. If you want to change your HKU Portal password (PIN), please refer to <http://www.its.hku.hk/faq/account> for details.

### ***Supported web browser***

To successfully access SIS, please make sure your web browser is in the following list.

Operating System	Windows			Macintosh		
	7	8.1	10	10.4	10.5	10.6
Internet Explorer 10	√	√				
Internet Explorer 11	√	√	√			
Microsoft Edge IE browser			√			
Firefox 44.0.2	√	√	√			
Safari 6.0.3				√	√	√

### ***Pop-up blocker, JavaScript and Cookies settings***

PeopleSoft often uses pop-up windows to display information you are requesting. If your browser is set to block pop-up windows (most browsers are set in that way by default), PeopleSoft may not work properly. If you click on a button or a link and nothing happens, you will probably need to adjust your pop-up blocker settings.

Besides, you will also need to enable JavaScript and Cookies for accessing the SIS. Please refer to the following sections for details.

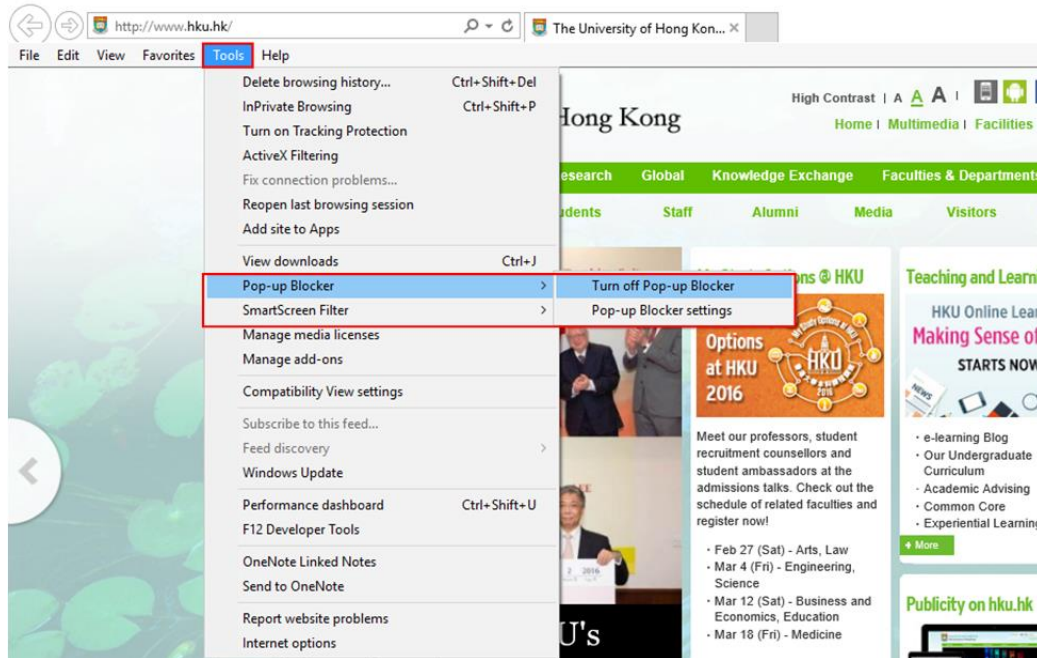
## **For Internet Explorer 10/11**

(The following screens were captured from Internet Explorer 11, however, the procedures to setup Internet Explorer 10 are the same)

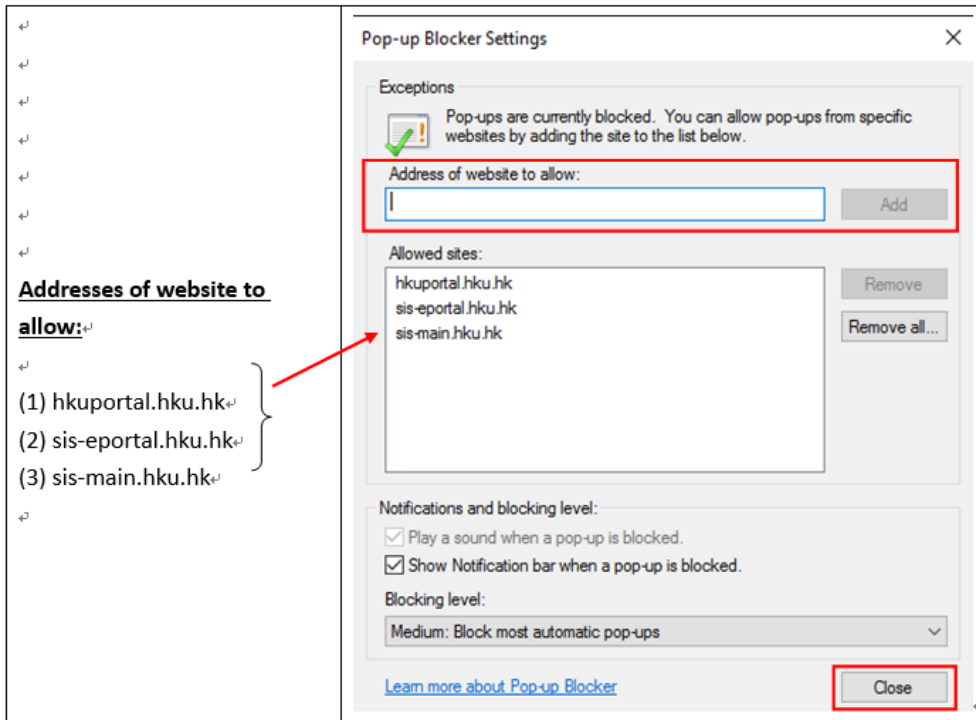
### **(1) Allowing PeopleSoft Pop-Up Windows**

**Step 1:** Open your Internet browser.

**Step 2:** Click the **Tools** menu, select **Pop-up Blocker**, and then select **Pop-up Blocker Settings**.



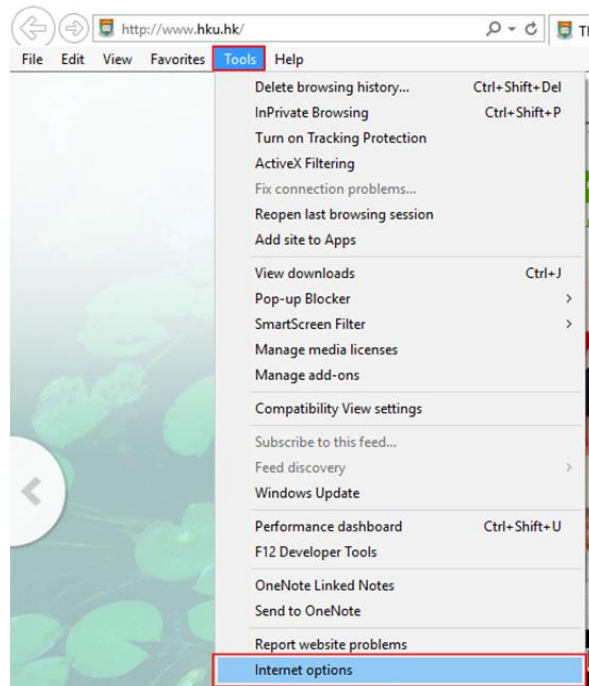
**Step 3:** In the **Address of website to allow** field, type in the addresses of the 3 websites, then click the **Add** button. Pop-up windows from these websites are now allowed. Click the **Close** button to close the window.



## (2) Enabling JavaScript

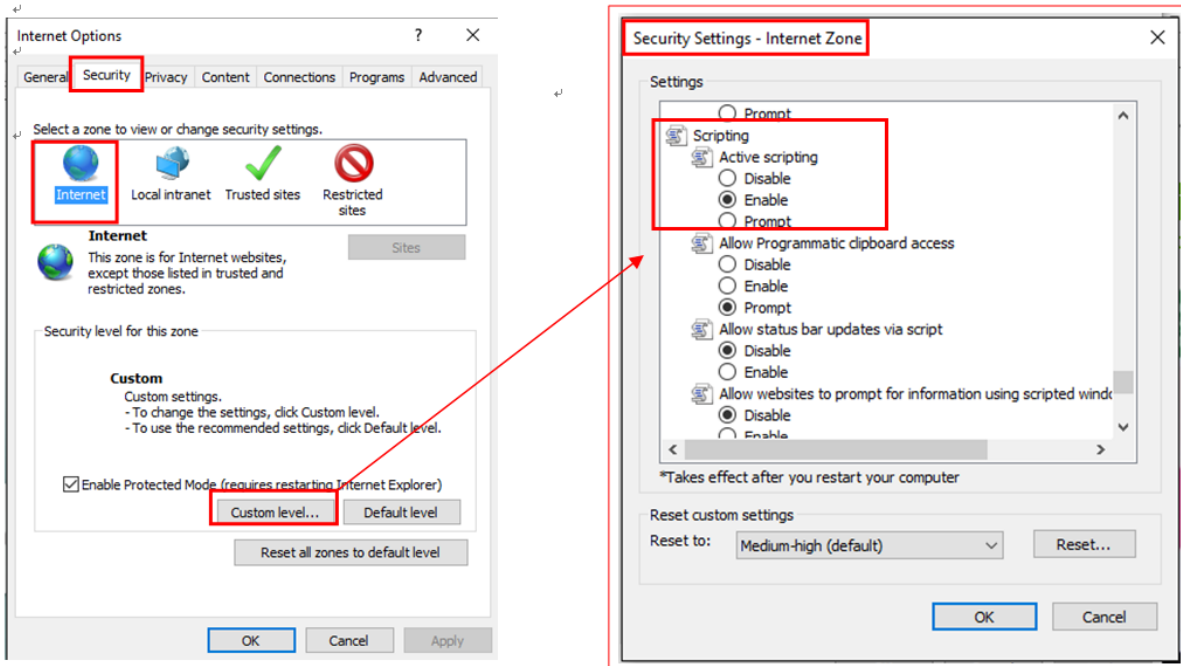
To enable JavaScript:

**Step 1:** Open your Internet browser. Click the **Tools** menu, and then click **Internet Options**.



**Step 2:** Click the **Security** tab and choose the **Internet** zone. Click **Custom level...** to check the Scripting settings (**Security Settings – Internet Zone** will pop up).

