Checking in:
1. Complete an undertaking and collect a Resident Card (for room access and air-conditioning control).
2. Check if your room inventory is in good condition. You will be held responsible for any loss or damage to the inventory listed in the Inventory Checklist (see below).
3. Any missing, malfunctioning or damaged items inside the room upon check-in should be reported to SRO immediately. If no notification has been received within a week of check-in, damaged or missing items found during your period of stay and check-out will incur you a cost for repair/replacement.

Inventory Checklist:

<table>
<thead>
<tr>
<th>ONE PER RESIDENT</th>
<th>ONE PER ROOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Single bed with mattress (size: approx. 188 x 86 cm / 74 x 34 in)</td>
<td>• Air conditioner with smartmetre</td>
</tr>
<tr>
<td>• Wardrobe</td>
<td>• Electronic lockset</td>
</tr>
<tr>
<td>• Window Curtain</td>
<td>• Door stopper</td>
</tr>
<tr>
<td>• Writing Desk</td>
<td>• Ceiling lamp</td>
</tr>
<tr>
<td>• Desk light</td>
<td>• Ceiling fan (for Halls 10 &amp; 11 only)</td>
</tr>
<tr>
<td>• Wall-mounted bookshelf</td>
<td>• Washroom rubbish bin (1 in lavatory, 1 under wash-basin)</td>
</tr>
<tr>
<td>• Drawer pedestal</td>
<td>• Shower heater</td>
</tr>
<tr>
<td>• Chair on castors</td>
<td>• Fire retardant shower curtain</td>
</tr>
<tr>
<td>• Rubbish bin</td>
<td>• Exhaust fan</td>
</tr>
<tr>
<td>• Wash basin counter set with mirror cabinet and wall lamp</td>
<td>• Refrigerator/Alcove/doors (for Halls 10 &amp; 11 only)</td>
</tr>
</tbody>
</table>

- Of the residential year, you are required to pay your hall fees on semester basis.
- If you decide to withdraw from Student Residence, submit to SRO a Withdrawal from Student Residence form (SRO website > Download Area).

Checking out:
1. Residents are required to vacate their rooms and complete check-out procedures by (1) clearing all belongings inside the room, (2) restoring the furniture setting, (3) returning the Resident Card and reporting to SRO or the Security Office before the deadline.
2. A resident will be charged for damaged/lost properties and all replacement values and repair costs. Charges that cannot be associated to a particular resident will be divided equally among all residents sharing the use of the items.
   - Penalty charges for late check-out: $200/day/person + daily rate.
   - A minimum of HK$300 per room will be levied on residents who fail to properly clear up their rooms or restore furniture to its original state upon check-out.
   - Late check-out resulting in packing all luggage and personal belongings: HK$600 per person + late check-out penalty charges (HK$200 per day per person + daily rate).

<table>
<thead>
<tr>
<th>CHARGES OF INVENTORY (Per Piece)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
<td>Items</td>
</tr>
<tr>
<td>I.</td>
<td>Bedroom Furniture &amp; Fittings</td>
</tr>
<tr>
<td>1</td>
<td>Mattress</td>
</tr>
<tr>
<td>2</td>
<td>Mattress Cover</td>
</tr>
<tr>
<td>3</td>
<td>Bedframe &amp; Bedplate</td>
</tr>
<tr>
<td>4</td>
<td>Drawer Pedestal</td>
</tr>
<tr>
<td>5</td>
<td>Chair on Castors</td>
</tr>
<tr>
<td>6</td>
<td>Rubbish Bin</td>
</tr>
<tr>
<td>7</td>
<td>Desk light</td>
</tr>
<tr>
<td>8</td>
<td>Window Curtain</td>
</tr>
<tr>
<td>9</td>
<td>Smartmetre</td>
</tr>
<tr>
<td>10</td>
<td>Repainting due to Graffiti/Mark/Scratch/Damage to Wall/Ceiling/Door (A minimum of 2 man-hours)</td>
</tr>
<tr>
<td>II.</td>
<td>Washroom Fittings</td>
</tr>
<tr>
<td>11</td>
<td>Rubbish Bin</td>
</tr>
<tr>
<td>12</td>
<td>Shower Curtain</td>
</tr>
<tr>
<td>13</td>
<td>Wash Basin</td>
</tr>
<tr>
<td>III.</td>
<td>Keycard</td>
</tr>
</tbody>
</table>

Handbook for Residents 2017/18
**NEIGHBOURHOOD MAP OF THE STUDENT RESIDENCE**

**5-minute Walk to the Main Campus and Neighbourhood Facilities**

- Supermarkets
- Airport Bus
- Young Chung Yee Health Centre, Medical & Dental
- Bank (3/F, ACI)
- Homey Kitchen
- Jockey Club House (At Academic Exchange Building, Main Campus)

**Sports Facilities**
- Shek Tip Mei Service Reservoir Playground
- City University Swimming Pool
- Shek Tip Mei Park Sports Centre
- Student Residence Fitness Assembly (Hall 11)
- Hu Fa Fan wing Sports Centre

**Administrative and Academic Support Units**
- Academic Regulations and Records Office (5/F, Fong Yun Wah Building, AC 1)
- Global Services Office (3/F, Cheng Yick-chi Building, AC 1)

**Your Mailing Address:**

**For Residents of Student Residence (Cornwall Street):**
- Room XXX, (name of your hall)
- Student Residence
- City University of Hong Kong
- 22 Cornwall Street
- Kowloon
- HONG KONG

**For Residents of Jockey Club House:**
- Room XXX, Jockey Club House
- G/F, academic Exchange Building
- City University of Hong Kong
- 83 Tat Chee Avenue
- Kowloon
- HONG KONG

Your Mailing Address:

- 22 Cornwall Street
- Kowloon
- HONG KONG
- 香港九龍歌和老街 22 號
- 香港城市大學學生宿舍
- 第 XXX 座 XXX 號房間

- 83 Tat Chee Avenue
- Kowloon
- HONG KONG
- 香港九龍達之路 83 號
- 香港城市大學學術交流大樓
- 馬會樓 XXX 號房間
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GO GLOBAL LOCALLY THROUGH HALL LIVING

Global outlook and multi-cultural understanding are important assets for the 21st Century professionals. Global experience can also be gained through living in Halls.

