THE HONG KONG POLYTECHNIC UNIVERSITY
香港理工大學

College of Professional and Continuing Education
專業及持續教育學院
an affiliate of PolyU

eHelpdesk System – CPCE Staff User Guide

College of Professional and Continuing Education
The Hong Kong Polytechnic University

ITU Helpdesk: 3746-0818 (HHB) / 3746-0819 (WK)

Email: pfitoper@cpce-polyu.edu.hk

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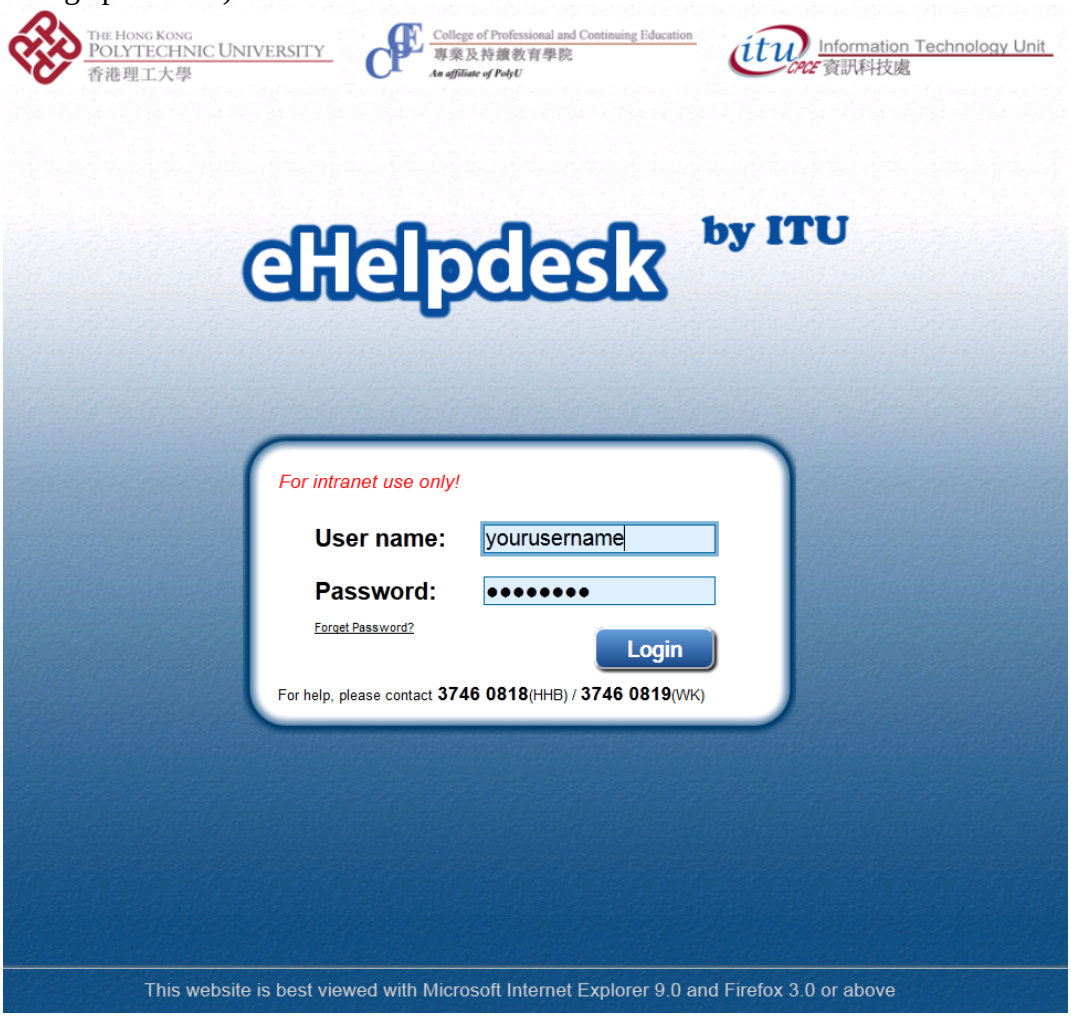
1 For PC Desktop/iPAD User

1.1. Login to eHelpdesk System

1.1.1 Visit https://ehelpdesk.cpce-polyu.edu.hk/ in web browser or scan the QR code below
- *It will automatically redirect to mobile site if mobile device is detected.*

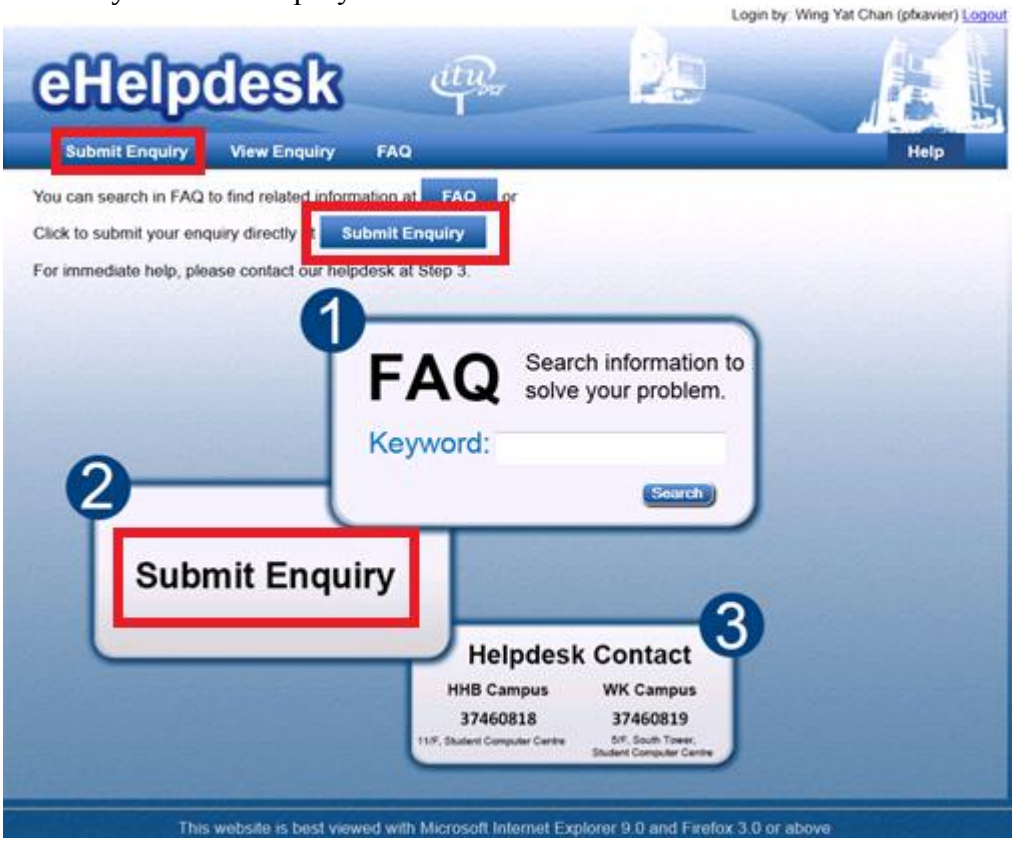
1.1.2 Type portal username and password to login (Click "Forget Password?" to change password)