**Step 3:** On the **Security Settings – Internet Zone** pop up window, make sure **Active Scripting** is enabled under the **Scripting** section.



### (3) Enabling Cookies

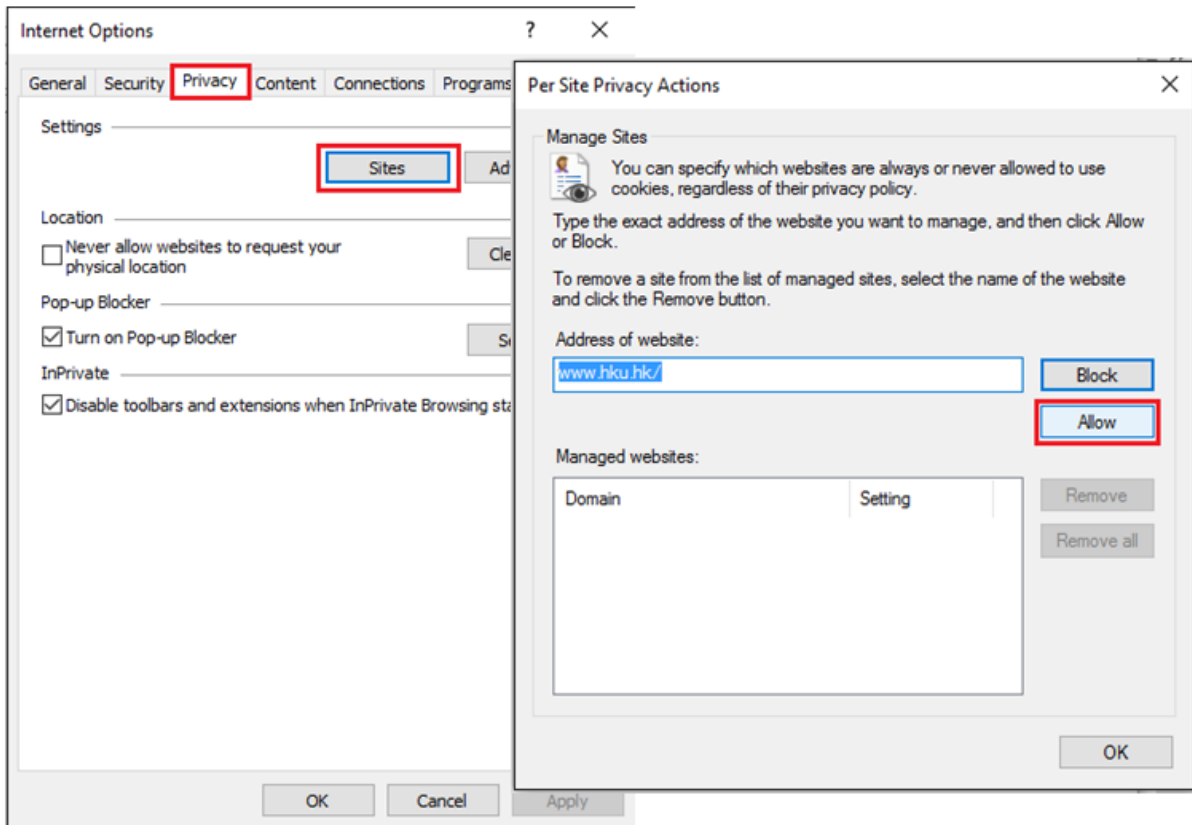
To enable Cookies:

**Step 1:** Open your Internet browser. Click the **Tools** menu, and then click **Internet Options**.

**Step 2:** Click the **Privacy** tab and click the **Sites** button

**Step 3:** On the **Per Site Privacy Actions** pop up window, type in the address that you would like to enable cookies into the field **Address of website:**, and then click the **Allow** button.



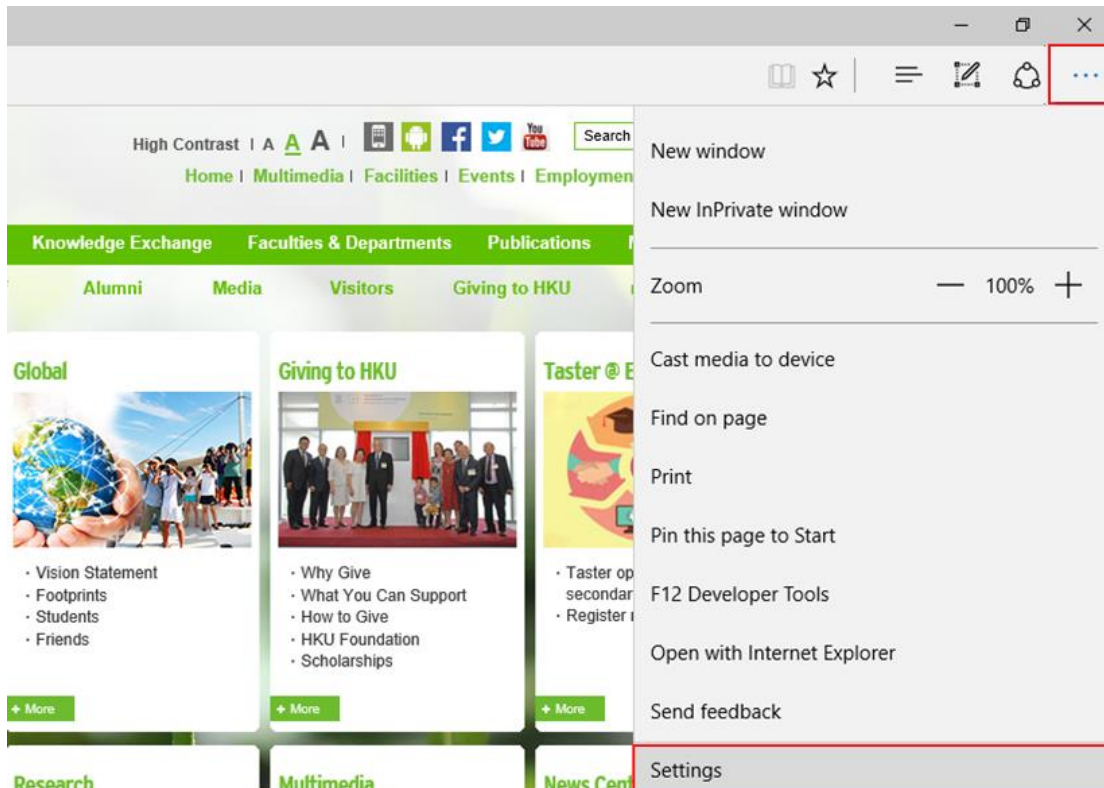


## For Microsoft Edge IE browser

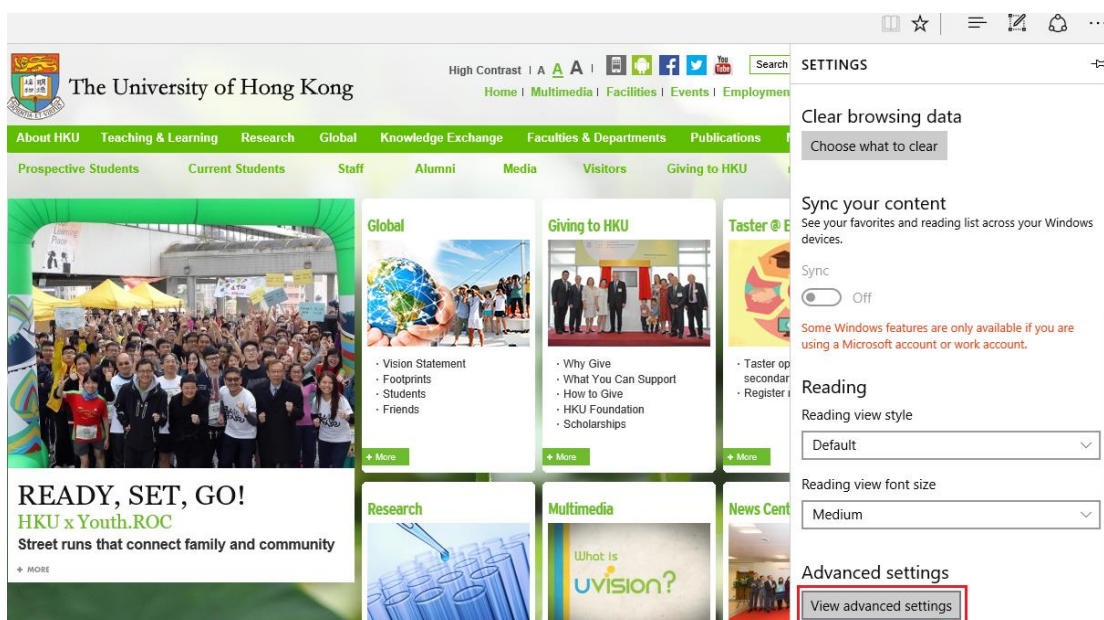
### (1) Allowing PeopleSoft Pop-Up Windows