CityU's twelve Halls of residence form a mini global city where you will live among 3,700 student residents coming from different background and cultures and from over 60 countries such as Korea, India, Germany, Italy, etc. So try to make the most of this unique opportunity to build your own global network of friendship that would last and serve you for a lifetime. And you can do this by simply stepping out of your room and participating in a variety of hall social and sporting events.

Through Hall living, you will sharpen your interpersonal skills that would serve and mold you for the rest of your life at work and at home: skills to deal with difficult people, control your temper, talk to people from different cultural background, say no, and, for some, skills for cooking and cleaning.

You will develop multi-cultural competence when you work side-by-side with fellow residents in organising events such as Joint-hall Mid-autumn Festival Celebrations, Professor Edmond Ko Cup Inter-hall Competitions, Joint-hall Gala Dinner, Joint-hall Halloween Haunted Houses and Wellness Programmes such as Morning Tai Chi, Healthy Yoga, City Hunter & Be Flexi.

Go Global to see the world to strengthen your language skills, expose yourself to novel cultural and work experience, and enhance your competitiveness for employability upon graduation. You can do so through joining the many cultural and language immersion trips, global internships, and study tours organised by the Student Residence Office as well as other units of the University.

Our Residence Masters are here to help you, assisted by a group of friendly Residence Tutors and members of the Residents’ Associations, they strive to ensure that the Student Residence is a safe, secure, and comfortable living environment for all. We count on the joint efforts from every one of you in making our hall a real global village with an embracive culture of openness, a platform championing accountability and good citizenship, a mindfulness bearing CityU brand in all our endeavors.

I look forward to meeting and chatting with you in some of our hall events and I wish you great success and enjoyment during your time at City University of Hong Kong.

Professor Horace Ip
Vice-President (Student Affairs)
A WARM WELCOME HOME TO ALL OF YOU!

Situated superbly within CityU campus and the Festival Walk shopping complex with only a few minutes of walk, this Student Residence offers you not only convenience, value-for-money, lavish green-yard and high-quality of services, but also educational values, intellectual life and doors wide open for personal growth, fun and friendship. Please bear in mind the following useful tips:

C Make an effort to get to know the peers around you. Under the same roof, there are ample opportunities for you to share life experiences with others coming from different background and travelling a different path on their way to CityU;

C Be assertive to your needs yet respect those of others. This is the rule of thumb on how to live in a cooperative manner. If you find yourself much disturbed by the actions and/or attitudes of others, learn to break up the ice or seek the timely assistance of the RT when necessary;

C Feel free to knock the door of Resident Master (RM), Resident Tutors (RT), and Floor Representatives (Floor Reps) in your hall, who are more than happy to offer you the due care;

C Play an active role in hall events/activities launched by the SRO, RM/RTs and RA, which are effective means of meeting others and exposing yourself to new ideas, experiences and friends;

C Share your talents/expertise by initiating projects and activities to make this compound vibrant and full of fun and creativity;

C In this diverse and robust community, we promote civil dialogue, rational debate of ideas and constructive problem-solving with mutual respect. While you enjoy the freedom and openness in this compound, you are expected to shoulder the responsibility of upholding hall rules for the common good.

Do read this Handbook to navigate through the Student Residence and your learning partners.

Wish you a fruitful year in CityU!

Mr. Wilson Lam
Director, Student Residence Office

STUDENT RESIDENCE OFFICE (SRO):

The SRO is responsible for the overall management of the Student Residence, including hall admission and allocation, finance and budgeting, supervision of the security guards, cleaners and maintenance workers, overseeing the operation and management of halls, and promoting a stimulating environment that integrates the development and learning of residents. In working closely with the RMs, RTs and RAs, the SRO strives to enhance residents’ learning and growth through community living and educational living-learning programmes.

Opening Hours of SRO

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>09:00 - 13:00</td>
</tr>
<tr>
<td></td>
<td>14:00 - 17:30</td>
</tr>
</tbody>
</table>

Enquiry
Tel: (852) 3442-1111
Fax: (852) 2794-7716
Email: sro@cityu.edu.hk

Website www.cityu.edu.hk/sro
Through experiencing hall life, student residents are expected to:

a. raise **Community Citizenship** in the areas of:
   i. community responsibility
   ii. social service
   iii. global awareness

b. enhance **Self-management Attributes** in the areas of:
   i. independence
   ii. self-discipline & time management
   iii. problem-solving & creativity
   iv. money management
   v. organisational skills
   vi. communication
   vii. leadership & teamwork
   viii. awareness of hygiene, health & wellness

c. attain **Career Readiness** in the areas of:
   i. career aspiration & preparations
   ii. professionalism & entrepreneurial spirit
   iii. lifelong learning

d. strengthen **Ethical Values** in the areas of:
   i. integrity and respect for rules
   ii. compassion & positive values
   iii. reflection on one’s identity

e. improve **Multi-cultural Elasticity** in the areas of:
   i. appreciation of others’ perspectives & values
   ii. empathy & embracing diversity
   iii. sound interactions among students of different nationalities/cultures

A valuable part of our community is composed of the various groups who are your learning partners and encourage your involvement in residence life. They collaborate to nourish a living and learning environment which fosters the intellectual development and personal growth of all residents.

1. **Residence Masters (RMs):**
   Your RM is the person-in-charge of your hall who does not only live in your hall but also has strong professional connections to the University community. His/her main roles are to provide intellectual and pastoral guidance, initiate and plan hall activities, and cultivate a sense of community among residents.
2. Residence Tutors (RTs):
RTs are postgraduates, advanced-standing undergraduates, research students or research staff members of the University. They are responsible for assisting your RM in the provision of pastoral care and intellectual guidance to residents, organising hall activities, maintaining peace and order, and good administration of your hall.

RTs are here to:
• be available for general consultation on hall life or other personal matters;
• organise hall/floor activities or meetings;
• ask for your participation or assistance in making hall life on the floor more enjoyable and productive;
• advise your floor on organising social activities; and
• enforce Hall or the University Regulations.