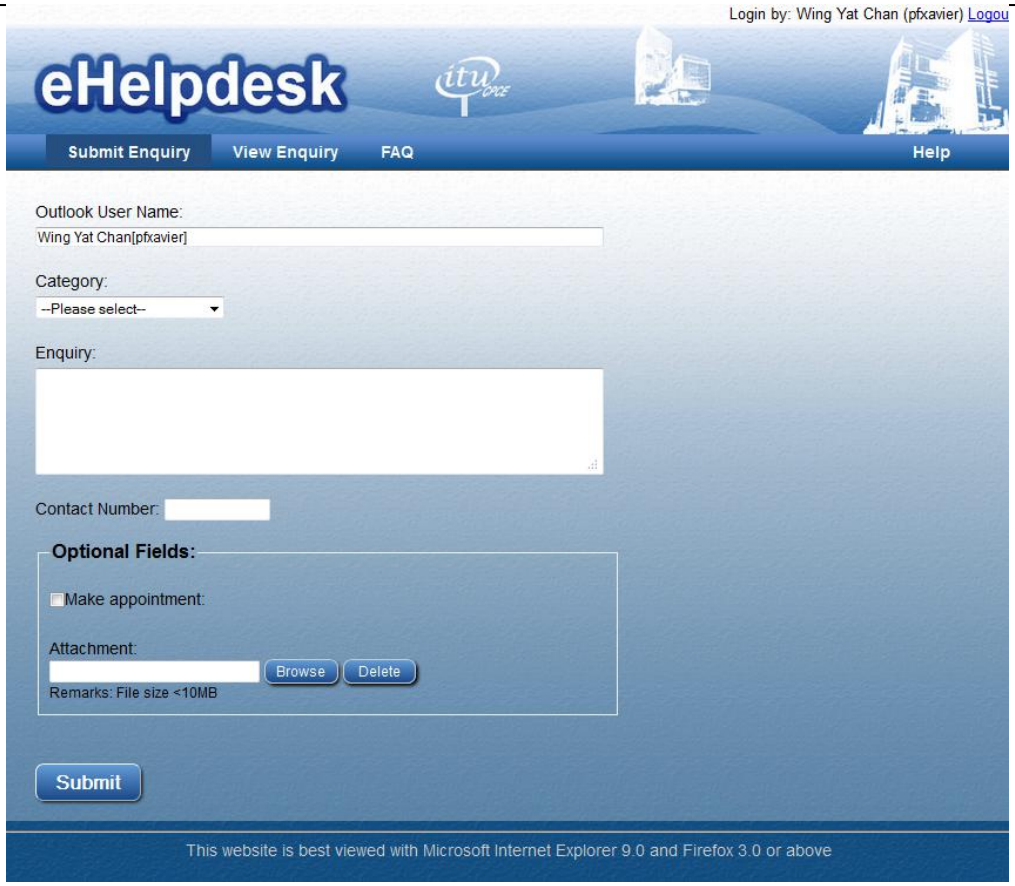


1.2. Submit enquiry

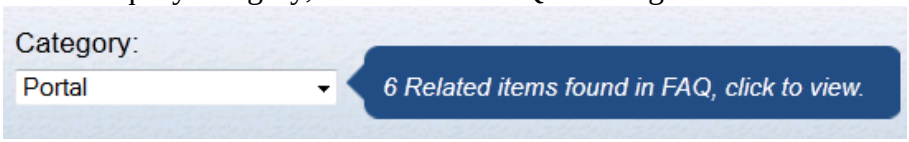
For first time login, user will be redirected to page "Help" and options for help will be shown for choice. Otherwise; user will be redirected to page "View" if there is any submitted enquiry before.

1.2.1 Click any "Submit Enquiry" buttons

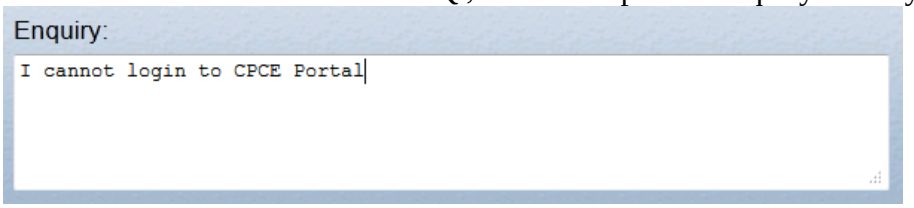




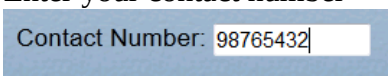
1.2.2 Select enquiry category, then related FAQ will be gathered for reference



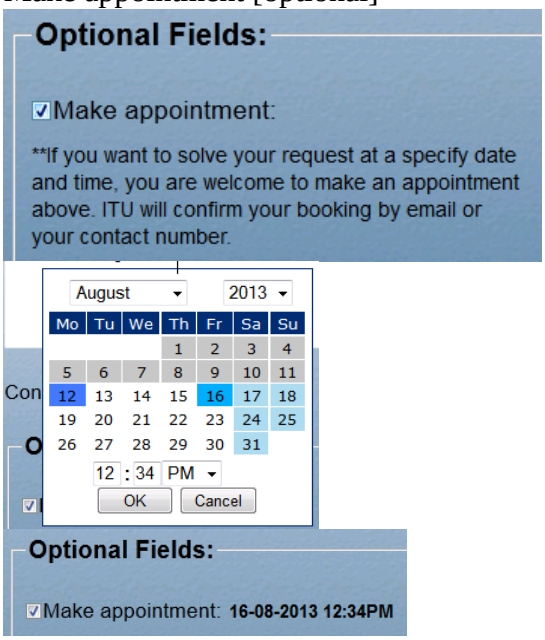
1.2.3 If no related solution found in FAQ , user can input the enquiry directly