**Step 1:** Open your Microsoft Edge IE browser.

**Step 2:** Click the **More** ... on the right side menu, then select **Settings**

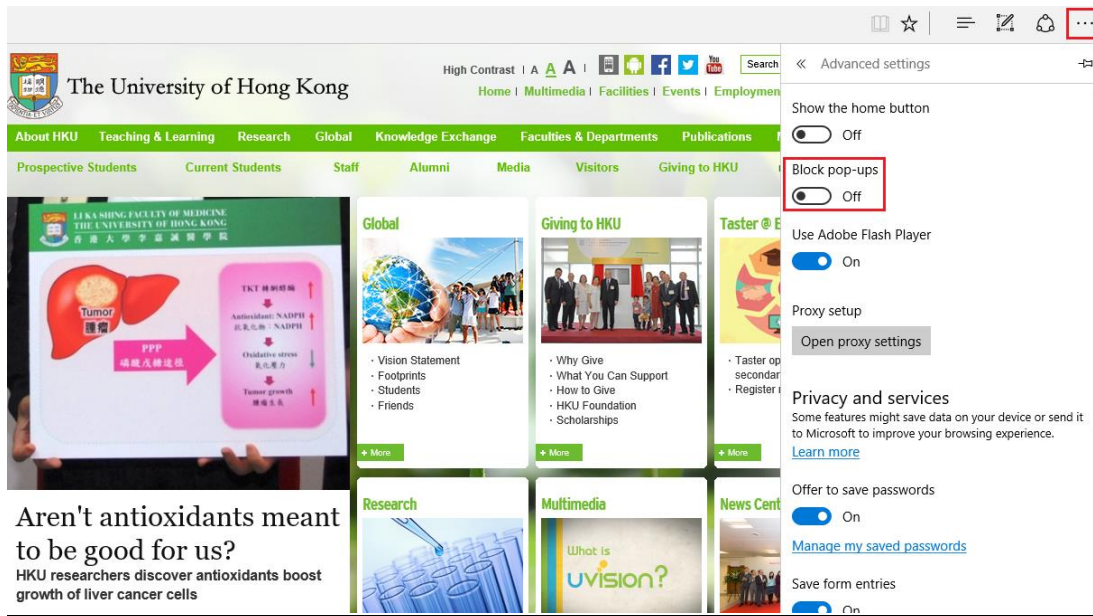


**Step 3:** Scroll down the menu bar and click **View advanced settings**





**Step 4:** By default, **Block pop-ups** is turned **On**. Turn it **Off** to allow Pop-Up Windows.



## (2) Enabling JavaScript

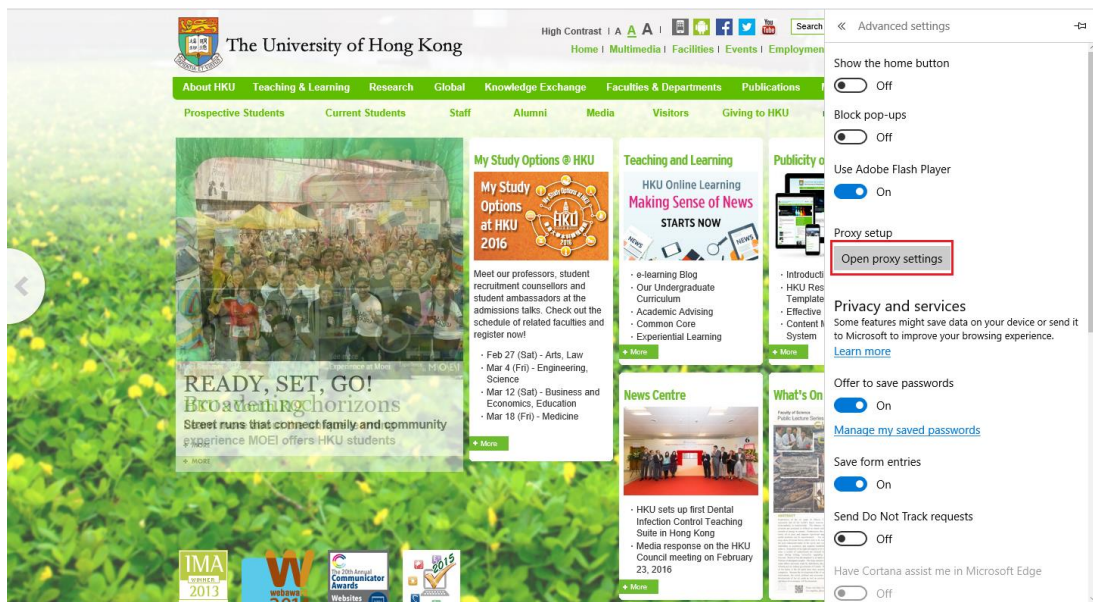
To enable JavaScript in Microsoft Edge IE browser:

**Step 1:** Open your Microsoft Edge IE browser.

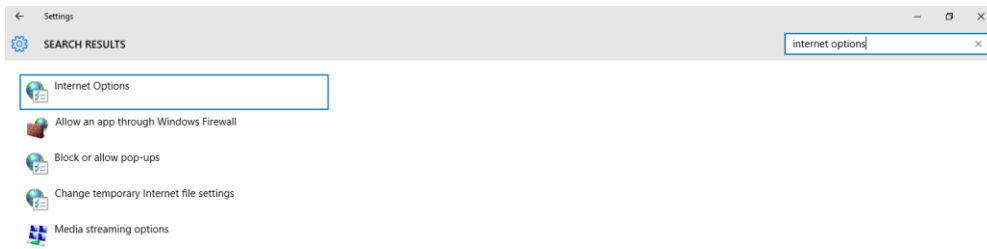
**Step 2:** Click the **More** ... on the right side menu, then select **Settings**

**Step 3:** Scroll down the menu bar and click **View advanced settings**

**Step 4:** Select **Open proxy settings** in **Proxy setup**

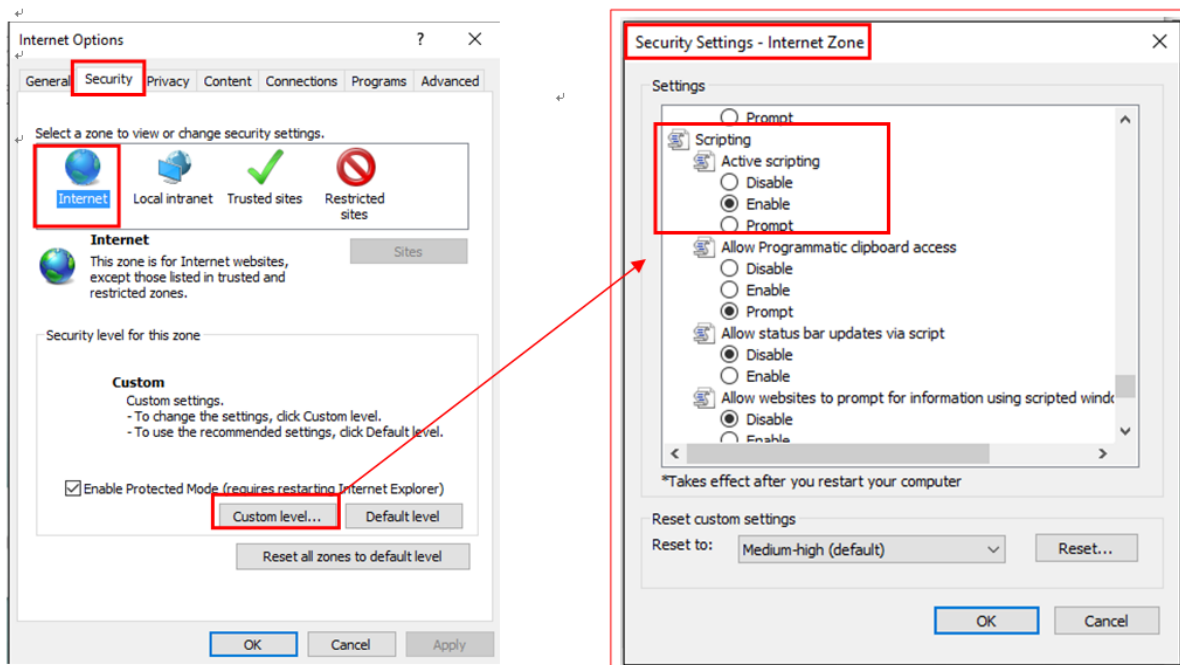


**Step 5: Search Internet Options in the field Find a setting**



**Step 6:** Click the **Security** tab and choose the **Internet** zone. Click **Custom level...** to check the Scripting settings (**Security Settings – Internet Zone** will pop up).

**Step 7:** On the **Security Settings – Internet Zone** pop up window, make sure **Active Scripting** is enabled under the **Scripting** section.



