



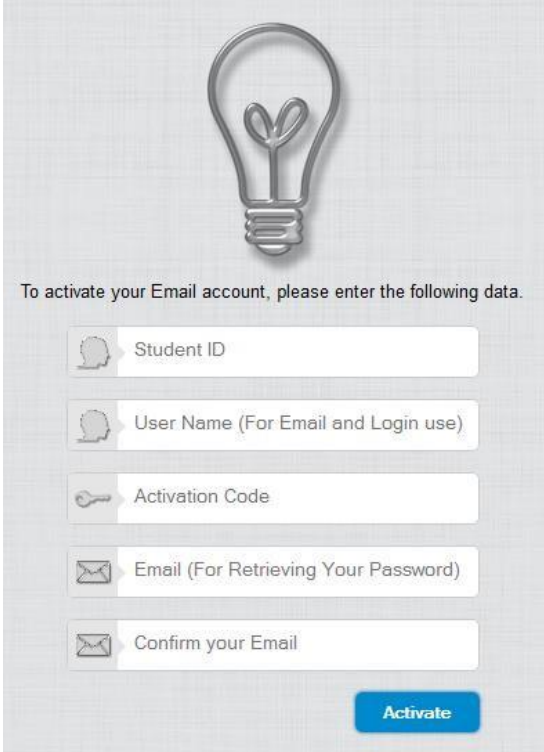
@alumni.chuhai.edu.hk  
Email Services  
Users' Manual

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# 1. How to start using “alumni.chuhai.edu.hk” email services?

You have to activate your account before using the email services provided through the “alumni.chuhai.edu.hk” server. Please access the activation page at <https://alumni.chuhai.edu.hk/resetpass/activate>.



The activation page features a lightbulb icon at the top. Below it, a text prompt reads: "To activate your Email account, please enter the following data." The form contains five input fields, each with an icon: a person for "Student ID", a person for "User Name (For Email and Login use)", a key for "Activation Code", an envelope for "Email (For Retrieving Your Password)", and an envelope for "Confirm your Email". A blue "Activate" button is at the bottom right. To the right of the form, four blue arrows point to the corresponding input fields, each associated with a box containing instructions.

<b>Student ID</b> (e.g. 201311999H)
<b>Username</b> (For login use)
<b>Activation Code</b> (Student ID + HKID English character with first three digit e.g. 201311999HA123)
<b>Alternative Email</b> (for retrieving your password) (e.g. email@gmail.com)

Fig1.1 Activation Page

Please fill in the related information shown in Fig 1.1 and press the activation button. If your email is activated successfully, a message will be prompted as in Fig 1.2.

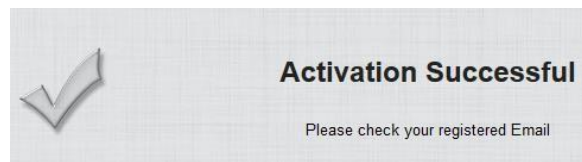


Fig 1.2 Activation Successful

The system will generate and send the password to the email account you have provided during the step in Fig 1.1. Please check your registered email. We recommend that you reset your password at once after your first login. (Please refer to Part 3).

## 2. How to login to “alumni.chuhai.edu.hk”?

Please go to the URL: <https://alumni.chuhai.edu.hk> to login to the system.

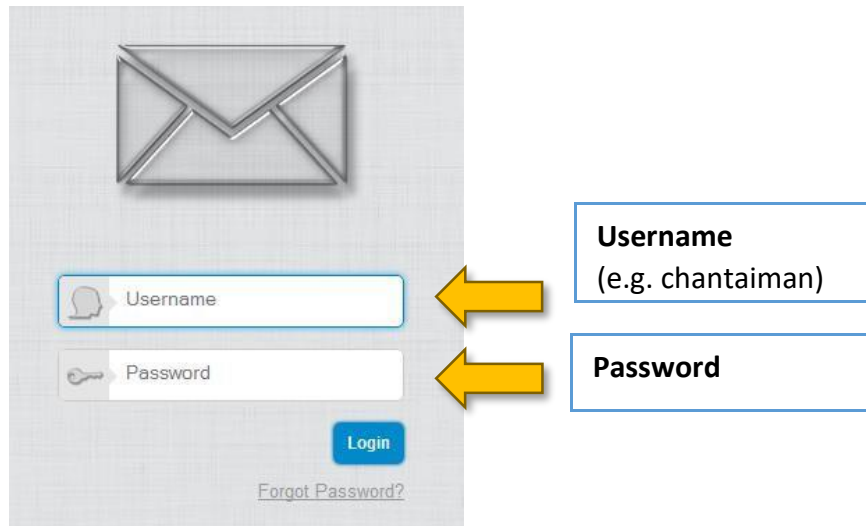


Fig 2.1 Login Page

If you have any questions, please send email to the ETSO Help Desk at [helpdesk@chuhai.edu.hk](mailto:helpdesk@chuhai.edu.hk).

## 3. How to change your password?

The online system allows you to change your password. Before resetting your password, make sure that you have already activated your account.