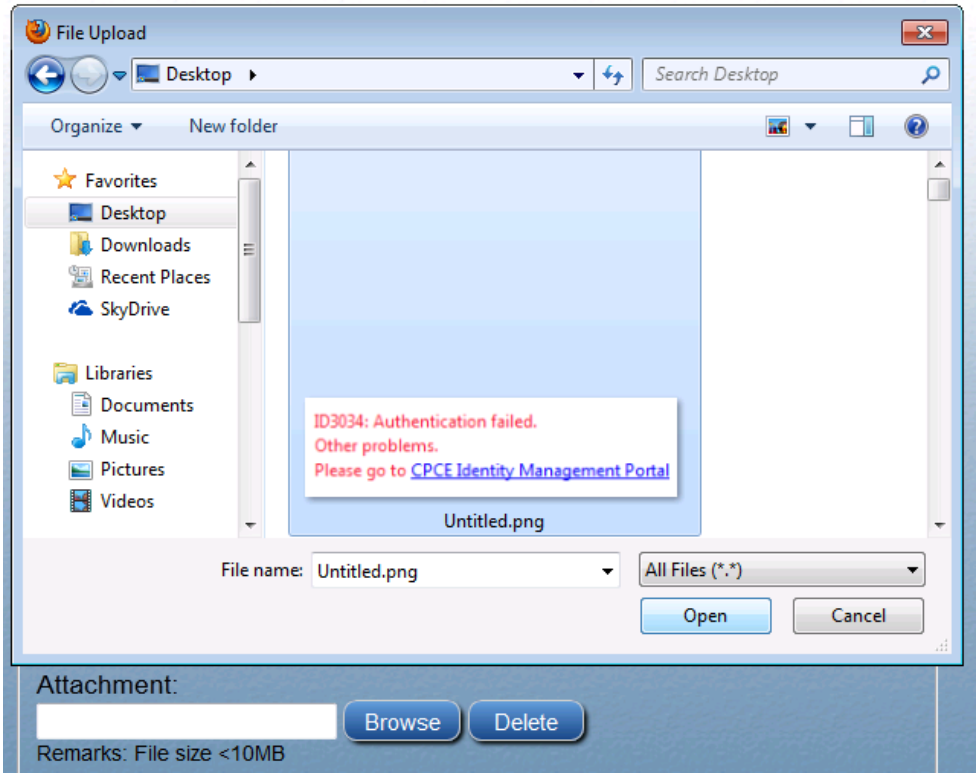
1.2.4 Enter your contact number



1.2.5 Make appointment [optional]



1.2.6 Add attachment [optional]

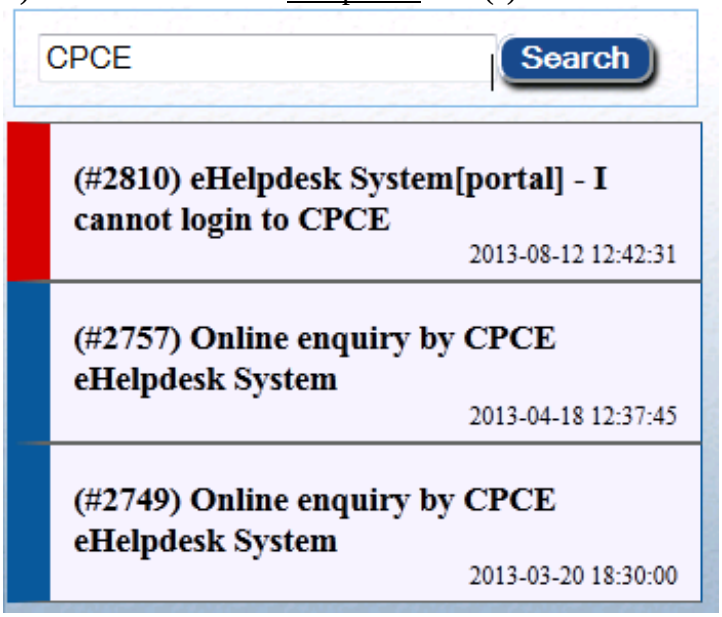


1.3. View enquiry

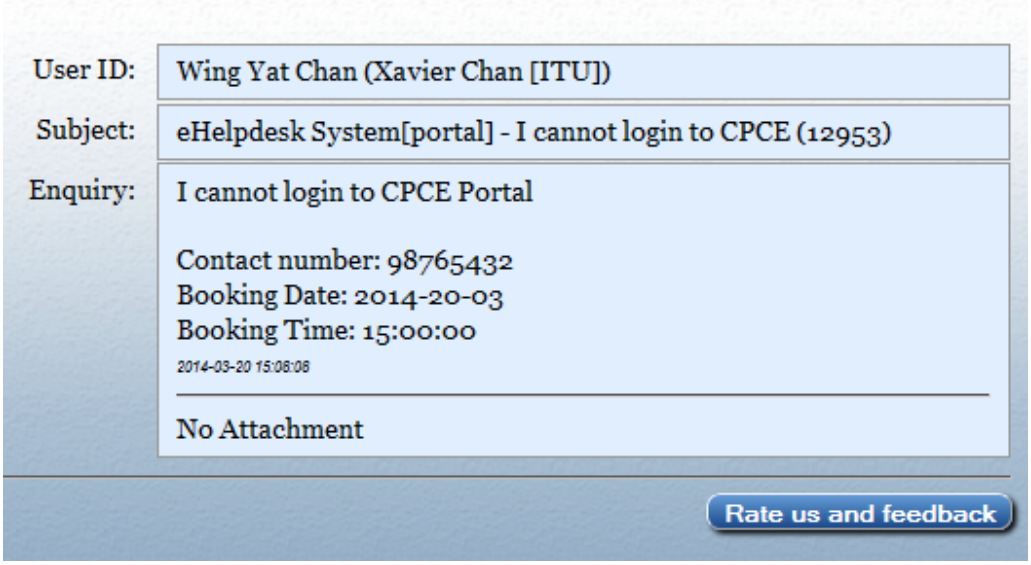
1.3.1. Click "View Enquiry"

1.3.2. Search submitted enquiry/history records

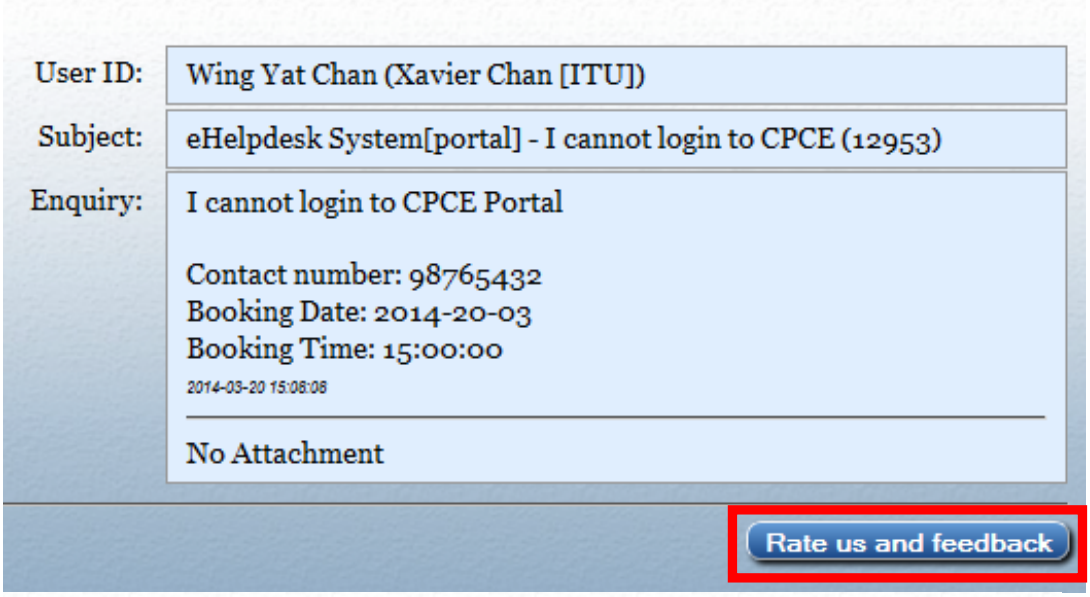
a) Red color indicate unfinished case(s)
b) Blue color indicate completed case(s)