**(3) Enabling Cookies**

To enable Cookies in Microsoft Edge IE browser:

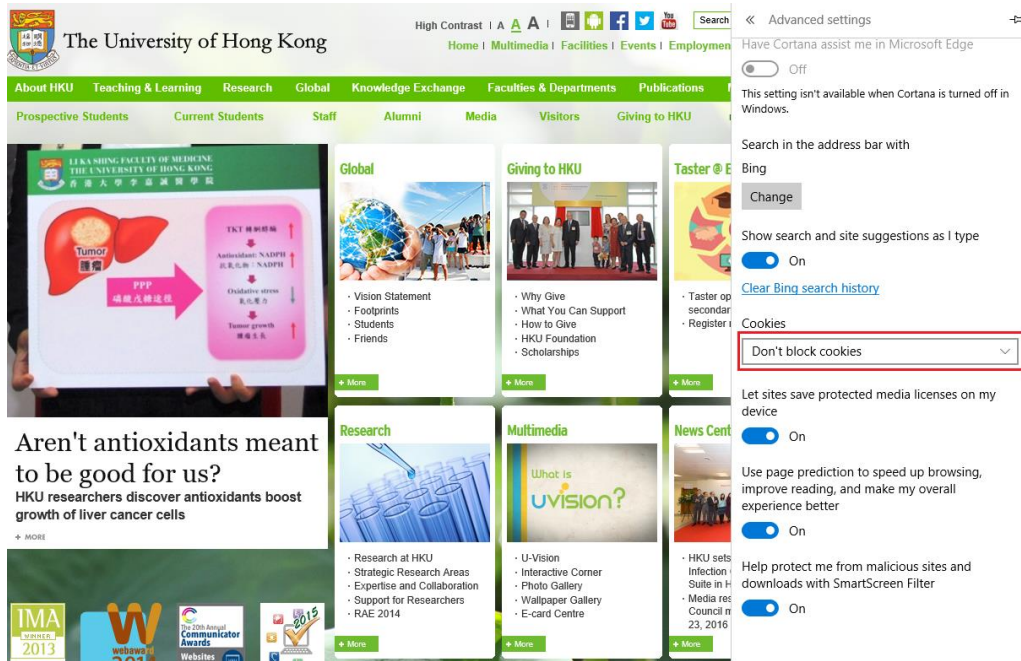
**Step 1:** Open your Microsoft Edge IE browser

**Step 2:** Click the **More** ... on the right side menu, then select **Settings**

**Step 3:** Scroll down the menu bar and click **View advanced settings**



### Step 4: Select **Don't block cookies** in the Cookies field

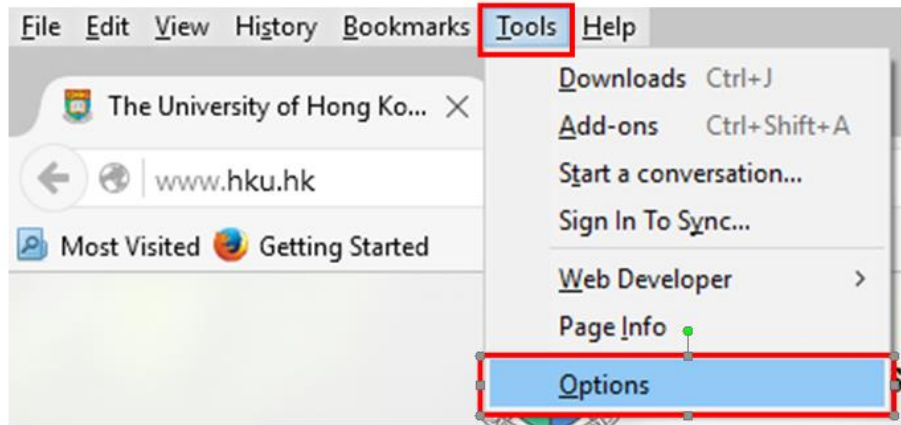


## For Firefox 44.0.2

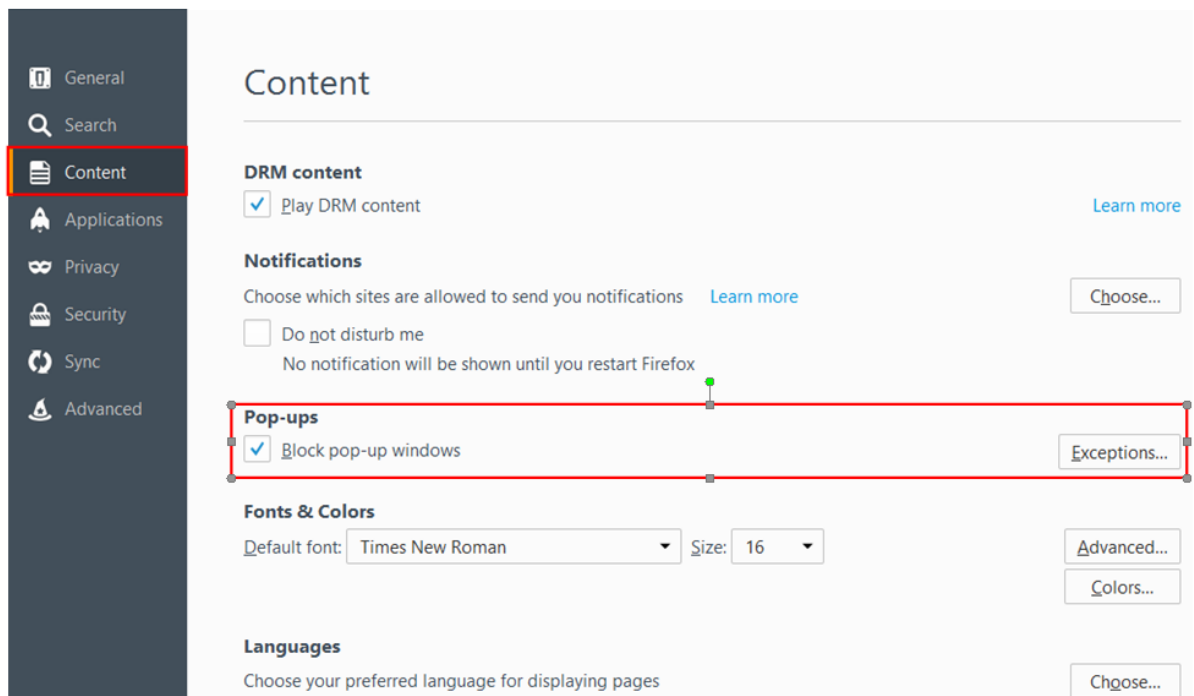
### (1) Allowing PeopleSoft Pop-Up Windows

**Step 1:** Open your Firefox browser.

**Step 2:** Click the **Tools** menu, and then click **Options...**



**Step 3:** Click on the **Content** icon. Locate **Block pop-up windows**, and click **Exceptions...** button. (\* Please make sure the checkbox for **Block pop-up windows** is checked.)





**Step 4: In the Address of web site field, type in the addresses of the 3 websites, then click the Allow button.**

Pop-up windows from these websites are now allowed. Click the **Close** button to close the window.

**Addresses of website to allow:**

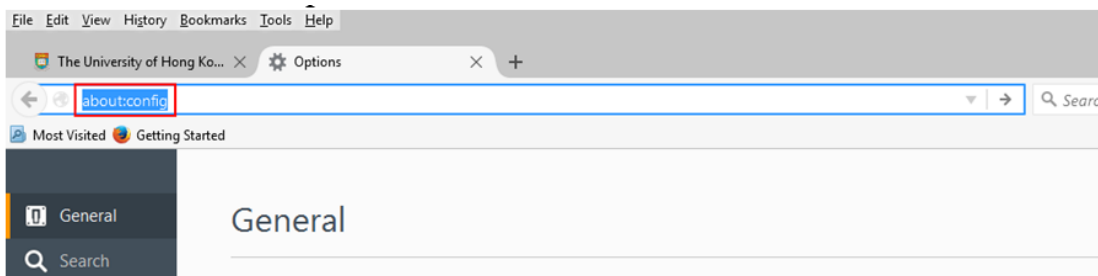
- (1) hkuportal.hku.hk
- (2) sis-eportal.hku.hk
- (3) sis-main.hku.hk

## (2) Enabling JavaScript

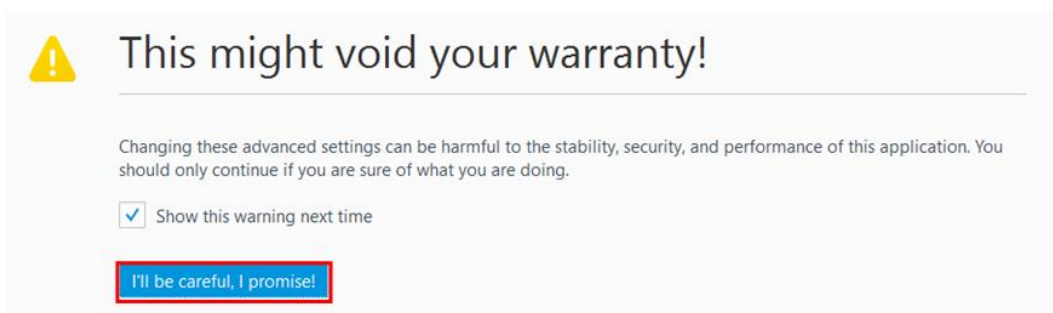
To enable JavaScript:

**Step 1:** Open your Firefox browser. Click the **Tools** menu, and then click **Options....**

**Step 2:** Search **about:config** and press **Enter**.



**Step 3:** Click the button **I'll be careful, I promise!**



**Step 4:** Search **javascript** and press **Enter**.

Search: javascript

Preference Name	Status	Type	Value
browser.urlbar.filter.javascript	default	boolean	true
javascript.enabled	user set	boolean	false
javascript.options.asmjs	default	boolean	true
javascript.options.asyncstack	default	boolean	false
javascript.options.baselinejit	default	boolean	true
javascript.options.compact_on_user_inactive	default	boolean	true
javascript.options.compact_on_user_inactive_delay	default	integer	300000
javascript.options.discardSystemSource	default	boolean	false
javascript.options.gc_on_memory_pressure	default	boolean	true

**Step 5:** If the default value is **false**, right click your mouse and choose **Toggle**.

File Edit View History Bookmarks Tools Help

The University of Hong Ko... about:config

Firefox about:config

Search: javascript

Preference Name	Status	Type	Value
browser.urlbar.filter.javascript	default	boolean	true
javascript.enabled	user set	boolean	false
javascript.options.asmjs	default	boolean	true
javascript.options.asyncstack	default	boolean	false
javascript.options.baselinejit	default	boolean	true
javascript.options.compact_on_user_inactive	default	boolean	true
javascript.options.compact_on_user_inactive_delay	default	integer	300000
javascript.options.discardSystemSource	default	boolean	false
javascript.options.gc_on_memory_pressure	default	boolean	true

Toggle  
Copy  
Copy Name  
Copy Value  
New  
Reset

**Step 6:** If the value is **true**, javascript are enabled in Firefox

Firefox about:config

Search: javascript

Preference Name	Status	Type	Value
browser.urlbar.filter.javascript	default	boolean	true
javascript.enabled	default	boolean	true
javascript.options.asmjs	default	boolean	true
javascript.options.asyncstack	default	boolean	false
javascript.options.baselinejit	default	boolean	true
javascript.options.compact_on_user_inactive	default	boolean	true

### (3) Enabling Cookies

By default, Cookies are enabled in Firefox.