3. Residents’ Associations (RAs), Floor Representatives (Floor Reps), and Fire & Safety Marshals (FSMs):
An excellent way to become involved in residence life and develop your leadership skills is to join your RA or become a Floor Rep/FSM. RAs are independent student bodies and the driving force behind most of the programmes for the halls. They offer a forum for you to voice concerns and propose new ideas. Floor Reps are of a more informal nature. They aim to create and cultivate a supportive network among residents living on the same floor. Serving as a FSM and equipping yourself with safety knowledge will help build a safe residence community.

Taking part in these positions or simply committing yourself to become an active participant/volunteer in hall activities can definitely add an extra dimension to your university life!

4. Campus Work Scheme (CWS):
We provide residents with a wide range of working positions which not only enrich your residents’ living and learning experiences, but also gain financial means for the payment of your hall fees:

• Hall Ambassadors
• Check-in/out Assistants
• ResLink Writers
• Publicity Assistants
• Web Designers
• Photo-/Videographers
• Building Works Assistants
• Survey Research Assistants
• Peace Marshals
• Hall I.T. Corp

Check out the job recruitment notices posted under “Campus Internship/Work Scheme” (CIS/CWS) on AIMS every semester.
LIVING IN THE COMMUNITY

1. Building a Diverse Community of Care, Respect, and Responsibility:

A. Embracing Community Diversity & Cross-cultural Learning:

The Student Residence is a community of diverse groups from different cultural backgrounds. You will encounter people whose cultures, religions, life styles, personalities, communication styles and value orientations are different from your own.

Whether you come from the local culture or a foreign culture, the diverse community offers you opportunities for maximizing cross-cultural learning in different ways.

TIPS:

- Take the initiative to introduce yourself and your culture. Ask friendly questions and initiate conversations with others.
- Let your language and actions include rather than exclude other groups.
- Lend a supportive hand to non-local and international students and help them settle in.
- Explore others’ cultures. Get to know and identify local cultural norms and values. Respect cultural differences and embrace cultural diversity.
- Identify and be aware of cultural taboos. Respect the social rituals of different cultures.
- Join different cultural activities for appreciation.

B. Fostering Roommate Relations:

Your roommate experience often makes up one of the most important part of your hall life memories. A lifelong friendship with your roommate can be rewarding for years to come.

When you move in with a roommate and join a new community, make use of opportunities to connect with your roommate and hallmates through effective communication and mutual respect.

TIPS:

- Enter into conversations and cultivate mutual understanding of personal interests, backgrounds, expectations of residence and university life, etc.
- Be open and proactive in communicating your needs and expectations. It will help you develop an effective and positive roommate relationship.
- Be open-minded to respect the differences of your roommate and floormates. Try to discover and appreciate the commonalities and differences.
- Learn to agree to disagree when you do not agree with your roommate’s perspectives. Respect one another’s right to express different opinions.
- Did you know that you may have toiletmates (or flatmates for Hall 8 residents) who will be sharing a lavatory with you? Greet your new neighbours with a smile and learn more about them.
- Important Notes on Room Change and Swapping:
  - Your room assignment is for one housing year and you are not allowed to change rooms unless by special request and approvals from your RM and SRO. Unauthorized room swapping may lead to disciplinary action.
  - You are strongly encouraged to resolve differences or conflicts between you and your roommate through respect and communication as most residents are able to live with their roommates in harmony.
  - In case of an intra-/inter-hall room swapping request, applicants must complete a room swapping/changing form from the SRO website (Download Area > Form > Room Change/ Swapping) by getting mutual agreement among respective roommates, recommendations of RTs and approval of RMs. “The form MUST be submitted to the SRO for final approval. SRO reserves the final decision to approve/disapprove your request.”
C. Community Care for Your Neighbours

Your new life adjusting to university and the Student Residence community can be a stressful experience. Facing new challenges in life is not always easy to handle. The University is here to help you overcoming any spectacles.

TIPS:

1. Life in university can be demanding and stressful. Arising issues in areas of study, relationship, finance, health, family, career, life changes or more can affect your emotions significantly. While it is common to feel frustrated or down at times, you are encouraged to stay alert to your mental well-being. Talk to your friends/family or RT when you feel stressed.

2. Psychological Support:
   Share your concerns with a friendly and experienced counsellor from Student Development Services (SDS) who can relieve your stress and help you manage the goals you have set in coming to university: 3442-8478 (by phone) or Student Development Service, 6/F Amenities Building (in person).

3. Suicide & Self-harm Prevention:
   - If you ever feel like hurting yourself or committing suicide: Talk to someone you trust or seek help from your counsellor/RT/RM/SRO/24-hour security hotline (3442-1999).
   - If you notice or suspect your roommate/hallmate in the above situations: Contact your RT or report to the security at once.
   - If a student is found under critical condition: Call the emergency number (999) and the 24-hour security hotline (3442-1999) at once.

D. Responsible Community Citizenship

A peaceful living environment within the residence community can foster a healthy lifestyle among residents. You play a very vital role in keeping the community comfortable and harmonious.

Noise Level [clause 3.2]:

- Quiet Hours are observed between 23:00 to 07:00 in the Student Residence (may be extended as needed during revision and examination period) and all over Hong Kong by law. You are expected to behave in a mature and responsible manner in not creating noise nuisance which will disturb others.

Maintaining a Clean and Comfortable Environment [clause 3.6]:

- You have the responsibility to maintain a clean, safe and sanitary condition for their bed-study rooms, toilets and shower rooms. Upon check-out, you are expected to leave the room in a clean and orderly condition. Failure to do so may result in penalty charges and/or disciplinary actions.
- Your peers expect you to leave the common room—in particular the pantry and eating areas, as well as the toilet in a clean and orderly condition after use. You will be held jointly and/or individually liable for loss or damage to these facilities and billed accordingly.

Smoke-free Environment [clause 3.4]:

- The University is a smoke-free campus. Smoking on campus is an offence in Hong Kong law and could attract a fine of HK$1,500.
- Smoking is strictly forbidden in any part of the Student Residence and breaching may lead to disciplinary action.
Alcohol:
You are held responsible for ensuring that you monitor the intake of alcohol at any given time and avoid over-consumption.
The University will not tolerate excessive alcohol consumption as an excuse for disruptive behaviour or breach of hall rules. Continual excessive consumption of alcohol which causes disturbance to residents will be considered misconduct and may face disciplinary action.

