



# **Student Network Services**

**Computer Centre**

Updated on August 2018

# Student Network Services (Computer & Network Account, CNA)

## Services Available



E-mail Service All IVE, HKDI & YC students will be provided with a CNA of 50 GB\* storage capacity, together with an e-mail address, for communication by using Web-mail.

<http://webmail.stu.vtc.edu.hk>

\*You should clear your mailbox regularly to ensure you could receive e-mails.

**Reminder: Your network service provider may charge you for data transmission cost.**

## Outside Campus Access



With Virtual Private Network (VPN), you can access VTC's Network through any Internet Service Provider (ISP) at home.

<http://vpn.vtc.edu.hk>

## Wireless Campus Access



Wireless accesses Intranet and Internet services in specific areas (e.g. hall, library, canteen ...) in campuses.

<http://wlan.vtc.edu.hk>

## Online Notes/Learning



An Online Teaching Facility in which your lecturers could put notes or extra materials on the E-learning platform for the courses.

<https://moodle.vtc.edu.hk>

## Student Portal



A web portal provides online information about your study such as timetables and examination results.

<https://myportal.vtc.edu.hk>



## Y5ZONE Wireless LAN Service outside VTC premises

In collaboration with Y5ZONE, VTC Staff and Student can now enjoy free wireless service in public areas such as IFC, McDonald's, Starbucks etc. For details, please check with VTC wireless LAN webpage.

<http://wlan.vtc.edu.hk>

---

### Account Activation

**If you have completed the self-registration process through “New Student Registration System”, you do NOT need to activate your CNA using this interface.**

For students do not use NSRS to perform self-registration, please use the below link to activate your account:

<http://cnatools.vtc.edu.hk>

---

### CNA and Email Service Utilities

<http://cnatools.vtc.edu.hk>



#### **Change Password**

For security reason, you must change your personal password at least once every 180 days. You can check VTC password policy.

[http://infosec.vtc.edu.hk/passwordpolicy\\_e.htm](http://infosec.vtc.edu.hk/passwordpolicy_e.htm)



#### **Change Personal Information**

Change the personal information of Your CNA.



#### **Forget Password**

Reset your password when you forget it.



#### **E-mail Alias**

Allow you to select an additional e-mail address, which is easier to remember.

## Forget Password

1. Go to the CNA portal page and click the “Existing user – Reset password” link by entering the following URL in your web browser: <http://cnatools.vtc.edu.hk>

2. Please scroll through to read and agree all the contents in the Regulations to accept the Undertaking & Acceptable Use Policy of VTC. Then click the “Accept” button

3. Enter your CNA (Computer and Network Account) to verify your identity and press Next

**vtc** Email & CNA Services Portal 中文  
Login

Your progress **Read and Agree Regulations** **CNA Checking** Reset Password

**Reset Password - Please enter your CNA to verify your identity.**

CNA:   
@vtc.edu.hk / @stu.vtc.edu.hk

© 2011 Vocational Training Council. All rights reserved. Privacy | Contact | Help

4. Please follow the instructions and fill in all the required information to reset your password. Then click the “Reset Password”.

**vtc** Email & CNA Services Portal 中文  
Login

Your progress **Read and Agree Regulations** **CNA Checking** **Reset Password**

**Please follow the instructions to reset your password.**  
Please enter the required information for verifying your identity and resetting your password.

CNA: 140275079

Date of birth: DD / MM

HKID / Passport No: AA 9999 XX(X)

New password:

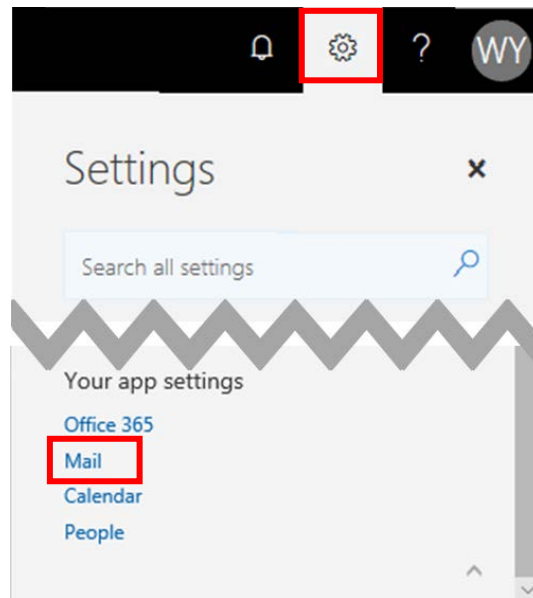
Confirm new password:

© 2011 Vocational Training Council. All rights reserved. Privacy | Contact | Help

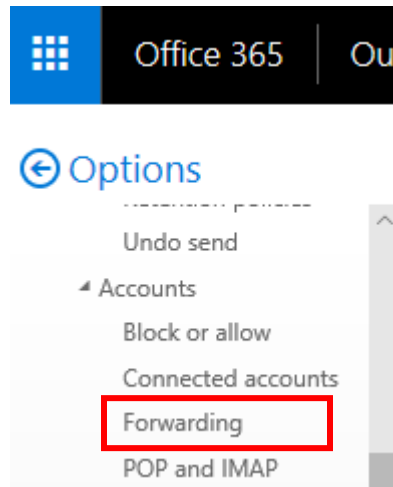
---

## Mail Forward

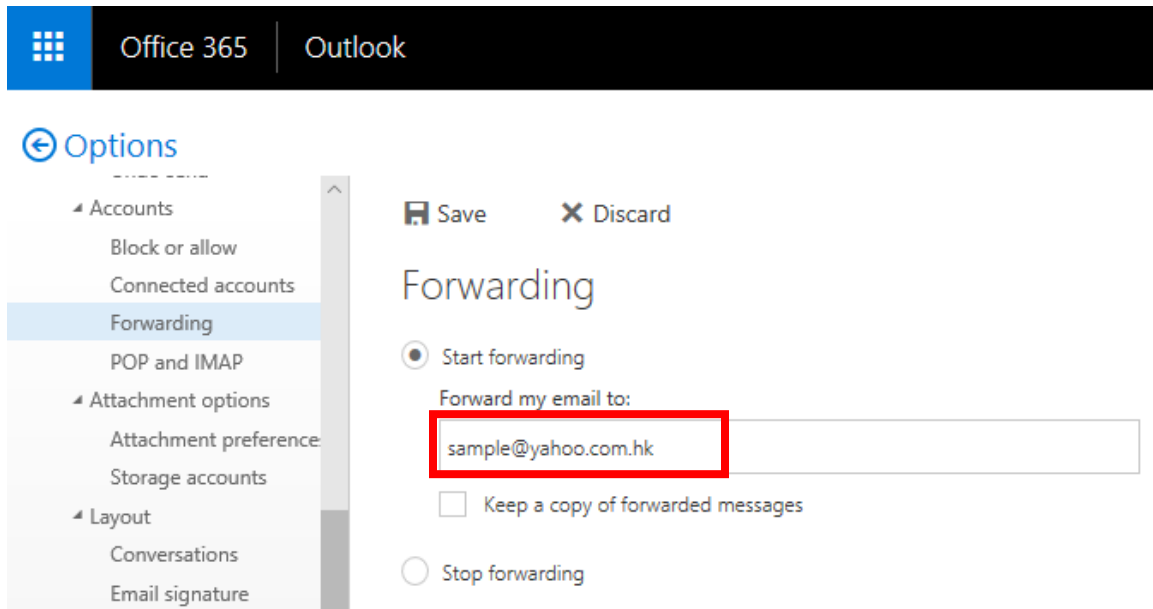
1. After login the Webmail, click the “Setting” button in the top menu. Then click the “Mail”