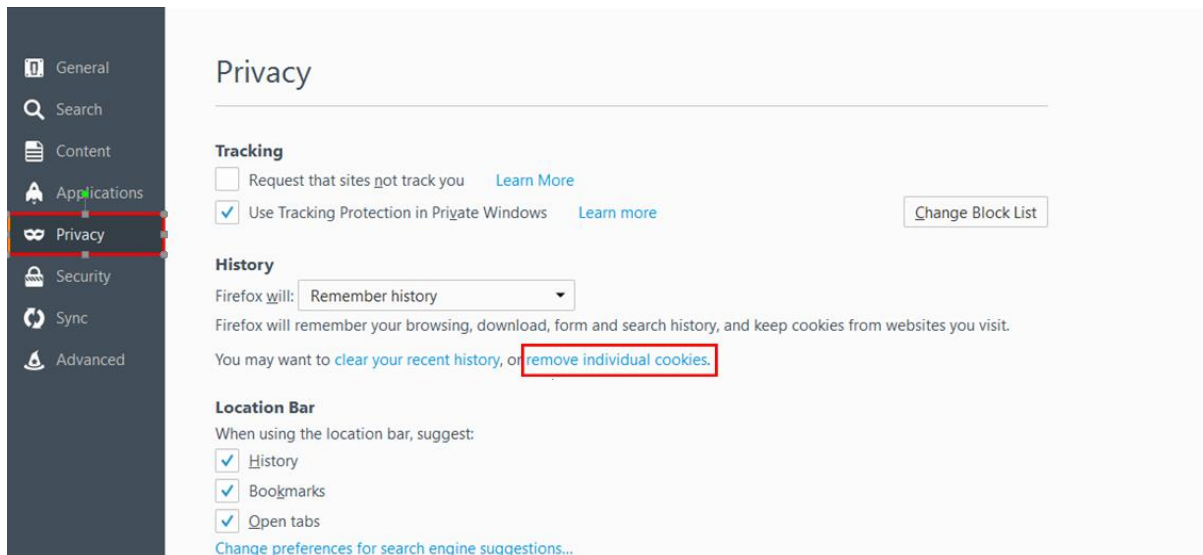
You can check your Cookies settings by the following means:

**Step 1:** Open your Firefox browser. Click the **Tools** menu, and then click **Options....**

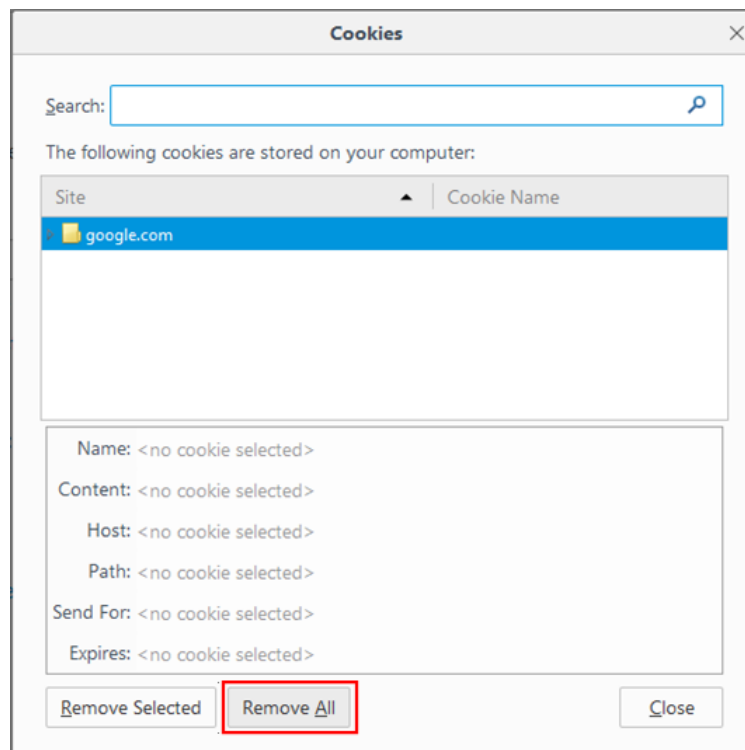




**Step 2:** Click on the **Privacy** icon and choose **remove individual cookies** link.



**Step 3:** Click **Remove All** button to remove all cookies are stored on your computer.

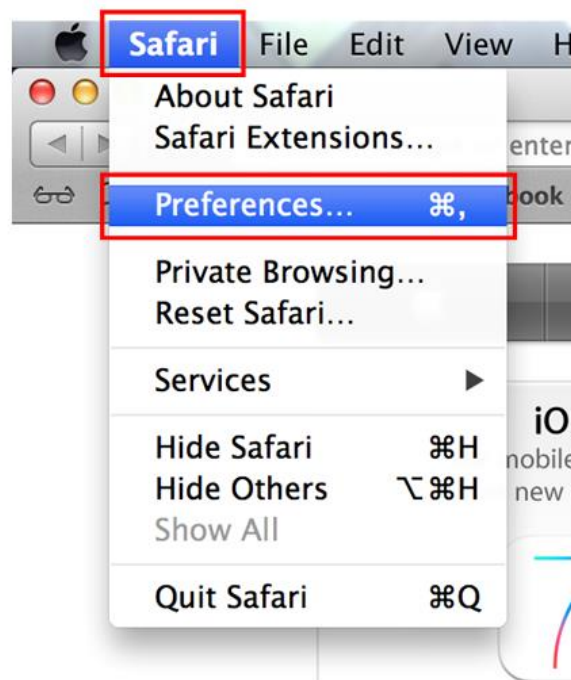


**For Safari (for pop-up blocker settings only)**

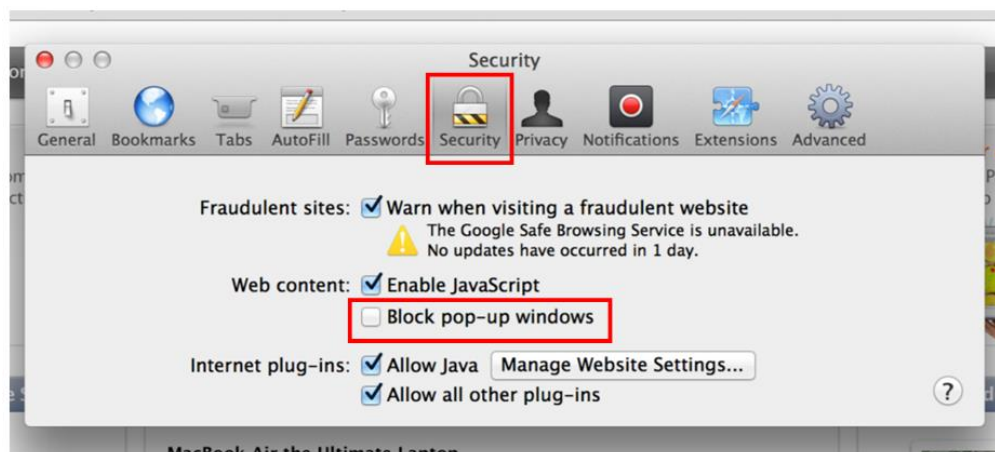
- (A) For MAC (click [here](#))
- (B) For Windows (click [here](#))

**(A) Allowing PeopleSoft Pop-Up Windows (for MAC)**

- Step 1:** Open your Safari browser.
- Step 2:** Click the **Safari** menu, and then click **Preferences....**



- Step 3:** Click the **Security** tab. In the **Web content** section, uncheck **Block pop-up windows**.

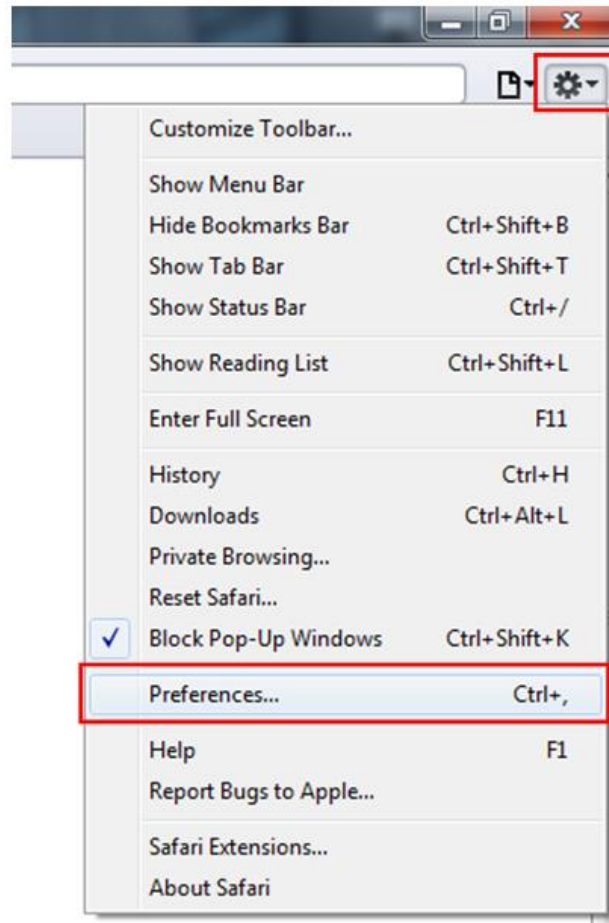


Pop-up windows are now allowed. Close the window(s) when the settings are completed.