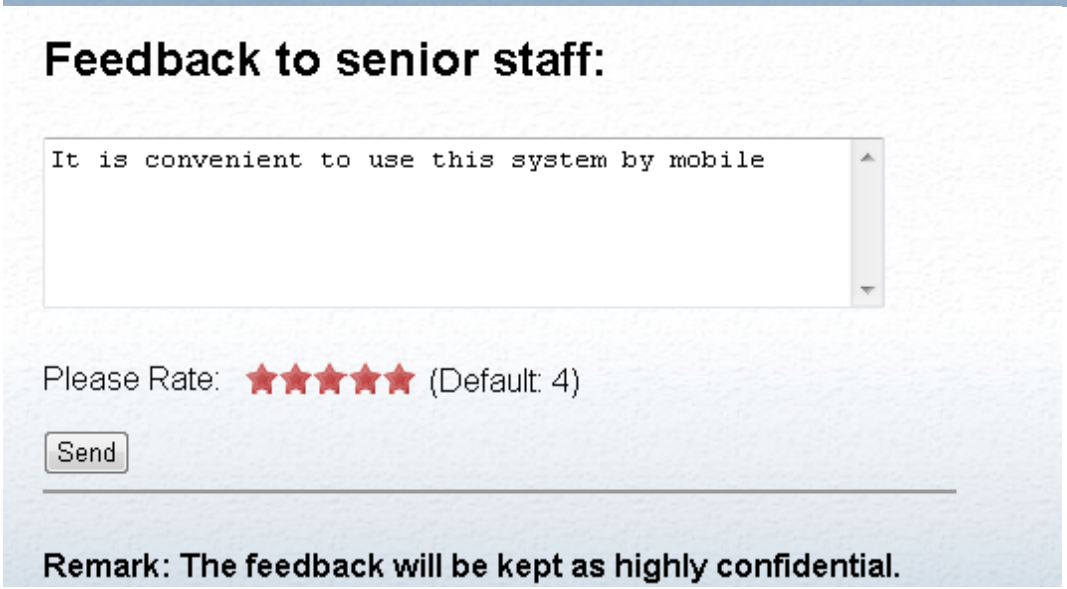


1.3.3. Click to view details and user can send feedback to ITU senior staff.



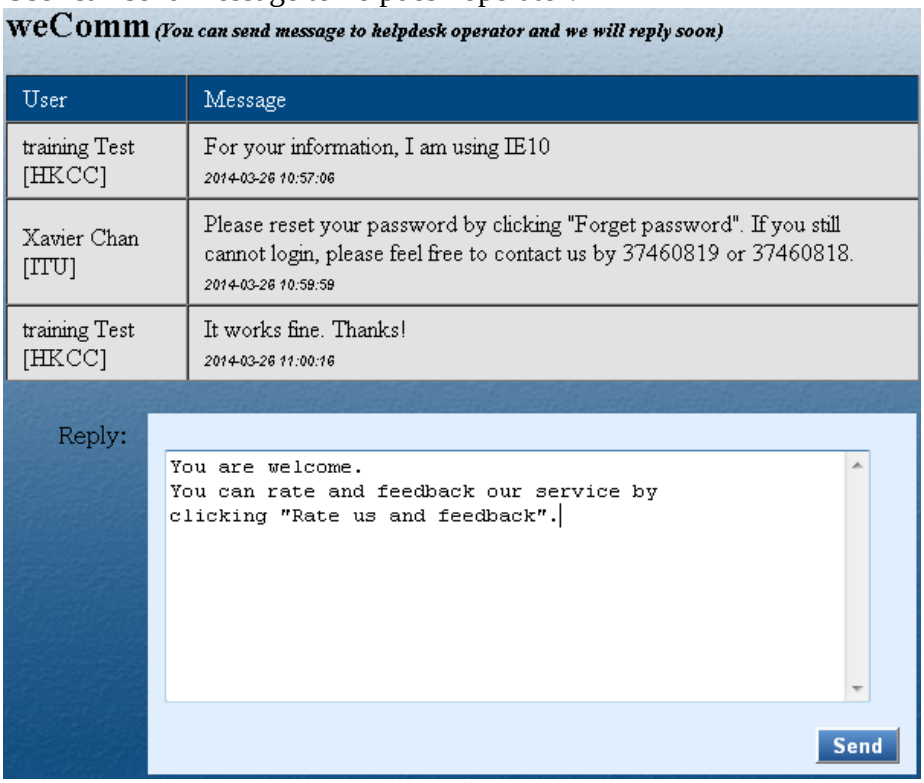
1.3.4. Click “feedback” to send comments or suggestions to ITU senior staff.