Promote a Sexual Harassment-Free Environment:
The University is committed to providing a harmonious environment for staff and students, and will not tolerate any act of sexual harassment.
Sexual harassment covers the sexual harassment of both men and women.
Sexual harassment may involve uninvited and unwelcome physical, visual, verbal or non-verbal conduct of a sexual nature that makes the person being sexually harassed feel offended, humiliated or intimidated, or which creates a hostile or intimidating environment.
One single incident can constitute sexual harassment. It is not necessary for there to be a series of incidents.

TIPS:
- Drinking etiquettes:
  - Avoid drinking on an empty stomach. Eat before you drink.
  - Set a drinking limit to yourself and stick to it.
  - Discuss in advance to have at least one sober friend to take care of you after drinking.
  - Always travel in groups. Never leave your friends behind when drinking. Avoid drinking alone.
  - Do not leave a drink behind unattended to avoid potential drugging or poisoning.
  - Be careful with personal belongings.
- You may approach your RM or the SDS counsellors if you need assistance with your drinking problems.

TIPS:
- If you are being sexually harassed, or if someone is doing something that makes you feel uncomfortable, you must:
  - Say "NO" to the harasser! State, in certain terms that his/her behaviour or comment is unwanted and has to stop.
  - Indicate that you are offended even if the harasser states that he/she intended no harm.
  - Keep a written record of the incidents including the where, when, who (witnesses), what (nature), and how (your response) of the harassment.
- Tell someone you trust such as your RM, RT, and/or SRO; or seek guidance and help from Committee Against Sexual Harassment (CASH) (cash@cityu.edu.hk / 3442-9000)

E. A Sustainable and Green Community:
It is our policy in the Student Residence to show concern for our environment and to actively pursue environmentally-friendly living. You are requested to observe the following guidelines and invited to use our recycling resources when living in the halls.

Sustainable Living Guidelines and Recycling Resources:
- Switch off lights, air conditioners, ventilation fans, kitchen exhaust fans and other energy-consuming equipment, such as computers, printers and photocopiers, when not in use.
- Encourage water conservation by turning off dripping taps.
- Maximise use of daylight and natural ventilation by keeping curtains drawn back and opening windows when weather permits.
- Discourage emissions of indoor pollutants.
- Exercise domestic waste separation by using the recycling bin located on each floor.
- Dispose garbage in the rubbish bins provided for the purpose at the staircase.
- Hygienically dispose of waste and use separate waste disposal facilities for aluminium, plastic and paper.
- Use recycled paper whenever possible.
- Donate your used clothes in good condition and put them into the clothing recycling collection boxes.
- Show preference in energy-saving equipment.

F. Striving For Academic and Professional Excellence:
In an atmosphere of self-driven learning in the Student Residence, you are encouraged to make use of the common facilities in hall to help improving academic performance and job-related skills.

TIPS:
- Common rooms, reading rooms and computer rooms in your hall can be a supportive environment for you to discuss course work with your study peers.
- Pay attention to SRO notices announcing special revision periods available at multi-function halls.

Demonstrate your green lifestyle and help your hall win in the Inter-hall Energy Saving Competition!
2. Maintaining a Safe and Comfortable Living Environment:

The Student Residence is built to provide residents with a safe and clean living environment. In addition to our security staff, a set of policies and measures is adopted to ensure security within the Student Residence.

Entering Your Own Hall & Room:

- **Student ID:**
  You must always enter your own hall by using your Student ID. You may be denied access to your hall for failing to present your Student ID upon entrance.

- **Resident Card:**
  The Resident Card is your “ID Card” and should always be with you. It will maintain your optimum safety. It performs a dual function. It is a key card for access into your room and a stored value card to operate the air-conditioning Smartmetre in your bed-study room. In some halls, it is also used to operate the laundry Smartmetre (please refer to APPENDIX I for the Smartmetre’s operation guide).

  If you forget to bring your Resident Card, you are required to pay a nominal fee of $20 for the re-opening of the room door by the security staff. The collected fees will be used to SRO activities. If you lose your Resident Card, please report to the SRO immediately.

**TIPS:**

Never give your Student ID or Resident Card to anybody else. Fraud use of these cards may lead to disciplinary action. Show your appreciative cooperation when our security staff comes to check your student ID card or the status of your visitors. They are authorised to do so to ensure the general safety of our residence community.

Visiting Hours, Visitor Control and Registration [clause 3.3]:

- **CityU visitors:** They are required to place their student ID cards on the pair-up reader system and complete their registration with their hosts. Residents are required to come down to the hall lobby to complete a proper registration with their visitors at the security counter of your hall.

- **Non-CityU visitors:** Residents as hosts are invited to come down to the hall lobby to receive their visitors. You, as a host, are required to complete a proper registration with your visitors through the pair-up reader system at the security counter of your hall. Non-CityU visitors are required to produce their identity documents, e.g., HKID cards. A visitor card will be given to Non-CityU visitors for the pairing up procedures with their hosts.

**TIPS:**

- To avoid illegal access by borrowing student ID cards from someone else and to ensure your safety, residents have to place their student ID cards on the reader system of the hall. This will display the photographs of the residents. Our security staff will conduct random checks of entrants’ student ID cards.

- Show your appreciative cooperation when our security staff comes to check your student ID card or the status of your visitors. They are authorised to do so to ensure the general safety of our residence community.

- Be considerate of your roommate’s/floormates’ privacy and safety. Do not host guests after visiting hours or overnight (visiting hours of all halls: 08:00 to 00:00).
RTs-on-Duty:
One of the RTs of your hall will be on duty daily. He or she has a primary responsibility for addressing your concerns and facilitating the smooth operation of your hall. A duty roster indicating the RT on Duty is found at the security counter of your hall.

Entering Student Rooms:
The hall management or its duly authorised agents have the authorised right to enter students’ rooms, with or without notice (in view of the large number of rooms, however, please understand that it is not possible to make prior appointments to conduct all such tasks) (clause 3.1.3):
- For inspection, maintenance and repair, and safety regulations;
- For cleaning and inventory;
- For emergency situations or when the safety and security of any resident of the hall is being compromised; and
- For situations when there are reasons to believe that there is a breach of any of the Regulations Governing the Student Residence or hall rules.