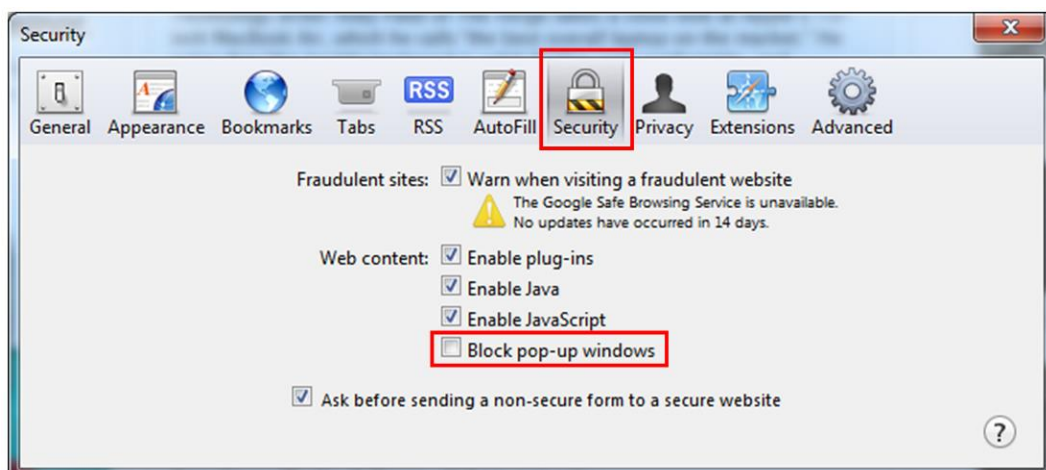
### (B) Allowing PeopleSoft Pop-Up Windows (for Windows)

**Step 1:** Open your Safari browser.

**Step 2:** Click the **Action** menu, and then click **Preferences....**



**Step 3:** Click the **Security** tab. In the **Web content** section, uncheck **Block pop-up windows**.



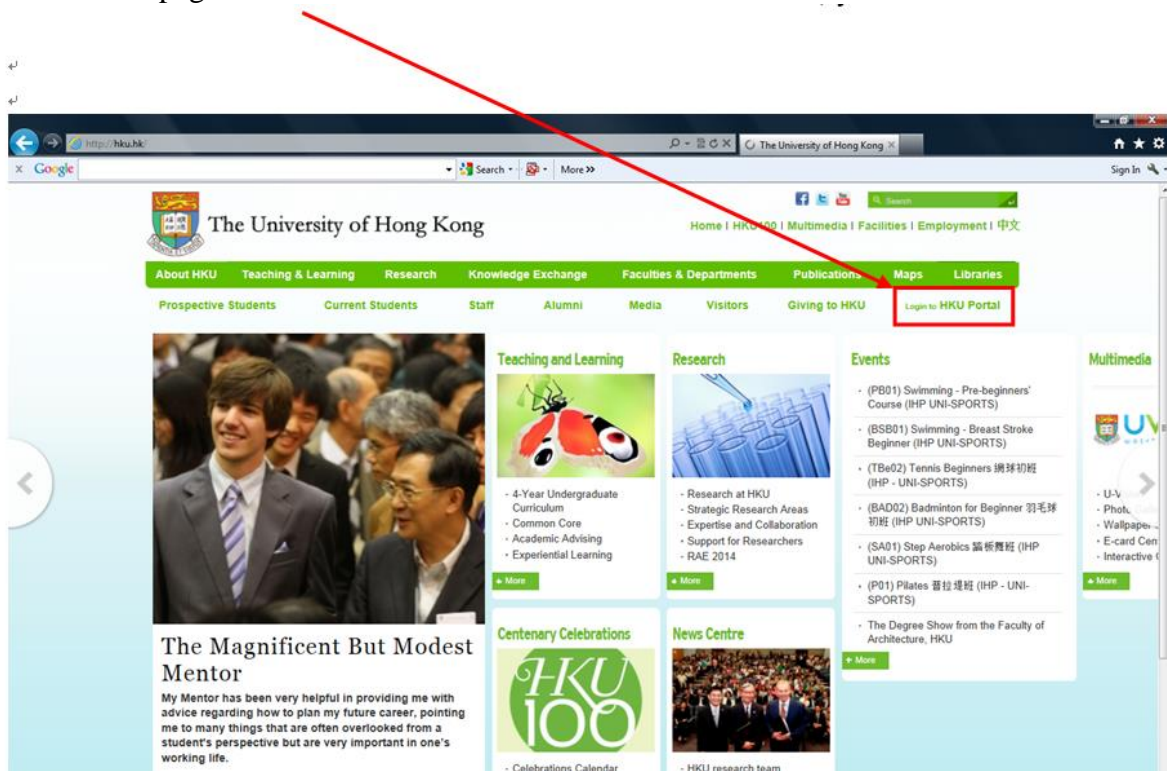
Pop-up windows are now allowed. Click the **Close** button to close the window.



## Accessing SIS

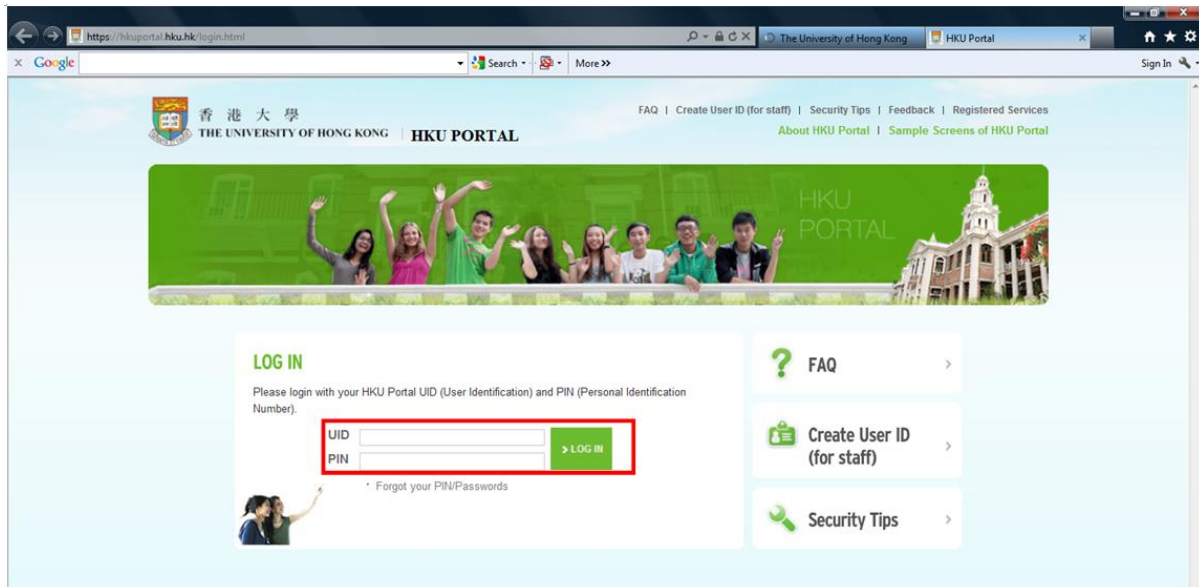
You can access SIS through HKU Portal.

By clicking the **Login to HKU Portal** link at the HKU website, you will be directed to the **HKU Portal** page.



At the **HKU PORTAL** page:

To login, type your username into the field “UID”, and your password into the field “PIN”, and then click the **LOG IN** button. After successful login to HKU Portal, SIS Menu can be found on the left-hand-side of the screen.





### *Forget your username or password*

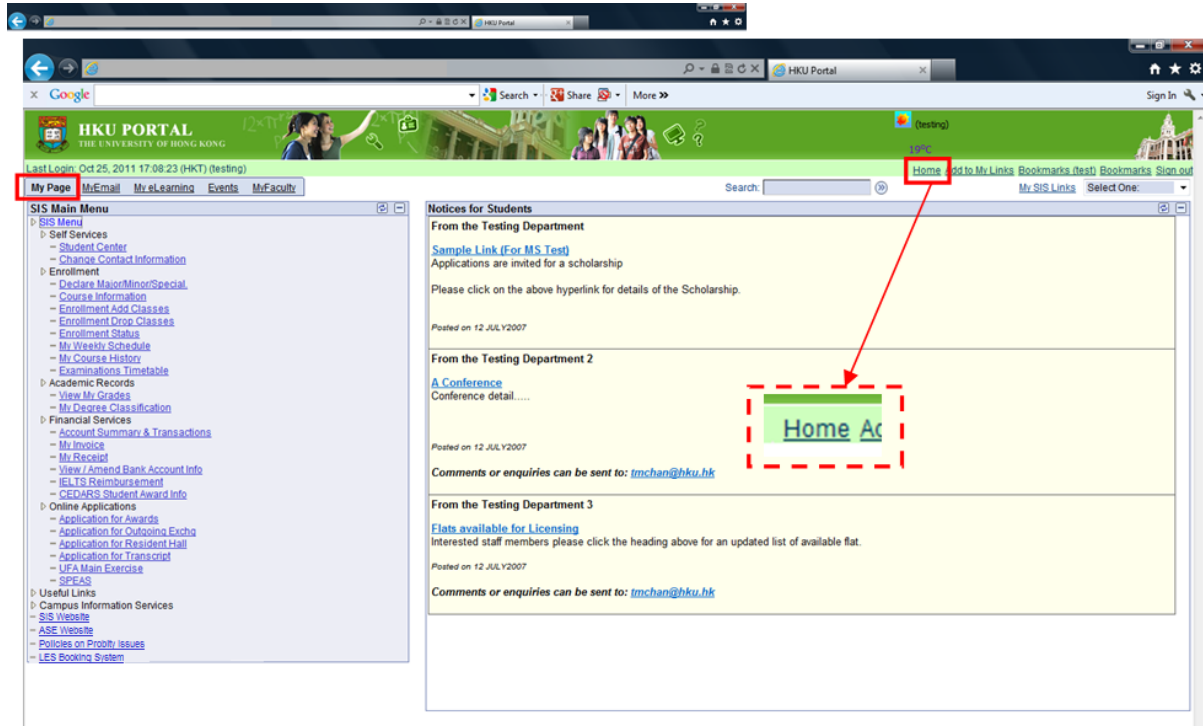
In case you have forgotten your username or password, you can click on the link **Forgot your PIN/Passwords** for instructions on how to get back related information.