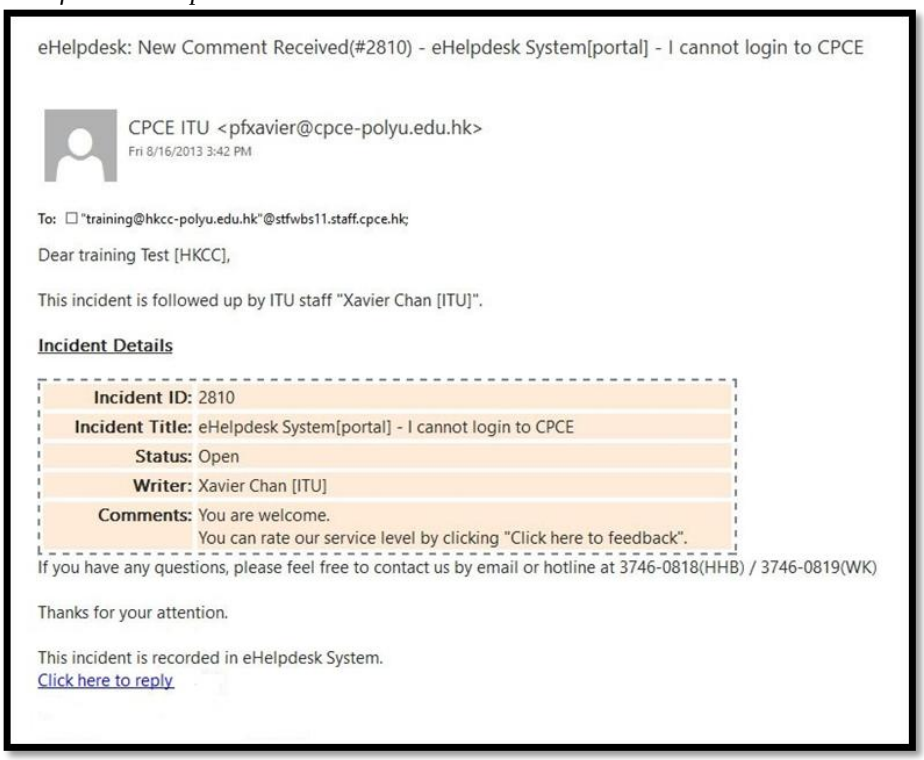
1.4. weComm Messenger

1.4.1 User can send message to helpdesk operator.



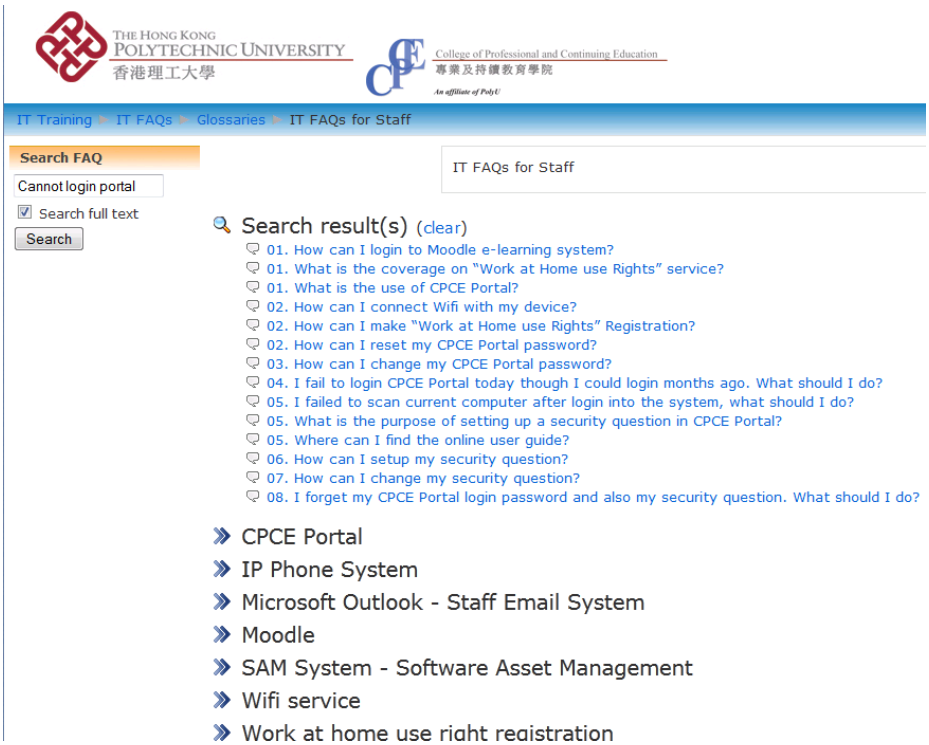
1.4.2 An email will be sent to user when new incident/updated message is related to this case.

Email notification sample:



1.5. FAQ

Click "FAQ" button to access Frequent Asked Questions or search in page "Help"

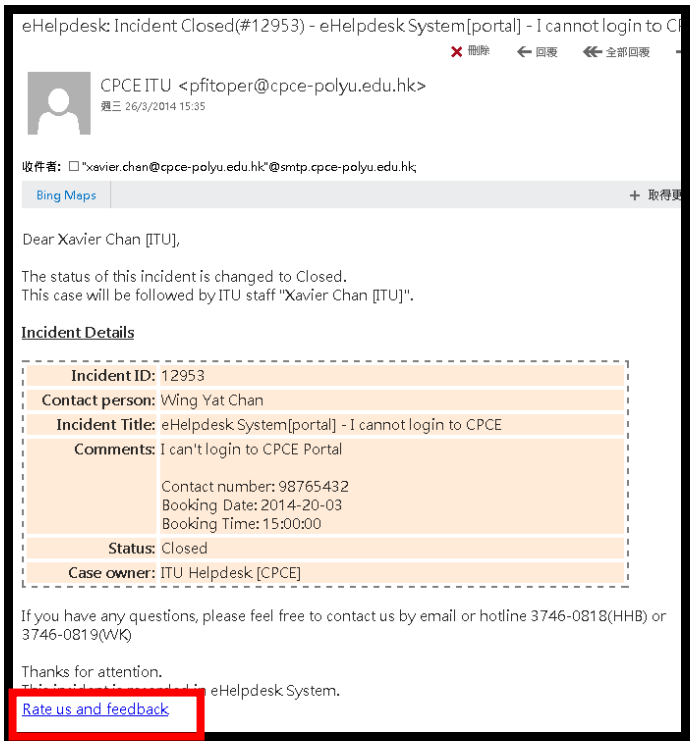


1.6. Logout

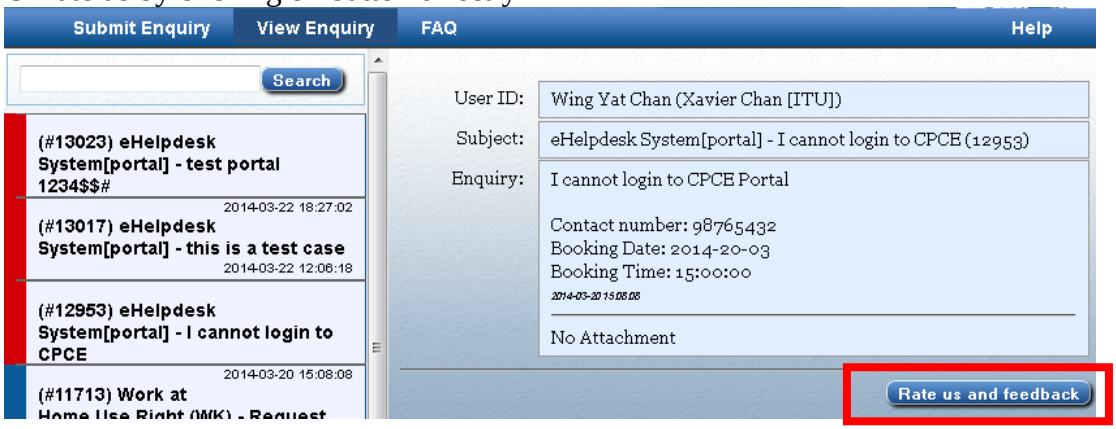
Click "Logout" at the top right corner to log off the system

1.7 Rating and feedback

You will receive an email when the case is closed, click "Rate us and feedback" to send us your feedback.