Step 1: Go to the URL: <https://alumni.chuhai.edu.hk/resetpass>, as shown in Fig 3.1.



Fig 3.1 Resetting Password Login Page

Step 2: After login, please click “Reset password”. Fig 3.2, guides you to change your password; follow the instructions from step 1 to step 3.

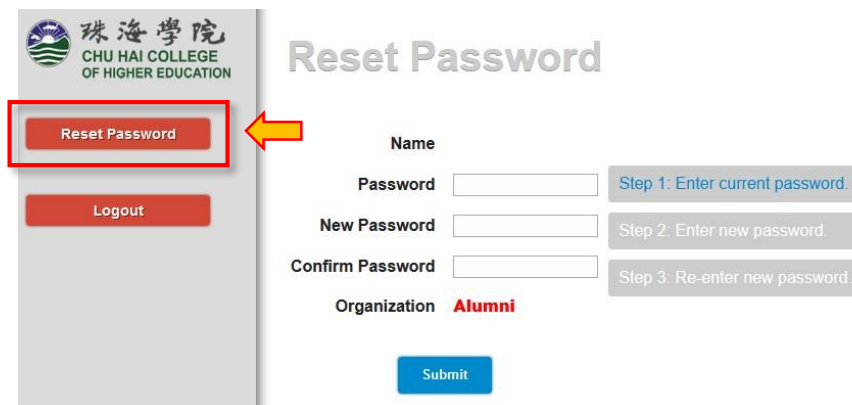
The 'Reset Password' page for Chu Hai College of Higher Education. On the left sidebar, there is a 'Reset Password' button highlighted with a red box and a yellow arrow pointing to it, and a 'Logout' button below it. The main content area is titled 'Reset Password' and contains a form with the following fields: 'Name', 'Password', 'New Password', 'Confirm Password', and 'Organization' (pre-filled with 'Alumni'). To the right of the 'Password' field is a grey box with the instruction 'Step 1: Enter current password.'. To the right of the 'New Password' field is a grey box with 'Step 2: Enter new password.'. To the right of the 'Confirm Password' field is a grey box with 'Step 3: Re-enter new password.'. A blue 'Submit' button is at the bottom center.

Fig 3.2 Resetting Password Page

Step 3: Click **SUBMIT** for confirmation; a successful message will be prompted after your changes.

## 4. Forgotten Password

If you have forgotten your password, please click **FORGOT PASSWORD** in the login page or reset password page.

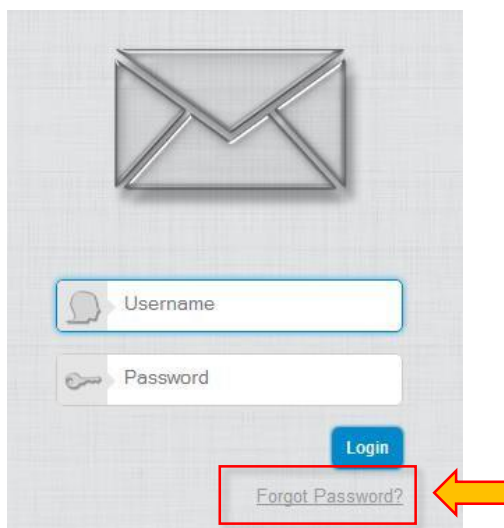


Fig 5.1 Forgot Password Button at the Login Page

Enter your Username and the email address you have registered in Part 1 to reset your password and click [SUBMIT](#).

A screenshot of the 'Retrieve Password' page. At the top is a large question mark icon. Below it is the text 'Forgot Password? Please fill in the information below.' There are two input fields: 'User Name' with a person icon and 'Alternative Email' with an envelope icon. At the bottom right is a blue 'submit' button.

Fig 5.2 Retrieve Password Page

The new password will be sent to your registered email. We recommend that you change the password at once after you receive the new password. (Please refer to Part 3.)

## 5. Frequently Asked Questions (FAQs)

Question regarding the use of this service can be directed to the ITS Help Desk ([helpdesk@chuhai.edu.hk](mailto:helpdesk@chuhai.edu.hk)).

Q: What is the storage size?

A: 25 GB storage supporting up to 20 MB attachment per Email.

Q: Does it support POP3/IMAP?

A: No, we only support web interface.

Q: What OS platform is supported?

A: Windows XP, Windows Vista, Windows 7, Windows 8, Apple Mac OSX Snow leopard, Lion, Mountain Lion, Mavericks, iOS or Android.

Q: What is the username format of the email account?

A: The username or account name will be in the format "<USERNAME>@alumni.chuhai.edu.hk" where < USERNAME > is the Username of the user. For security reasons, you are recommended to supply a different password from the account you use in the Email service.

Q: How can I start using the email account?

A: Account will normally be ready after successful activation. You may go to the following site the account activation and subsequent logons.  
<https://alumni.chuhai.edu.hk/resetpass/activate>.

Q: Who hosted the email service?

A: All data will be hosted by Google and under their terms of service. For details, please go to <http://www.google.com/intl/en/policies/terms/>.