UID	<input type="text"/>	<a href="#">&gt; LOG IN</a>
PIN	<input type="text"/>	
	<a href="#">Forgot your PIN/Passwords</a>	



## How do I navigate the new SIS?

After you have successfully login to the SIS, you will be directed to **My Page** – your Student Home page.

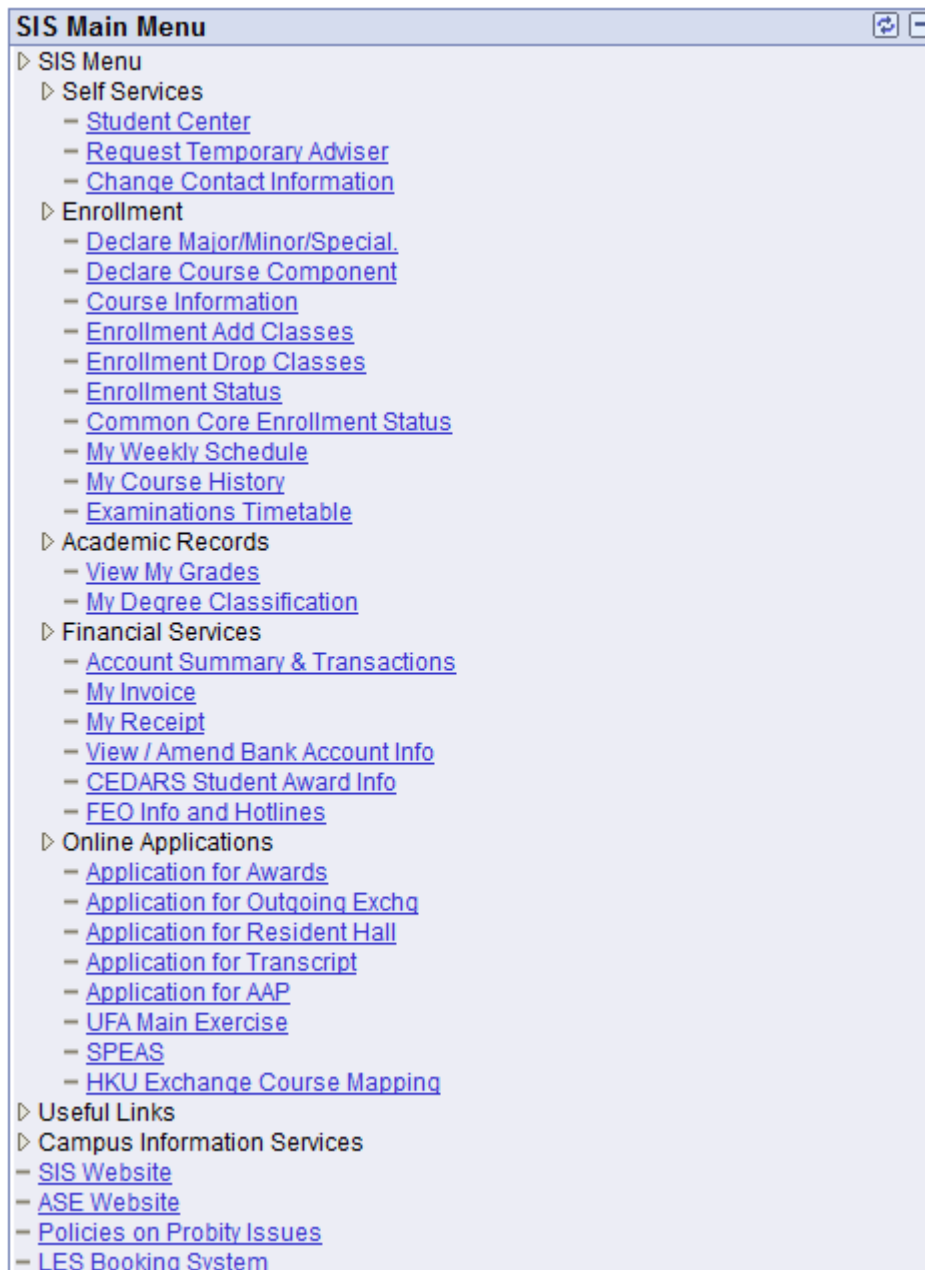


**SIS functions** can be found on the left pane under **My Page**. Other functions such as **MyEmail** or **My elearning** can be accessed from the tabs at the top of the screen.



## *Links under My Page*

Under **My Page**, you can find a list of links clearly shown on the page. You may see 3 major sections: **SIS Menu**, **Useful Links** and **Campus Information Services** section.



## *SIS Menu*

At SIS Menu, you can find most of the functions you need throughout your study. For example, you can view and perform course enrollment, view class schedule; view your own financial information with the University; or view your own academic records, et cetera.

Beside, under **Self Services** of the **SIS Menu**, there is an All-in-One function – **Student Center**, which you can find all your major information in it.



## Student Center

Student Center can be accessed via the navigation path **My Page → SIS Menu → Self Services → Student Center**.

The screenshot displays the HKU Student Center interface. At the top, there's a navigation bar with 'My Page', 'MyEmail', 'My eLearning', 'Events', 'MyFaculty', and 'New Page'. Below this, the 'Student Center' title is prominent. The main content area is divided into three primary sections:

- Academics:** Contains 'This Week's Schedule' (listing classes like CCST 9002-2A LEC (1002) and HIST 1004-2A LEC (1003)) and 'Student Enrollment' (a table showing enrollment records for the 2015 semester).
- Finances:** Features a 'My Account' section with an 'Account Summary' showing a balance of 0.00 and a note about a past due balance of 23,140.00.
- Personal Information:** Includes a 'Contact Information' section with fields for correspondence and home addresses.

A left-hand navigation menu provides access to various services such as Course Information, Academic Records, Financial Services, and Useful Links. A search bar and a 'SEARCH FOR CLASSES' button are also present.

At the Student Center, you can find all your major information under different **sections** on a single page:

### Academics

You can view your enrollment-related information, together with your academic information under this section.

### Finances

You can view all your finance-related information, including your bank account information and Grant / Loan information here.

### Personal Information

You can view all your personal information here.

Addresses and phone numbers can be changed via **SIS Menu → Self Services → Change Contact Information**. If you need to change your personal information other than addresses





and phone numbers, you will have to download and fill in a form for changing corresponding contact information. For details, please refer to “Download Forms” section under Important Notice.

The screenshot shows the SIS interface for updating contact information. On the left is a navigation menu with categories like 'Self Services', 'Enrollment', 'Academic Records', 'Financial Services', 'Online Applications', 'Useful Links', and 'Campus Information'. The 'Change Contact Information' option is highlighted. The main content area is titled 'Personal Particulars - Biographical' and includes the following sections:

- Student ID:** A field with a masked value.
- Addresses:**
  - Contact Address (in English):** Fields for \*Address 1, Address 2, and Address 3.
  - Home Address (in English):** Fields for \*Address 1, Address 2, and Address 3.
  - Address in Chinese (For students from Mainland China ONLY):** Fields for Address 1, Address 2, and Address 3.
- Phone Numbers:** Fields for \*Contact Phone Number, Hong Kong Mobile Phone Number (with a note '(for receiving HKU's SMS messages)'), and Home Phone Number.

A green 'SAVE & NEXT' button is located at the bottom right of the form area.

### Admissions

This session may not be applicable to you for most of the time unless you have applied for another program at HKU.

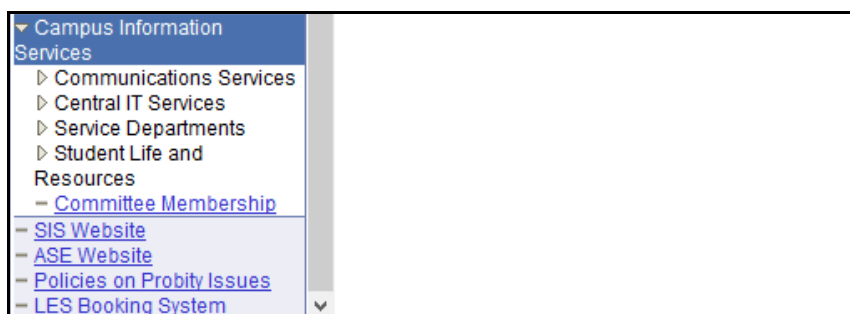
Moreover, on the right pane, you will see **3 boxes of reminders / information – Holds, Adviser and Other Links:**



	Holds	You will see the on-hold items here if some of your functions are being put on hold for some reasons.
	Adviser	If applicable, you will see the name of the Program Adviser(s) assigned to you in here.
	Other Links	<p>The link <b>Guidelines and Forms</b> will bring you to a page containing some of the major guidelines and forms that will be useful to you.</p> <p>For example, if you would like to change your contact information other than your contact phone numbers and addresses, you will have to download and fill in a form for changing corresponding contact information. The mentioned form can be downloaded via the link mentioned above.</p> <p>Besides, the link <b>HKUSU</b> will bring you to the website of Hong Kong University Students' Union.</p>

### Campus Information Services

Under the Campus Information Services, you can find some other links linking to functions outside the SIS, which might also be useful to your live at HKU.



