IT Survival Tips
Duration: 2 Hours

Seminar Contents:
1. ITSC Network Account Management
   Speaker: Mr. Ivan KWOK
   Suggested time: 10 mins
   a. Forget password (access Manage my Account at ITSC website)
   b. Two-Factor Authentication (2FA)
      i. Re-activate Duo due to changing mobile device or Duo
         Mobile App does not work
      ii. Obtain Bypass Code
   c. Difference on login with and without “@ust.hk”

2. Telephone Service
   Speaker: Mr. Ivan KWOK
   Suggested time: 10 mins
   a. Deltapath mobile app
   b. Forward your office line to home with Telephone Web Portal for
      Deltapath and Cisco users

3. Remote Desktop
   Speaker: Mr. Ivan KWOK
   Suggested time: 20 mins
   a. Setup VPN
   b. Update PC settings
   c. 2FA required
   d. Good practices when using remote desktop

4. Cybersecurity
   Speaker: Mr. Ivan KWOK
   Suggested time: 10 mins
   a. Read AIP attachments
   b. Recognizing SPAM/spoofing mails

5. Online Meeting with Zoom
   Speaker: Mr. Patrick LO
   Suggested time: 30 mins
   a. Zoom website for HKUST (https://hkust.zoom.us)
   b. Zoom mobile app
   c. Latest updates made on Zoom
   d. Organize Zoom meetings inside Exchange calendar
   e. Setup breakout room in Zoom meeting
   f. Equipment you may need in using Zoom, e.g. webcam, headset
      with microphone, presenter, etc.
   g. License issue on hosting webinar in Zoom

6. Self-help or Getting Help from ITSC
   Speaker: Ms. Flora CHIU
   Suggested time: 10 mins
   a. ITSC website (https://itsc.ust.hk)
   b. ITSC knowledge base
   c. ITSC training resources
   d. ITSC support chatbot
   e. Send email to cchelp@ust.hk
   f. Call service desk helpline 2358 6200

7. Sending Digital Signed Email from Home (target to IDLPs and
   authorized senders)
   Speaker: Ms. Debbie LEUNG
   Suggested time: 10 mins
   a. Sending email to all-staff, all-ug, and all-pg while working from
      home
   b. Token issue