Damage or Loss (clause 3.7):
A resident is individually liable for loss or damage to the assigned residence and its furnishings, and is held jointly and individually liable for damage to the hall facilities or loss of facilities.

Other Security and Safety Concerns:
In a caring community, people look after each other and are concerned for one another’s safety. Keep an eye open for all sources of trouble and be proactive in making our community a safe place for all residents.

SECURITY TIPS:
- Fire alarm: When you hear a fire alarm, always follow the instructions and go to a safe place. Take part in our Fire Drill to get prepared for a future emergency.
- Electricity safety: Proper and safe use of electrical appliances with Electricity Authority approval can avoid damage, injury and death.
- Turning off water taps: Accidents from leaking water happen through careless mistakes and your belongings could be damaged.
- Incense, candles and lavender oil: These items can cause fire and create smells that may irritate your roommate or neighbours. For safety reasons, any type of these items giving rise to a naked flame is prohibited within the hall area.
- Using communal facilities: Always observe safety guidelines to protect your own and others’ interests when you are using communal equipment and facilities.

SAFETY TIPS:
- Locking the room and closing the door properly: Lock your room door and the door leading to the lavatory, when you are out of your room. Take precautions when you are in the lavatory. It only takes a minute for someone to do harm when an open door invites him/her in.
- NEVER share passwords: Before you share with others the passwords of your equipment (e.g. computer, mobile phone), consider how this affects your safety and privacy.
- Loss or theft: Report any loss or theft immediately so the authorities can take specific measures to address them and are aware of problems. The best way to avoid loss and theft is to safeguard your belongings.
- Staying alert for suspicious persons: If someone looks suspicious, report it to the security staff.

TIPS:
In addition to the RT responsible for your floor, the RT-on-Duty and the 24-hours Security Office, located at the vehicle entrance of the Student Residence, are the “points of contact” if you need assistance after office hours.
1. Common Rooms:
   Location: All floors of all halls (except the top floor and 5, 7, 8/F of Hall 11)
   Facilities: Home furniture, television, pantry equipment, cooking device and refrigerator(s), etc. for residents’ floor gatherings and activities.

   Visitors may use the facilities if accompanied by a resident. It is the responsibility of each resident and their visitor(s) to maintain the facilities to a high standard of cleanliness and hygiene.

2. Laundry Rooms:

<table>
<thead>
<tr>
<th>Residence Halls</th>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Halls 1-5, 8-9</td>
<td>Roof</td>
<td>08:00 – 02:00</td>
</tr>
<tr>
<td>Halls 6-7</td>
<td>10/F</td>
<td>08:00 – 02:00</td>
</tr>
<tr>
<td>Hall 10</td>
<td>P1/F</td>
<td>24 hours</td>
</tr>
<tr>
<td>Hall 11</td>
<td>G/F</td>
<td>24 hours</td>
</tr>
<tr>
<td>Jockey Club House</td>
<td>Adjacent to the security counter</td>
<td>06:00 – 00:00</td>
</tr>
</tbody>
</table>

   Laundary Machines

<table>
<thead>
<tr>
<th>Means of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Halls 1-3</td>
</tr>
<tr>
<td>Halls 4-11</td>
</tr>
<tr>
<td>Washer</td>
</tr>
<tr>
<td>Dryer</td>
</tr>
</tbody>
</table>

   Residents can borrow irons and ironing boards at the Security Counter.

3. Piano Rooms [Available at Cornwall Street]:
   Location: G/F of all halls (P1/F of Hall 10)
   Opening Hours: 09:00 – 22:00 (Mon-Sun)

   Prior bookings can be made through the Hall Services Counter at each hall lobby.

4. Computer Rooms [Available at Cornwall Street]:
   Location: G/F of all halls (P1/F of Hall 10)
5. Fitness Assembly & Outdoor Sports Facilities

<table>
<thead>
<tr>
<th>Facility</th>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fitness Assembly*</td>
<td>G/F between Hall 10 and Hall 11</td>
<td>06:00 – 02:00 (Mon-Sun)</td>
</tr>
<tr>
<td>Climbing Wall</td>
<td>Opposite to Hall 1</td>
<td>09:00 – 18:00 (Mon-Sun)</td>
</tr>
<tr>
<td>Outdoor Basketball Court &amp; Sports Facilities</td>
<td>Adjacent to Hall 7</td>
<td>09:00 – 23:00 (Mon-Sun)</td>
</tr>
</tbody>
</table>

* Eligible users: Residents of the CityU Student Residence and CityU Staff are eligible to use the Fitness Assembly provided that they have a valid Physical Fitness Room User Card issued by CityU PE Section. Users are required to bring along their student ID card/staff card and Physical Fitness Room User Card to register at the security counter of Hall 11.

For the details of Physical Fitness Courses offered by CityU PE Section, please visit: http://http://www.cityu.edu.hk/csd/pe/ pesports_programmes_regular.shtml

6. Skygarden

Location: 4/F between Hall 10 and Hall 11
Opening Hours: 08:00 – 23:00 (Mon-Sun, except in adverse weather)

Entrance: Students can visit the Skygarden by using the staircase next to the Fitness Assembly. Students with special needs can contact security guard at Hall 10 for special assistance.

7. Multi-function Hall C:

Multi-Leisure Time at MFH C (Semesters A & B only):

Date: Mon – Sun (except Public Holidays, Revision Week and Exam Period)
Time: 23:00 – 02:00

8. Canteen and Convenience Store:

The Homey Kitchen is operated by Joseph's Catering Service Limited.

Location: G/F, Multi-function Hall B and opposite to Hall 8

Opening Hours:

<table>
<thead>
<tr>
<th>(Teaching Period)</th>
<th>08:00 – 00:00 (Mon – Fri)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11:00 – 23:00 (Sat, Sun)</td>
</tr>
<tr>
<td>(Student Revision</td>
<td>Closed (Public Holidays in Lunar New Year only)</td>
</tr>
<tr>
<td>and Exam Period)</td>
<td></td>
</tr>
</tbody>
</table>

| (Semester Break) | 11:00 – 22:00 (Mon – Sun) |
|                 | Closed (Public Holidays in Christmas and New Year only) |
| (Summer Term)   | 10:00 – 22:00 (Mon – Fri) |
|                 | 11:00 – 22:00 (Sat, Sun)  |

9. Bookdrop:

A bookdrop to facilitate your return of library books is located at the covered area outside Sir Gordon and Lady Ivy Wu Hall (Hall 9).
1. Network Connection:
The guide for network connection can be found in User Manual II (Pg. 42 - 49)

You are obliged to:

- ensure that all software running on your PC has a proper license;
- clean up all your viruses;
- secure your Operation System on your PC before connecting to the network; and
- update security patches regularly.