Or rate us by clicking on button directly

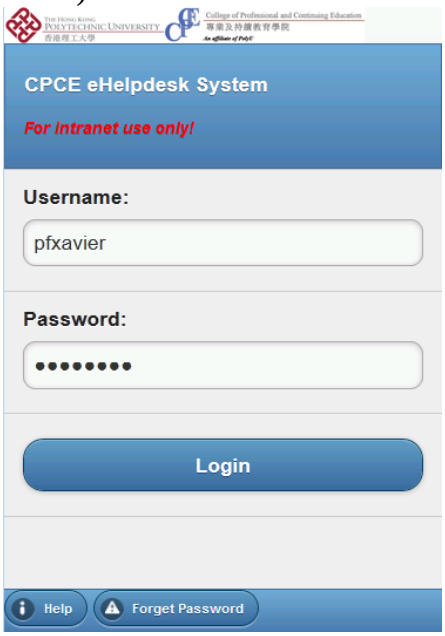


2 For Mobile Phone User

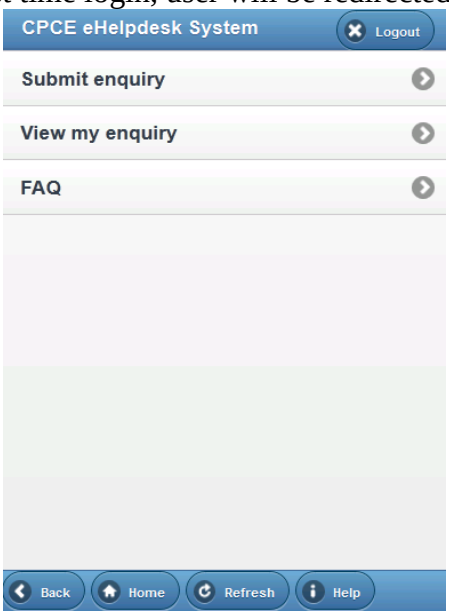
2.1. Login to eHelpdesk System

2.1.1 Visit https://ehelpdesk.cpce-polyu.edu.hk/ by mobile phone or scan the below QR code

2.1.2 Type portal username and password to login (press "Forget Password" to change password)

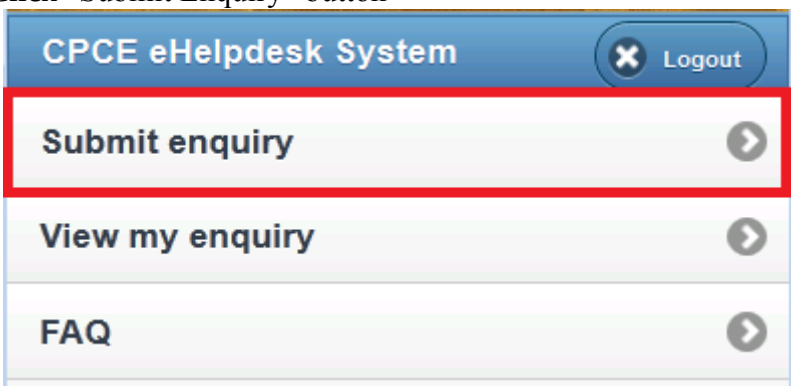


For first time login, user will be redirected to menu page.

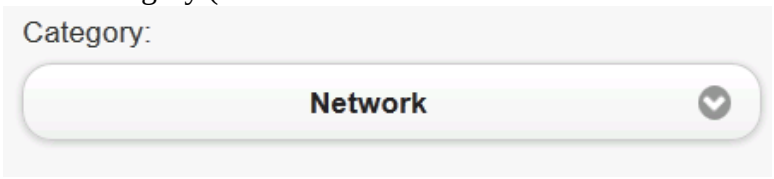


2.2 Submit enquiry

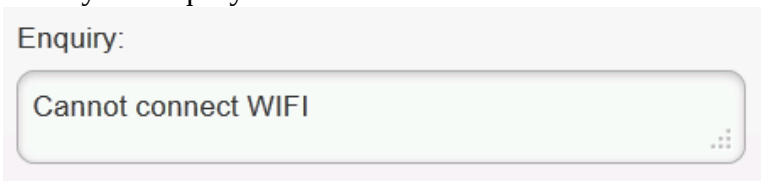
2.2.1 Click "Submit Enquiry" button



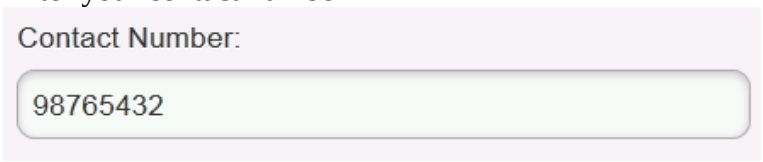
2.2.2 Select category (user can click the button to view the related FAQ if available)



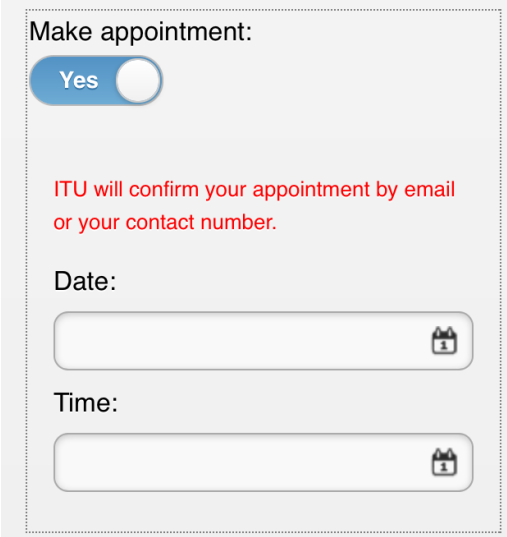
2.2.3 Enter your enquiry



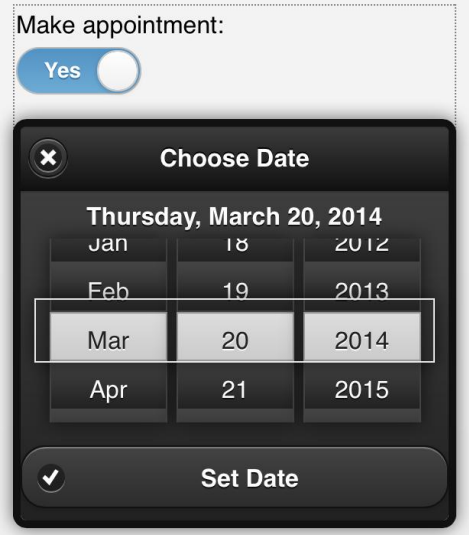
2.2.4 Enter your contact number



2.2.5 Make appointment [optional]



a) Select date.



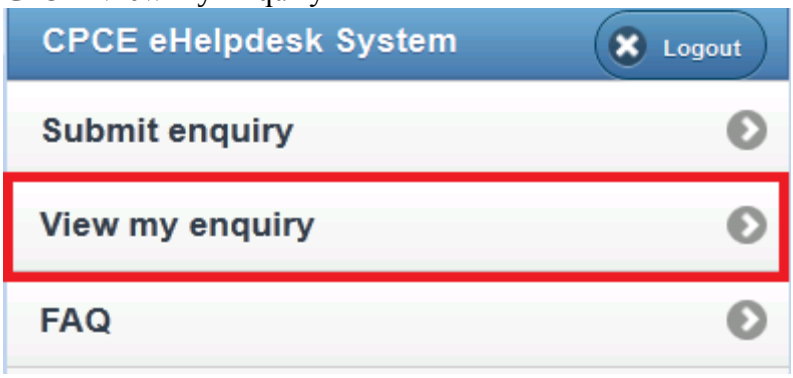
b) Select time.

