Residence Connection Request User Guide

Residents in the student residence may apply and maintain their network connections via the CityUHK Service Portal. This documentation describes the operation and the process of the online "Residence Connection Request" service, and through illustrations to demonstrate the use of the service. For more information, please contact the IT Service Desk at 3442 8340 (staff) / 3442 6488 (students), or email it.servicedesk@cityu.edu.hk.

Who can use the online "Residence Connection Request" service?
All residents in Student Residence, Jockey Club House and the Hostel Network Administrator (HNA) can use the service and the system will detect the corresponding access privilege determined by the electronic ID after login.

- **Hostel Network Administrator (HNA)** may apply, change and disconnect network connections in the student residences for any residents.
- **Resident** in student residence and Jockey Club House may apply at most one connection and terminate the connection at his/her room in residence.

Scenario 1: Apply a new network connection in Student Residence
1. Login to the Service Portal (https://service.cityu.edu.hk)
2. Click on the "SERVICE REQUEST"
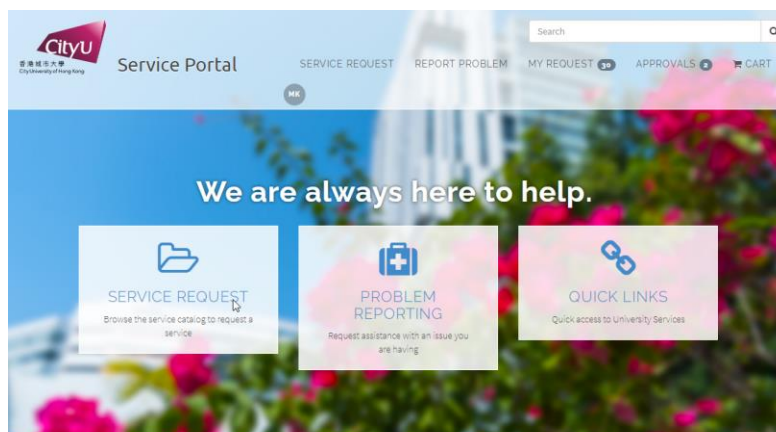
3. In the "CATEGORIES" box, expand the Service Request → IT Services and Resources → Network Connectivity and Management and then click on the Residential Connection Request
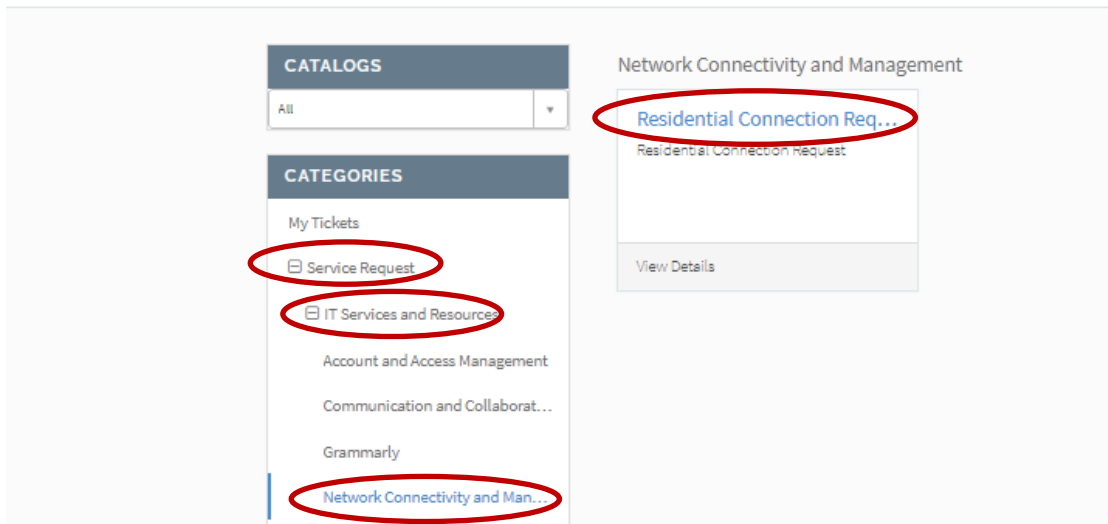
4. Select "New"

5. Enter the MAC address of your **wired (ethernet) network card**. DO NOT enter the MAC address of your Wi-Fi adapter, otherwise you may have problems in using the CityUHK Wi-Fi service.

6. Agree the user terms and conditions

7. Press "Submit" button to register the MAC to connect to the network

Note: HNA can apply new network connection on behalf of any residents by entering the following information:

a. Halls of Residence managed

b. Requested For

Scenario 2: Terminate an existing connection

1. Select "Disconnect"
2. Enter or select the existing MAC to be disconnect
3. Agree the user terms and conditions
4. Press "Submit" button to disconnect the MAC from the network

Note: HNA can disconnect any registered connections in the residences.

Scenario 3: Replace the registration of a device

1.   Select "Device Replacement"
2.   Enter your new MAC address
3.   Enter or select the existing MAC address to be replaced
4.   Agree the user terms and conditions
5.   Press "Submit" button to disconnect the MAC from the network

Note: HNA can replace any device registration with another device in the residences.

How to check the status of the connection request?

Resident and HNA can check the status of the connection request by clicking on the reference number under "MY REQUEST"

Residential Connection Request

Number

RES0001150

Request type

New ▾

Device Type

PC ▾

Halls of Residence Managed

ⓘ　SR01　　　　　　　✕ ▾

Node Name

SR01080128

State

Completed ▾

IP Address

ⓘ　203.188.80.128　　　✕ ▾

Connect Request Form Type

Residential Connection

Room number

604A

Old mac address

MAC Address

ⓘ　202206010003　　　✕ ▾

Requestor

ⓘ　　　　　　　　　✕ ▾

Guest Name

Connection Termination Date

DD-MM-YYYY　　　　　📅