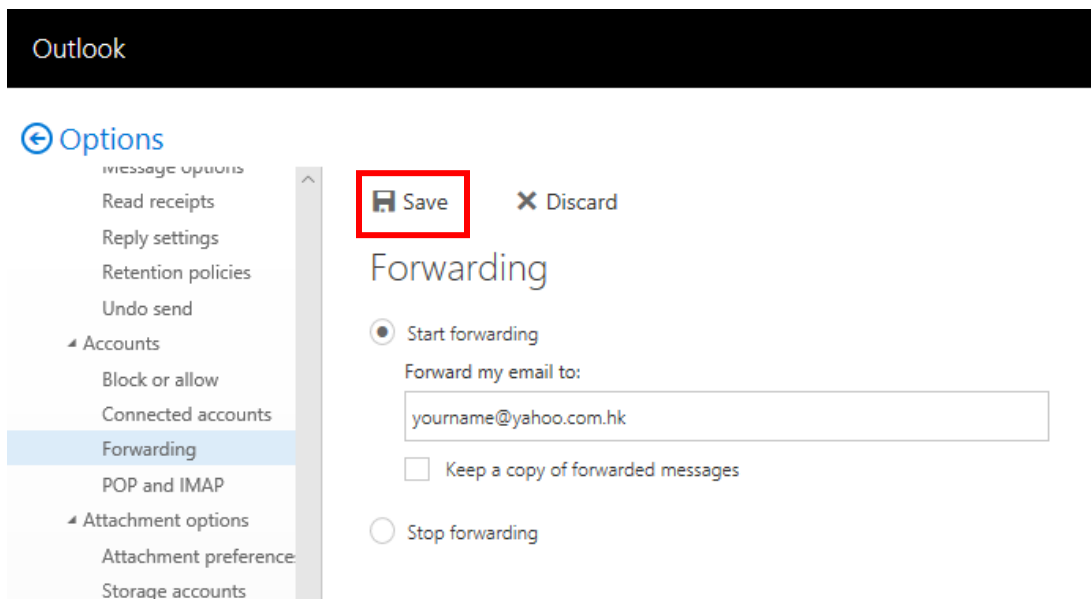
2. In “Account” choose “Forwarding”



3. Type your external email address (like hotmail or yahoo mail).

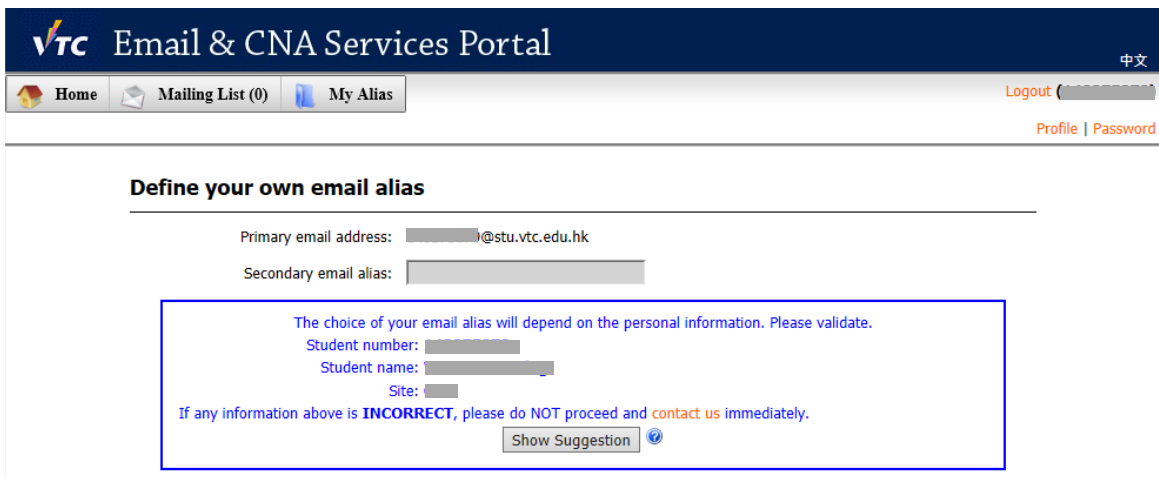


4. Click the “Save” button.



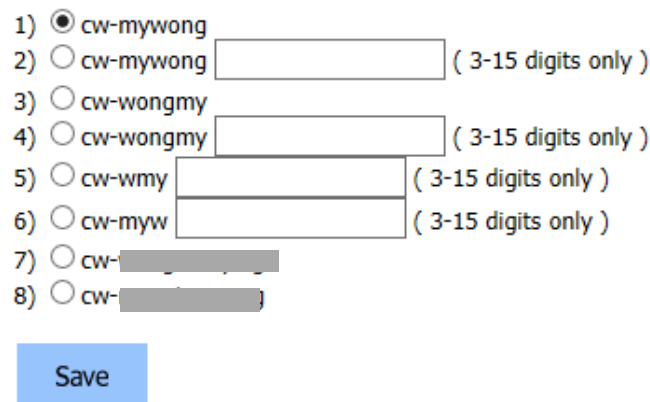
## E-mail Alias

1. After login the CNA's Utilities, click the "My Alias" link.
2. Check the information display on the screen, and press the "Show Suggestion" button if it is correct. Otherwise, please contact campus support.