2.2.6 Add attachment [optional]

User can upload photos via mobile camera with supported Operating System (OS). E.g. iOS6.0+, Android 2.2+, Blackberry 6.0+ and Windows RT

2.3 View enquiry

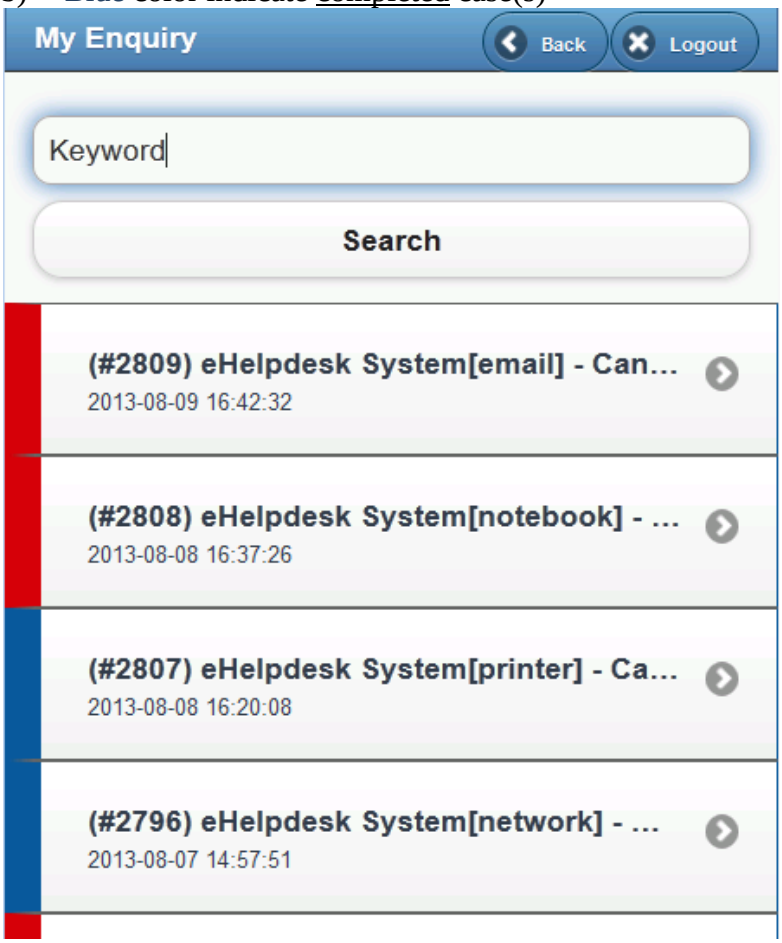
1.3.5. Click "View my Enquiry"



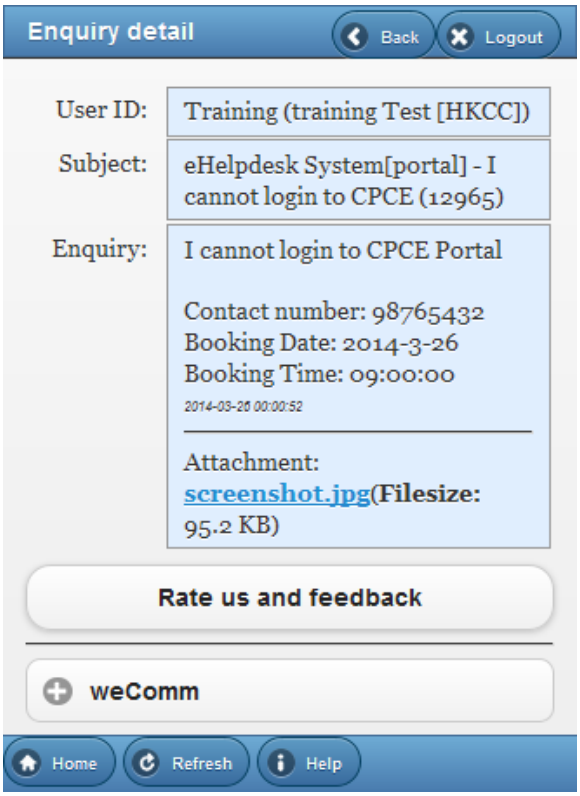
1.3.6. Search submitted enquiry/history records

a) Red color indicate unfinished case(s)

b) Blue color indicate completed case(s)

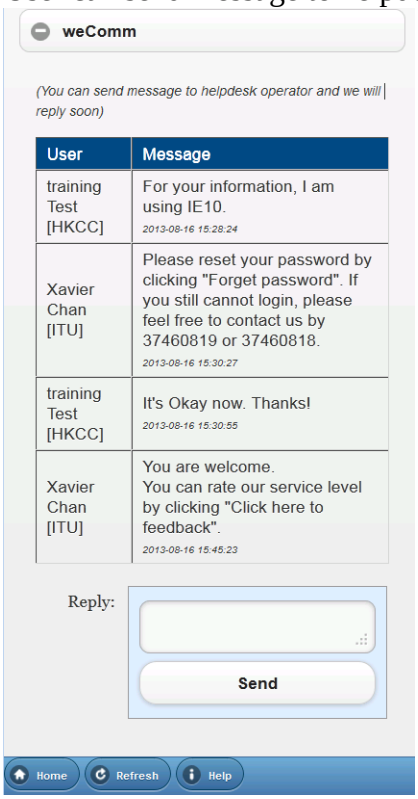


1.3.7. Click selected record to view details and user can feedback to ITU senior staff.



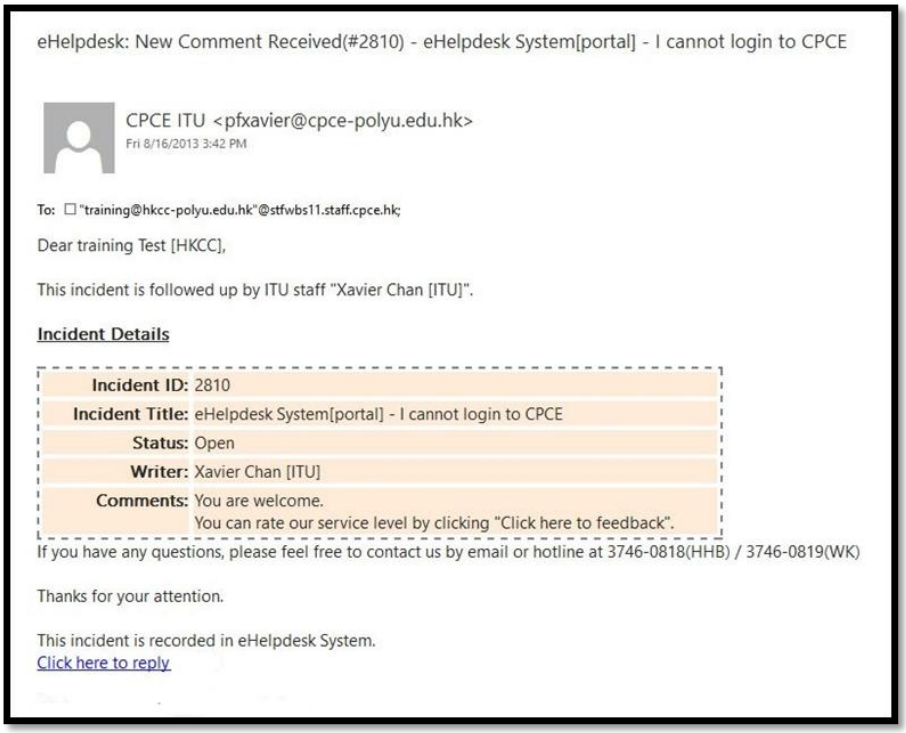
2.4 weComm Messager

2.4.1 User can send message to helpdesk operator for any questions.



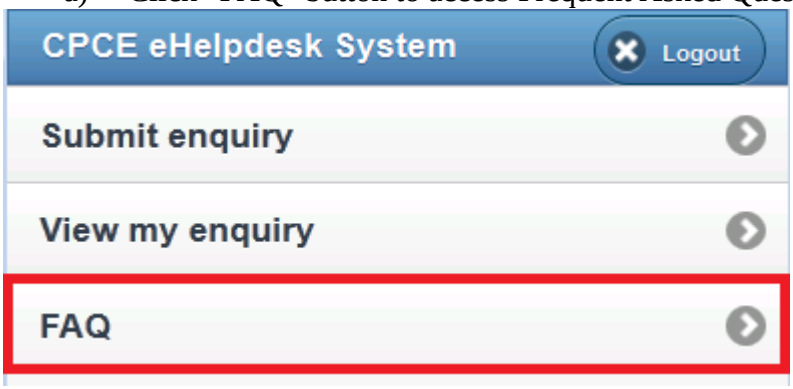
2.4.2 An email will be sent to user when new incident or updated message is related to this case.

