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A. General

I. How can I reset my password to MyCUHK?

You can get more information about settings your account password via the following link:

<http://www.cuhk.edu.hk/itsc/onlineapp/form/sr.html>

II. Can I change the account ID of my CUHK email?

Your login ID is your Computing ID. You can't change it. Please visit

<http://www.cuhk.edu.hk/itsc/onlineapp/accounts/cai.html> about the Computing ID assignment.

III. Which browsers do CUSIS support?

CUSIS Release 1 Rollout (July, 2010) will support the following browser version:

- Windows XP + (IE 6.x/7.x or Mozilla Firefox 1.5/2.x/3.x)

CUSIS Release 2 Rollout (October, 2010) will support the following additional browser version:

- Windows 7 + (IE 8.x or Mozilla Firefox 3.x)

B. For students

i. Online Registration

1. Is online registration required for all kinds of students in CUHK?

Online registration is required for all newly admitted undergraduates, PGDE, PGDP students and postgraduates (exclude PGDE/PGDP) whose offers issued in July 2010 and thereafter.

2. Where can I get my login ID and CWEM password?

Login ID is your University ID and CWEM password is the password of your CWEM account. Please read the information at <http://www.cuhk.edu.hk/itsc/onlineapp/accounts/cai.html> on getting your login ID and CWEM password.

3. What is the difference between “Nationality” and “Place of Origin”?

“Nationality” is referring to your passport issuing country while “Place of Origin” should be the country where you come from.

4. What should be the format and size of my student photo for upload?

You should upload your student photo in JPEG format with the size limit of 1M or below.

5. What should be the format and size of the softcopies of my HKID card or Passport for upload?

You should upload the softcopies of your HKID card or Passport in JPEG format with the size limit of 5M or below.

6. What is the use of my uploaded student photo?

Your uploaded student photo will be stored in CUSIS, which will be used for:

- Administrative staff's and instructors' reference
- CU Link Card printing

7. Can I change my uploaded photo for CU Link Card?

Before you complete the online registration, you can still delete your uploaded photo by clicking the delete button in the Upload Document page and upload a new photo again. However, you are not allowed to change the uploaded photo after the completion of online registration. You have to visit Card Center in person for the changes.

8. Can I update my submitted information after the online registration?

After submitting the online registration form, you will not be able to open it again. However, you can still update the following personal information via CUSIS:

- Addresses
- Email Addresses
- Phone Numbers
- Emergency Contacts
- Internet Addresses

Please note that you will not be able to delete your Campus email address, Home and Mobile phone number.

For name, you will need to contact your corresponding central administrative units for any changes.

ii. Course Enrollment

1. What are “Subject” and “Catalog Number”?

“Subject” and “Catalog Number” come together will make up course code. For example, for course BIOL 1001, “BIOL” is “Subject” and “1001” is “Catalog Number”.

2. What is the new course code structure?

Similar to the current course code structure, course code will be made up of 2 components, i.e. Subject Code and Catalog Number. Given the increasing number of courses and programmes at the University, the length of Subject Area Code will be increased from 3 to 4 characters.

3. What are Class Section” and “Class Number”?

“Class Section” refers to the class opened under a specific course. For example, there can be four sections

of classes, A to D, opened under the course ELTU 1106. Different class sections scheduled in different time slots and taught by different instructors provide students with more choices during course enrollment.

“Class Number” is a number indicating a specific class opened in a term. For example, class number “445” can be representing the class CHEM 2320-A in 2010-11 Term 1 and representing the class BIOL 2010-B in 2010-11 Term 2. You can find the Class Number of each class when viewing the class details in CUSIS.

4. Can I search a class by course title or time slot?

Basically, you can search a class by Subject Area, Catalog Number, Class Number and / or Course Career. Through the advanced search, you can search class by course title, instructor’s name, meeting time, etc.

5. Is that mandatory for all students to plan their course enrollment by putting courses in the shopping cart?

Yes. It is a mandatory step for students to put courses in the shopping cart during course enrollment.

6. How can I find my waiting list number of a course?

You can find your waiting list number of a course in the “My Class Schedule” tab in Course Enrollment.

7. How can I confirm the enrollment of courses in shopping cart?

To confirm the enrollment of courses in shopping cart, you have to go to the tab “Enroll” in Course Enrollment,

- a. Click the button ,
- b. Then click the button  to confirm the enrollment.

8. How can I check my enrollment status?

You can check your enrollment status in the “My Class Schedule” tab in Course Enrollment, where you find the enrolled and waitlisted courses.

9. What is “Class Swap”?

In the “Swap” tab in Course Enrollment, student can swap an existing enrolled class with another class

within the same term. The target class to be swapped can be of the same or different course.

If the target class is full, and student has indicated to be put on waitlist, the swap transaction will complete with the student being put on the waitlist. The original class will not be dropped until there is vacancy for the target class and the student is enrolled in it.