Anti-virus software is available for your free download at the computer room of your hall.

On-site Network Services Technician:
Tel: 3442-3190
E-mail: sronetwork@cityu.edu.hk
Available Hours: 09:00 - 13:00 and 14:00 - 17:30 (Mon – Fri)

2. WiFi/Wireless LAN Access Services
WiFi or Wireless LAN connection signal covers G/F of each hall, Common Rooms on all hall floors, Multi-function Halls, Cafeteria, Gym, and Skygarden. You can connect your devices to CityU WLAN or Universities WiFi network at the above access points.

For further information on CityU WLAN or Universities WiFi services, please visit: http://www.cityu.edu.hk/csc/deptweb/facilities/ctnet/wlan/wlanmain.htm

Free Wi-Fi is available at Common Rooms on different floors from Hall 1 to Hall 11. Select “Wi-Fi.HK via CityU” on your device to connect to the Internet automatically. NO password is required to login this access services.

28 Handbook for Residents 2017/18

REGULATIONS GOVERNING

STUDENT RESIDENCE

1. Preamble:

1.1 Student Residence constitutes an important part of the University. Therefore, the Code of Student Conduct and Disciplinary Procedure formulated by the University to guide student behaviour shall automatically apply to student residence at the University.

1.2 These Regulations aim to support and strengthen the responsible and mature behaviour of all residents in order to achieve the following objectives:

1.2.1 To safeguard the safety of all residents and the security of all hall properties and premises;
1.2.2 To build and maintain a caring and harmonious relationship among all residents;
1.2.3 To create an enriching environment which facilitates learning and personal development;
1.2.4 To enhance the socialization and community living of all residents so as to build a strong sense of belonging to the halls and the University; and
1.2.5 To support and promote responsible citizenry and a healthy lifestyle.

1.3 Pursuant to the objectives set out above, the University requires student residents and their visitors to comply with these Regulations, any additional rules stipulated by a particular hall and any reasonable requirements of the Residence Masters relating to these Regulations.

2. Hall Application, Admission and Allocation:

2.1 Application for a hall place should be made in the manner prescribed by the University. All information provided in the application must be true and accurate. Student Residence Office will conduct vetting on the applications at any time of the year. Applicants will be required to provide documentary proofs to verify the information submitted on the web. Submission of inaccurate information or failure to submit information during the vetting period will lead to immediate disqualification and removal from the hall, and their residence applications will not be accepted throughout their entire study period. All fees paid will not be refunded. Serious cases will be subject to further disciplinary actions, which may affect the opportunities for award, scholarship, exchange or internship.
2.2 Upon acceptance of an offer of a hall place, residents are required to pay a non-refundable confirmation fee, which will be used to offset against the student residence fee for the same semester. The remaining fees will be payable after confirmation of such acceptance.

2.3 The period of stay is non-extendable. Residents are required to vacate their rooms immediately upon the expiry of the assigned period. Residents will also be required to vacate their rooms upon suspension, termination, leave of absence, study interruption, withdrawal, completion of their studies/exchange programmes or any cases that result in inactive student status. Extension of stay may be granted at the university’s discretion on a case by case basis.

2.4 Residents are not allowed to change rooms unless this is specifically requested and approved.

2.5 Residents must not allow other persons to occupy or share any part or parts of the assigned rooms.

3. Living in the Hall:

3.1 Safety and Security:

3.1.1 Residents must comply with the rules concerning safety and security and refrain from behaviours that may pose a safety or health hazard to others.

3.1.2 Residents are responsible for the safekeeping of their personal valuable items. The University or hall management shall not be responsible for any loss of or damage to any articles or things brought into the hall by the residents.

3.1.3 If the University, or any of its duly authorized agents, has reason to believe that the safety or security of any resident of the hall is being compromised or has reason to believe that there is a breach of any of the Rules and Regulations herein, the University, or its duly authorized agents, may, with or without notice, at any time of the day or night, enter any room in the hall.

3.1.4 Only simple cooking is allowed in the pantry on each floor. For safety reasons, any type of ignition giving rise to a naked flame is prohibited within the hall area.

3.1.5 Additional equipment or objects brought into the hall by residents or their visitors will be subject to scrutiny by the hall management. The hall management reserves the right to remove any of these items that may pose a safety, health or environmental hazard to the other residents.

3.1.6 No birds or other animals are allowed to be kept at or brought into the halls. Under very special circumstances, prior exceptional approval in writing may be obtained from the respective Residence Masters, such approval being revocable at any time either in writing or orally at the absolute discretion of the respective Residence Masters.

3.1.7 All accidents and irregularities should be reported to the hall management immediately.

3.2 Consideration for Others:

Residents should be considerate towards other residents and must refrain from conduct that may cause disturbance or inconvenience to other residents. The period between 11 pm to 7 am is regarded as quiet hours of student residence. During revision and examination weeks quiet hours may be extended as needed.

3.3 Visitors:

3.3.1 Residents may invite individual visitors to the hall they reside in. The visiting hours are from 8 am to 12 midnight, but visitors are not allowed to stay overnight. Residents have to accompany visitors at all times and be responsible for their behaviours in the hall. Prior written approval must be obtained from the hall management if residents intend to arrange a visit from an external organization or the media.

3.3.2 Residents or visitors are not allowed to enter a student room without the prior consent of the room occupant in the case of a single room, and of both occupants in the case of a shared room or flat.

3.3.3 Residents or visitors of the opposite gender are not allowed to use the shared washroom between rooms to avoid inconveniency and disturbance to occupants of the adjacent room.

3.4 Smoke-free Environment:

The University is a smoke-free campus. Smoking on campus is an offence in law and is strictly forbidden in any part of the student residence.

3.5 Gambling:

Gambling and betting in any form is not allowed in the hall.