The screenshot shows the 'Define your own email alias' page. At the top, there is a navigation bar with 'Home', 'Mailing List (0)', and 'My Alias'. The page title is 'Email & CNA Services Portal'. Below the navigation bar, there are fields for 'Primary email address' (pre-filled with a masked name and '@stu.vtc.edu.hk') and 'Secondary email alias'. A blue-bordered box contains a message: 'The choice of your email alias will depend on the personal information. Please validate. Student number: [masked] Student name: [masked] Site: [masked]. If any information above is INCORRECT, please do NOT proceed and contact us immediately.' Below this message is a 'Show Suggestion' button.

3. Select an E-mail Alias and press the "Save Changes" button.



A list of eight email alias options, each with a radio button and a text input field for a 3-15 digit number:

- 1)  cw-mywong
- 2)  cw-mywong [input field] ( 3-15 digits only )
- 3)  cw-wongmy
- 4)  cw-wongmy [input field] ( 3-15 digits only )
- 5)  cw-wmy [input field] ( 3-15 digits only )
- 6)  cw-myw [input field] ( 3-15 digits only )
- 7)  cw-[input field]
- 8)  cw-[input field]

Below the list is a blue 'Save' button.

4. Your student ID, E-mail Address and E-mail Alias will be displayed, which indicates your E-mail Alias is created successfully.



- a. You can only choose ONE E-mail Alias, and you are not able to change it once it is created.



- b. The E-mail Alias is for sending / receiving e-mail only. You still need to use your student number for CNA login.

---

## Check Mailbox Size

1. In the “Setting” choose “Mail”
2. In the “General” choose “My account”

The screenshot shows the Outlook Options interface. The left sidebar has 'Options' selected, with 'Mail' expanded and 'My account' highlighted in a red box. The main content area is titled 'My account' and contains various fields for user information. At the bottom right, a 'Mailbox usage' section is highlighted in a red box, showing a progress bar and the text: '445.83 MB used. At 49.50 GB you won't be able to send email.' Below this is a 'Clean up mailbox' link.

---

## Proper Use of VTC Email Service

VTC Email is an official communication channel among staff and students. It should be used for learning and teaching purpose only. VTC Email accounts shall **not** be used for other purposes such as:

- Register public websites, such as forum/discussion group, chat rooms or eBay

- ☞ Conduct commercial activities, such as marketing or business transactions
- ☞ Send irrelevant or chain mails to a large number of recipients
- ☞ Broadcast messages which are likely to harass or offend others

---

## Help



There is a help page, which you could get more information about the CNA's Utilities.

<http://cnatools.vtc.edu.hk>

If you have further questions and could not find the answers on the above help page, you could e-mail IVE/YC's staff:

Chai Wan	<a href="mailto:cwitadm@vtc.edu.hk">cwitadm@vtc.edu.hk</a>
Lee Wai Lee	<a href="mailto:lwlitadm@vtc.edu.hk">lwlitadm@vtc.edu.hk</a>
Haking Wong / Billion Plaza Centre	<a href="mailto:hwitadm@vtc.edu.hk">hwitadm@vtc.edu.hk</a>
Tsing Yi	<a href="mailto:tyitadm@vtc.edu.hk">tyitadm@vtc.edu.hk</a>
Morrison Hill	<a href="mailto:mhitadm@vtc.edu.hk">mhitadm@vtc.edu.hk</a>
Tuen Mun	<a href="mailto:tmitadm@vtc.edu.hk">tmitadm@vtc.edu.hk</a>
Sha Tin	<a href="mailto:stitadm@vtc.edu.hk">stitadm@vtc.edu.hk</a>
Kwai Chung	<a href="mailto:kcitadm@vtc.edu.hk">kcitadm@vtc.edu.hk</a>
Kwun Tong	<a href="mailto:ktitadm@vtc.edu.hk">ktitadm@vtc.edu.hk</a>
Design Institute Lee Wai Lee	<a href="mailto:dilwl-its@vtc.edu.hk">dilwl-its@vtc.edu.hk</a>
Youth College	<a href="mailto:ycitadm@vtc.edu.hk">ycitadm@vtc.edu.hk</a>
SBI	<a href="mailto:sbiitadm@vtc.edu.hk">sbiitadm@vtc.edu.hk</a>
Other	<a href="mailto:itsd-helpdesk@vtc.edu.hk">itsd-helpdesk@vtc.edu.hk</a>



Before you use our services, please read our guidelines and regulations carefully on the following webpage:

<http://www.vtc.edu.hk/infosec/>

**~End~**