Email notification sample:

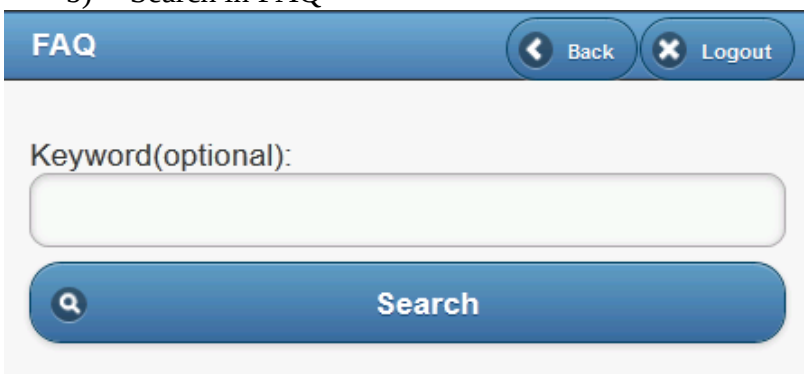


2.5 FAQ

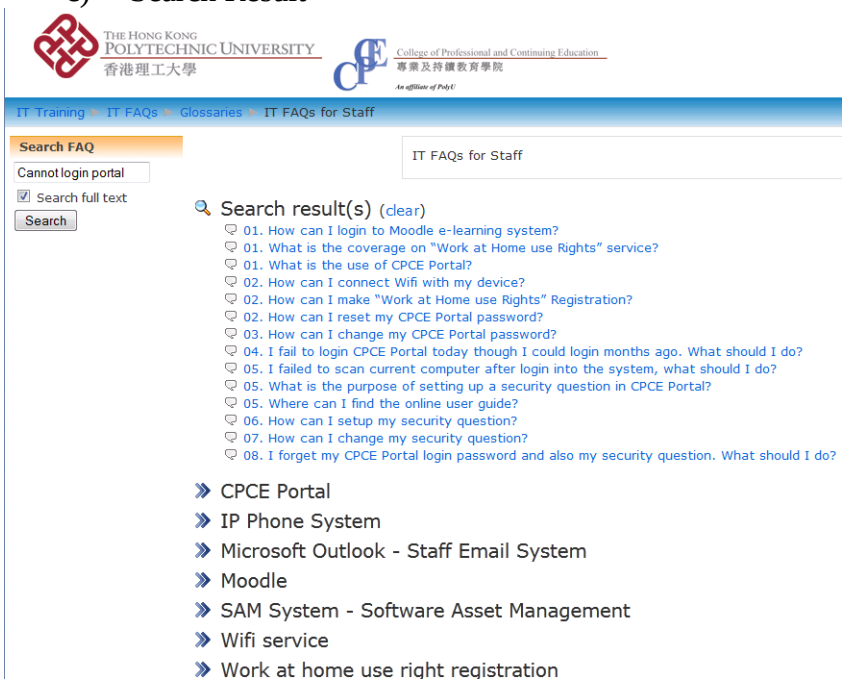
a) Click "FAQ" button to access Frequent Asked Questions or search in page "Help"



b) Search in FAQ

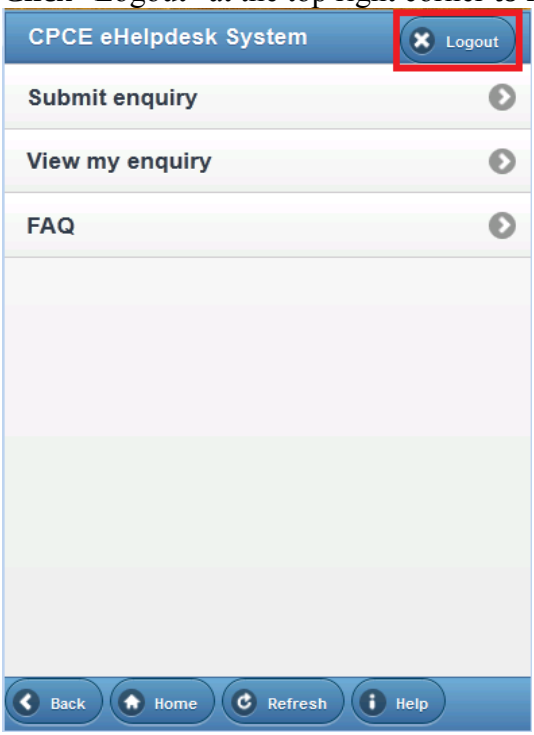


c) Search Result



2.6 Logout

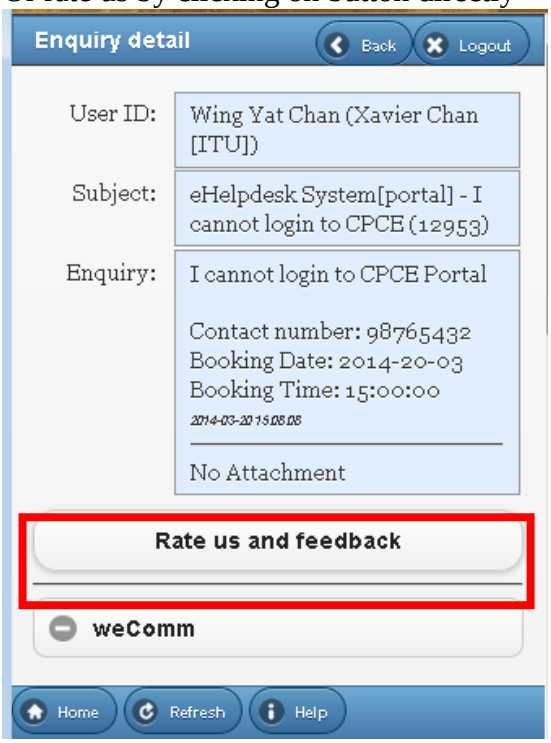
Click “Logout” at the top right corner to log off the system



2.7 Rating and feedback

You will receive an email when the case is closed, click “Rate us and feedback” to send us your feedback.

Or rate us by clicking on button directly



3 Suggested QR Code Scanner -Apps

3.1 iPhone or iPad – Quick Scan

Download: https://itunes.apple.com/us/app/quick-scan-qr-code-reader/id483336864?mt=8

Scan QR code to visit eHelpdesk system quickly

3.2 **Android device – Quick Droid**

Download: https://play.google.com/store/apps/details?id=la.droid.qr

Scan QR code to visit eHelpdesk system quickly