3.6 Cleanliness:

Residents should keep all parts of the hall, including their own rooms, clean and tidy.

3.7 Hall Properties:

Residents should keep all hall facilities, furniture and equipment in good order. No furniture or equipment may be removed without prior approval from the hall management. Residents must not interfere or tamper with existing fittings or fixtures of the hall, including the smart-metres of air-conditioners and washing machines. Residents will be subject to criminal prosecution and/or disciplinary hearing, and required to compensate the University for any loss or damage caused to hall property as a result of the deliberate acts or negligence of the residents or their visitors.

4. Disciplinary Action:

Violation of any of these Regulations may render a resident liable to disciplinary procedures promulgated by the University.

(Check the SRO website for the most updated version of these Regulations)
## Roadmap of Hall Application for Summer Residence (2018) and Residential Year (2018/19)

<table>
<thead>
<tr>
<th>Application for Summer Residence 2018</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Late March 2018</td>
<td>Apply on AIMS</td>
</tr>
<tr>
<td>April 2018</td>
<td>Check application status on AIMS Confirm offer by paying a confirmation fee</td>
</tr>
<tr>
<td>End of May – Early June 2018</td>
<td>Observe and follow room moving arrangements</td>
</tr>
<tr>
<td>Early to Mid-August 2018</td>
<td>Check out for outgoing summer residents Observe and follow room moving arrangements if you are staying in 2018-19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application for Year-long Residence (2018/19) for Current Students</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Late March 2018</td>
<td>Apply on AIMS</td>
</tr>
<tr>
<td>Mid-April 2018</td>
<td>Check application status on AIMS Confirm offer by paying a confirmation fee</td>
</tr>
<tr>
<td>Late June 2018</td>
<td>Indicate hall and roommate preferences on AIMS</td>
</tr>
<tr>
<td>Early August 2018</td>
<td>Check your room assignment on AIMS</td>
</tr>
<tr>
<td>27-29 August 2018</td>
<td>Check in</td>
</tr>
</tbody>
</table>

## Your Trouble Shooting Guide

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>In case of emergency</td>
<td>Call our 24 hours Security Office: 3442-1999 (Halls 1–11) 2784-4510 (Jockey Club House) 3442-2406 (Outdoor basketball court &amp; circular site)</td>
</tr>
<tr>
<td>Something is broken</td>
<td>Report through AIMS or fill in the R &amp; M Record Book placed at the security counter of each hall.</td>
</tr>
<tr>
<td>I am having a problem with my roommate</td>
<td>Talk to your roommate and try to resolve the issue through direct communication and respect. If the issue cannot be resolved, then consult your RT for advice.</td>
</tr>
<tr>
<td>I want QUIET</td>
<td>Talk to the person making the noise. Explain how you are being affected by it and ask them to quieten down. If this does not help, seek your RT or security guards for assistance.</td>
</tr>
<tr>
<td>I forgot to bring my Resident Card</td>
<td>Approach the security staff stationed at your hall. You are required to pay a nominal fee of $20 for re-opening the room door.</td>
</tr>
<tr>
<td>I am locked out of my room</td>
<td>Approach the security staff stationed at your hall.</td>
</tr>
<tr>
<td>Smoke/Fire</td>
<td>Break the nearest fire alarm glass to evacuate the building, and then call the Hong Kong Government emergency service hotline at 999.</td>
</tr>
<tr>
<td>I am sick</td>
<td>Consult Young Chung Yee Health Centre during office hours: 3442-6066 (Medical) 3442-6052 (Dental) Seek assistance from your RT or call the Security Office after office hours: 3442-1999 (Halls 1–11) 2784-4510 (Jockey Club House) 3442-2406 (Basketball &amp; circular site)</td>
</tr>
</tbody>
</table>
Problem: Inadequate stored value to operate the air-con Smartmeter after office hours

Solution: Ask a fellow resident to use his/her card to operate the Smartmeter of your room. To add value, please visit the value-adding machines at:
- Hall Carteen, MTR customer services centre at each station, or any local convenience stores to add value for Octopus ($50 or above) (for Residents of Halls 1-3)
- Chan Sui Kau Hall ($50 & $100) & Sir Gordon and Lady Ivy Wu Hall ($20) (for residents of Halls 4-11)
Residents of Jockey Club House can buy an air-con card at the Security Office. In case of machine breakdown, you can still purchase add value card at Security Office.

I want to change/swap rooms

Solution: Contact your RT and affected roommate for consultation. Complete a form available on SRO website by getting mutual agreement among respective roommates, recommendations of your RT and approval from your RM.

I am having a problem in network connection

Solution: Browse the “Guidelines for Network Registration and Use of Network Connection Services” at the SRO website. If the problem cannot be resolved, then report your case to our on-site Network Services Technician by making an appointment with him (3442-3190).

My network port is blocked by CSC

Solution: Check the “Bar List of Network Port in Student Residence” posted up at your hall lobby and the email notifications sent by CSC. Follow the instructions and actions stated in the email notifications.

I lost my Resident Card

Solution: Report to SRO immediately. The charges for the replacement of a Resident Card (Cornwall Street) and of a keycard for Jockey Club House are $100 and $50 respectively.

Lost and found

Solution: Contact the Security Office at the vehicle entrance of the Student Residence or the security counter of your hall.

1. Security Office on Cornwall Street [24 hours]:
   Location: Next to the vehicle entrance, Student Residence
   Tel: (852) 3442-1999

2. Security Office of Jockey Club House [24 hours]:
   Location: G1f, Jockey Club House, Academic Exchange Building
   Tel: (852) 2784-4510

3. Student Residence Office [SRO]:
   Address: Student Residence Office
   22 Cornwall Street, Kowloon Tong, Hong Kong
   学生宿舍處
   Location: G/F, Jockey Club House, Academic Exchange Building
   Tel: (852) 3442-1111
   Fax: (852) 2794-7716
   E-mail: sro@cityu.edu.hk
   Website: http://www.cityu.edu.hk/sro

University General Enquiries: (852) 3442-7654
Young Chung Yee Health Centre: (852) 3442-6064
Student Development Services: (852) 3442-8090
- General Enquiries
- Personal Counselling (852) 3442-8478
Global Services Office (International and Non-local Students): (852) 3442-8089
To Use Air Conditioners:
Please obtain one Octopus Card in any one of the MTR Customer Service Centres.