Besides, below the Campus Information Services section, you can see the following links, which will guide you to different useful website on click of them. These links include:

- SIS Website
- ASE Website
- Policies on Probity Issues
- LES Booking System



## ***Tabs across the top***

Across the top, in addition to MyPage, you will see several other tabs:

- (1) MyEmail
- (2) My eLearning
- (3) Events
- (4) MyFaculty

### **MyEmail**

If you want to check your emails at your HKU Portal email account, you can simply click on this tab, and you will be directed to your portal email account immediately.

### **My eLearning**

Some teachers will make use of Moodle to post course information and materials, and Moodle can be accessed via this tab. If you have taken a course which has made use of Moodle, you can find your related course information here.

### **Events**

This will show you a series of HKU Events inside the HKU Event Management System. For instance, you can find General Education courses opened to HKU students / staff.

### **MyFaculty**

This will show you some information / news from your faculty or department.



## Important Notice

Below are some important notes on using SIS:

### *Remember to Save*

When entering details in SIS, it is important to remember to click the **Save** button on the page to save all your entered information. SIS will not automatically help you to save the information unless you click the Save button.

### *Remember to Logout after use*

When you have finished using SIS, it is very important for you to logout before leaving the computer, especially if you are using a public computer.

Please be reminded that one can view and change the personal information in SIS, if your account is logged in unattended in public computers, your information may be viewed or even changed by others.

### *New Course Code Format*

BUSI 1007	<a href="#">Principles of management</a>	2009 Semester 1	C+	6.00	
CBBA 1	<a href="#">Practical Chinese language cou</a>	2009 Semester 2		3.00	
ECON 1001	<a href="#">Introduction to Economics I</a>	2009 Semester 1	A	6.00	
ECON 1002	<a href="#">Introduction to Economics II</a>	2009 Semester 2		6.00	
STAT 302	<a href="#">Business statistics</a>	2009 Semester 1	A-	6.00	

In the SIS, all the leading zeros in the course codes will be removed. For example, when you see the course **CBBA 1**, it is actually the same as **CBBA 0001**; and **STAT 302** is actually **STAT 0302**. So if you find that the course code is less than 4 figures, you will know the reason why, and you can “restructure” the course code as 4-figure course code by adding leading zeros.

### *View the “Temporary Course List” during enrollment period*

In the SIS, Program Guides will be used to assist students in course enrollment through the use of a “**Temporary Course List**”. You can only access the **Temporary Course List** to “Add” or “Drop” classes **during** the enrollment period.



## ***Screen Layout Problems on SIS***

If you have screen layout problems when you log into SIS (e.g. screen layout with Chinese or other unreadable characters), please follow the steps below to configure your browser settings.

### On Internet Explorer 11:

**Tools** → **Internet Options** → under **General** tab → locate **Appearance** section → click **Languages** button → select **English** as the Language

### On Firefox 44.0.2:

**Tools** → **Options...** → click **Content** icon → locate **Languages** section → click **Choose...** button → select **English** as the Language

## ***Download Forms***

If you want to change your personal information other than your phone numbers and addresses, you can go to the **Self Service**, click **ASE Website**, and download the form via the link **Form for Change of Personal Particulars** under the **Student Registration Student Records** section. Moreover, you can also download other guidelines and forms from this page.

For changing your phone numbers and addresses, you can do so online via **Change Contact Information**. Please refer to “Personal Information” on page 18 for details.

## ***View your “Honors and Awards”***

If you wish to view your personal honors and awards, you can go to the **Student Center**, and select **Honors and Awards** in the selection box under **Personal Information** section for information.

## ***File Opening Problems on SIS***

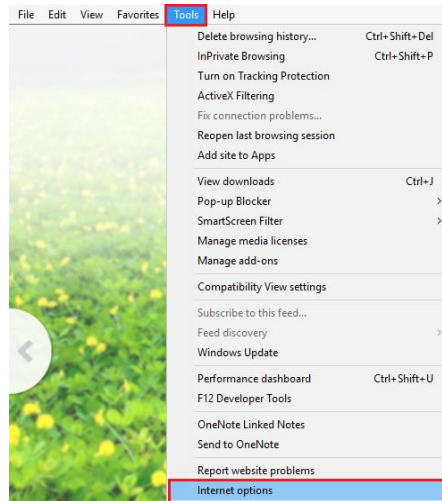
If you encounter the file opening problem, you may try the following 2 approaches (which may or may not work, depending on the browser behaviour).

### APPROACH 1: Holding Down the “Ctrl” Key

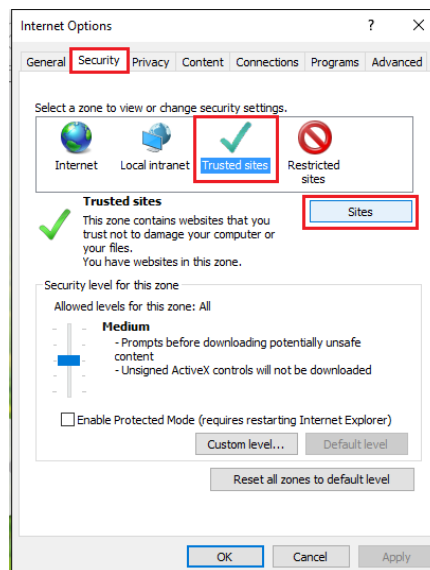
You can hold down the “**Ctrl**” key on keyboard before clicking the file link/button, until the file appears.

### APPROACH 2: Add SIS Portal as Trusted Site and Enable Automatic File Download

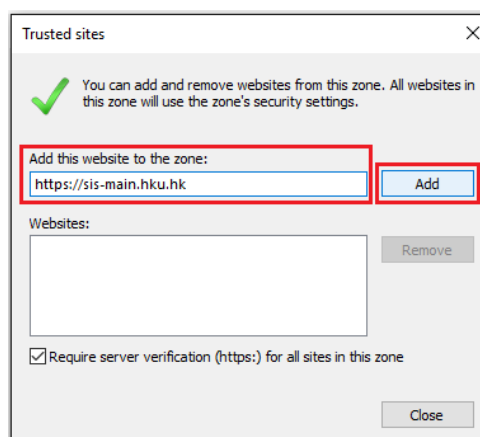
**Step 1:** Open your Internet browser. Click the **Tools** menu, and then click **Internet Options**.



**Step 2:** Click the **Security** tab and choose the **Trusted sites** zone. Click **Sites** button. (**Trusted sites** will pop up).

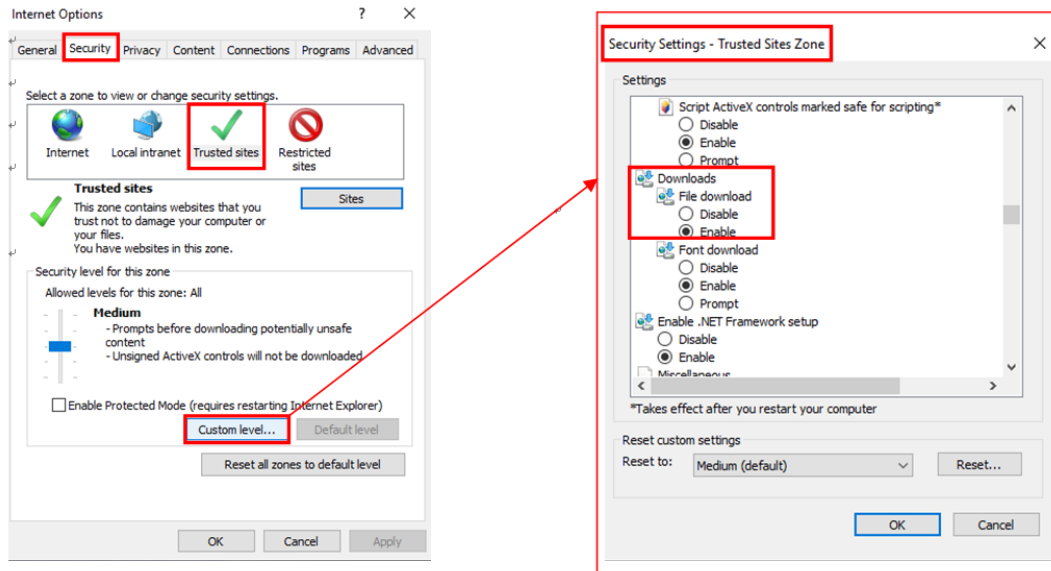


**Step 3:** On the **Trusted sites** pop up window, type in the website **https://sis-main.hku.hk** in the **Add this website to the zone** field, and then click **Add** button to add this website as a trusted site. Click the **Close** button to return to the previous pop up window **Internet Options**.



**Step 4:** On **Internet Options**, under **Security** tab, click **Custom level** button to check the security settings of the trusted sites (**Security Settings – Trusted Sites Zone** will pop up).

**Step 5:** On the **Security Settings – Trusted Sites Zone** pop up window, make sure **Automatic prompting for file downloads** is enabled under the **Downloads** section.





***Handling of Seeing Blank Pages When Accessing Option Tabs (MyPage, MyEmail, My eLearning, Events, MyFaculty / MyDepartment)***

If blank pages are shown after clicking the option tabs (e.g. MyPage, MyEmail, My eLearning, Events, MyFaculty / MyDepartment), your screen maybe minimized, or your browser has blocked the mixed use of non-secure and secure contents as one of the browser security features.

Please refer to the ITS FAQ available at <http://www.its.hku.hk/portal/faq.htm#q7> for respective resolution.





### ***Contact Information***

Please refer to [http://intraweb.hku.hk/reserved\\_1/sis\\_student/sis/SIS-contact.html](http://intraweb.hku.hk/reserved_1/sis_student/sis/SIS-contact.html).