10. Can I register IT Competency Test and perform various service booking through CUSIS?

You have to register IT test via the existing Student IT Competency Test System. In MyCUHK portal, you can access the Webmail and Library system. And you can access various facilities and resources in CUHK via the useful links provided in MyCUHK portal.

iii. Credit Transfer

1. What is “Articulated Term”?

“Articulated Term” is the term when you participated in the exchange program.

2. What should I include in my supporting document? What should be the format and size of the supporting document?

You should include softcopies of course description, certificates and/or transcripts from the external institution. The document should be in a single PDF or JPEG file with size limit of 5 MB or below.

3. How can I check the result of my credit transfer application?

You can check your application status in the Application Summary page of Transfer Credit / Exemption.

4. Is there any payment method other than Credit Card to pay for credit transfer application?

You can only pay by Credit Card for online credit transfer application. However, if you submit the application in person, you can make payment at Hang Seng Bank or pay by EPS at the concerned offices.

5. Can I apply credit transfer before the official result released in external universities?

If the grades are not available at the time of application, please input "NA" in the grade field. However, it is only applicable to final year Undergraduate students who go for exchange in their last term of study at

CUHK.

6. Can I transfer credits if there is no direct equivalent course at CUHK? What is the use of “Transfer Type” - Course, Elective, GE, Major, Minor?

If there is no comparable course available at CUHK, you can apply for unit exemptions. Please indicate the unit(s) to be applied for exemption for 'Major', 'Minor', 'GE' or 'Elective' as appropriate under the 'Transfer Type'. ('Major', 'Minor', 'Elective', or 'GE' are for both UG Non-AD/HD students, "Elective" is for PG students.)

7. How can I check my payment status if I was disconnected while my credit card payment is being processed?

You can check the latest payment status in the Transaction Details in the Application Submission Report. Go to the Application Summary page and click the “Submission No./Status” link.

v. View Grades / Transcript

1. Where can I view my term GPA and my Cumulative CGPA and Major GPA?

You may view your Term GPA and Cumulative GPA under ‘View My Grades’ in CUSIS.

2. How can I apply for official transcript?

For undergraduate students (except students of Faculty of Medicine) may apply for transcript (both official copy and student copy) at the homepage of Registration & Examinations Section:

https://rgsntl.rgs.cuhk.edu.hk/rws_prd_life/re_menu/ap_00000085.asp. Students of the Faculty of Medicine, the Graduate School and IASP may submit applications to the Faculty of Medicine, the Graduate School and Office of Academic Links respectively.

Postgraduate students who wish to apply for an official transcript may submit 1) an online application by going to the GSO homepage > Students > Request Official Documents > Transcript, Certifying Letter etc. or 2) hardcopy application in person at the Graduate School or 3) hardcopy application by post.

3. How can I apply for grade appeal?

If you wish to lodge an appeal on your grade in a particular course, you should directly approach the teacher concerned within two weeks from the date of release of the academic result.

Postgraduate students who wish to lodge an appeal on the grade of a particular course should approach the teacher concerned within two weeks from the date of release of the grade in question. No late application is accepted.

vi. Make Online Payment

1. What kinds of payment in CUHK can I pay online through CUSIS and what are the available payment methods?

You can pay the following fees online through the “Make a Payment” page in CUSIS:

- By PPS
 - Tuition fee
 - Hostel fee
 - Student Union Fee
 - Late payment Penalties
 - Orientation Camp Fee

Besides, for Credit Transfer application, you can pay by Credit Card through the Credit Transfer/Exemption application form.

2. How can I view my outstanding fee?

You can view your outstanding fee through the “Account Summary” page in CUSIS.

3. Can I print my debit note online?

You can print your debit note via the link: [Print Online Debit Note](#) in the “Account Summary” page in CUSIS.

vii. View My College Affiliation and Grade in MyCUHK

You can visit www.cuhk.edu.hk/cusis/howto/findcollege.html and www.cuhk.edu.hk/cusis/howto/viewgrade.html to find steps on viewing College Affiliation and grades.

C. For Instructors

i. Browse Catalog / Class Search

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ii. Manage Final Grade

1. What is “Class Roster”, “Gradebook” and “Grade Roster”?

“Class Roster” is a class list with student basic information. “Gradebook” is a grade sheet for you to keep track assignment marks and student final grades for the class. “Grade Roster” is an approval platform for Exam Panel to review and approve grades.

2. Why am I not authorized to access the Gradebook and Grade Roster functions in CUSIS?

The Gradebook and Grade Roster functions will be available in Release 2 of CUSIS roll-out (October,

2010). Therefore, you will only be able to input marks and grades in Gradebook and submit final grades to Grade Roster for Exam Panel approval by Release 2.