How to Add Value to your room:
1. The Hostel Payment Kiosk with Octopus Smartmetre are located on the G/F, 4/F, 8/F & Laundry Room of each hall;
2. Press “Check local payment transaction” for remaining value of the Octopus Card you possess to the Octopus Card Reader;
3. Press “Air-conditioning in Room” button on the Main Menu;
4. Choose the appropriate Floor No.;
5. Choose the appropriate Room No. you wish to add value;
6. Choose the payment amount you wish to add (the maximum account balance in each room is HK$200);
7. Present your Octopus Card (valid with positive remaining value only) on the Octopus Card Reader;
8. No refund will be made on the remaining balance upon checkout.

How to Add Value on your Octopus Card:
Please visit Homey Kitchen, any MTR customer service centres or supermarkets / convenient stores.

How to use the Smartmetre:
1. Checking Card Balance:
Scan the Resident Card over the Smartmetre, the card balance will be shown on the screen.

2. To Download Cash To Smartmetre:
Step 1: Press the PAY IN button, the screen will show:
Press the PAY IN button to choose a different download value (eg. $10, $20, $30, $40, $50, $100 and ALL).
Step 2: Scan the Resident Card over the Smartmetre and hold for 1 second (you will hear a ‘beep’ sound). The cash will be downloaded to the Smartmetre. The screen will show:
Step 3: Switch on the air-conditioner.

3. To Get the Cash back from the Smartmetre with your own Residence Card:
Step 1: Press the PAY BACK button.
Step 2: Scan the Resident Card over the Smartmetre and hold for 1 second (you will hear a ‘beep’ sound). The screen will show:
4. To Refund Policy

No refund will be made on the remaining balance in the Resident Card upon check-out.

Important Notes:
The Smartmetre has three spaces to store the value. We call these spaces Card1, Card2 and Card3. If all spaces are full, you cannot download value until there is at least one space with no value inside.

Normally the Smartmetre will only display the money that it is now using on the LCD. To check all Card1, Card2 and Card3, press the “MENU” button twice. The LCD will display the money in Card1, Card2 and Card3.

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**Important**
By using the Network Connection in Student Residence, you agree to abide by the policies and guidelines concerning the use of computer, network and computing resources. Please read the policies and guidelines: [http://www.cityu.edu.hk/csc/deptweb/facilities/ctnet/stdresidence/appinfo.txt](http://www.cityu.edu.hk/csc/deptweb/facilities/ctnet/stdresidence/appinfo.txt)

If your PC does not equip a built-in Ethernet network adapter, you may install an USB Ethernet adapter accordingly to the instructions from the manufacturer.

Some software programs are prohibited from network access by the University because of occupation to bandwidth (e.g. Foxy, eDonkey, Xunlei, BitTorrent and Bitcomet). Moreover, you should not share your hostel network connection to others by any way (e.g. router).

CSC does not allow students using a router to access the Internet, and SRO does not support students using routers for Internet access. Otherwise, CSC will stop your hostel network access services without prior notice if your computer is detected to be conducting any abnormal activity (e.g. hacking, port scanning, spamming, p2p connections, BT download, being hijacked, DDoS, using multiple PCs connection etc.).

---

**Step 1:**
Configure your PC and find the Physical address (MAC) of your Ethernet Network Adapter.

**MICROSOFT WINDOWS SYSTEM**

1. For Windows 7:  
   Click on “Start” (開始) => Locate the “Blank” (可打字的空白位置).

   For Windows 10:  
   Move the mouse to bottom-left corner => Click the “Search” icon.
2. Type “cmd” and press Enter.

3. In the command prompt, type “ipconfig /all” or “ipconfig /allmore” and then press Enter.

4. Press Enter or Space bar to show more information until locating the “Ethernet adapter Local Area Connection” / “Ethernet adapter Ethernet” (乙太網絡卡區域連線 / 以太網本地連接) for Connection in Hostel (Wired LAN card) registration (The name of connection and description are without following keywords: Wireless, Bluetooth, Virtual)

APPLE (MAC OS)
1. Click the top left corner “Apple icon” and then System Preferences.
2. Under the Internet & Network preferences group, click on Network icon.
3. Select Ethernet for wired connection in your room.
4. Set the value of “Configure IPv4” to “Using DHCP”.
5. Click the “Advanced… ” button for the pop up window.

LINUX SYSTEM
1. Start a command shell (Xterm, Shell, Terminal, Command Prompt or similar) with root privilege, type “/sbin/ifconfig” and then press Enter.
2. MAC address(es) are the number locates next to the HWaddr of ethXX.
Step 2:

Register the Network card / physical / MAC address in the Network Connection Management System.

You can register the MAC address in the NCMS (https://www6.cityu.edu.hk/ncm) after one working day after you finish the check-in process. Register the “Connection in Residence” with the MAC address of Ethernet network adapter (This is a wired connection only for a registered PC use).

You should update your network connection registration when:
- your registered network card is no longer in use.
- you reside in a new room or use another network port in your room.

[Note: Registration usually processes within 1 working day]

Step 3:

Wait for an hour up to one working day after you have done MAC address registration in NCMS. Plug in the Ethernet Cable to Access Internet after MAC address registration.

Enquiries:

For further information about Hostel Network Access Services, please refer to http://www.cityu.edu.hk/csc/deptweb/facilities/ctnet/stdresidence/help.htm. For trouble shooting tips or email (sronetwork@cityu.edu.hk) or contact the on-site engineer at 3442-3190

For Wireless Network Access, please check the setup procedure from the following webpage after registration: http://www.cityu.edu.hk/csc/deptweb/facilities/ctnet/wlan/wlan-summary.htm

For further information about CityU Wireless LAN Access Services, please refer to http://www.cityu.edu.hk/csc/deptweb/facilities/ctnet/wlan/wlanmain.htm or email (ccwlan@cityu.edu.hk)
We strive to provide the most updated information in this Handbook as far as possible at the time of production. This handbook is a guide only. The University cannot accept responsibility for any changes that may occur. Stay up-to-date by checking your emails and visiting the SRO’s website at www.cityu.edu.hk/sro or enquiring at the SRO.

Download the "CityU Student Residence" App: