

Version  
1.9

2023/09/06

# Student Email Service User Guide

## Version History

Version No.	Date	Created / Updated by	Description
1.4	2017-10-04	ITSO	
1.5	2018-03-15	ITSO	Change description of activate code
1.6	2020-05-21	ITSO	Remove alias function
1.7	2023-08-09	ETSO	Replace College new logo
1.8	2023-08-15	ETSO	Remove MAC registration
1.9	2023-09-06	ETSO	Change screenshot

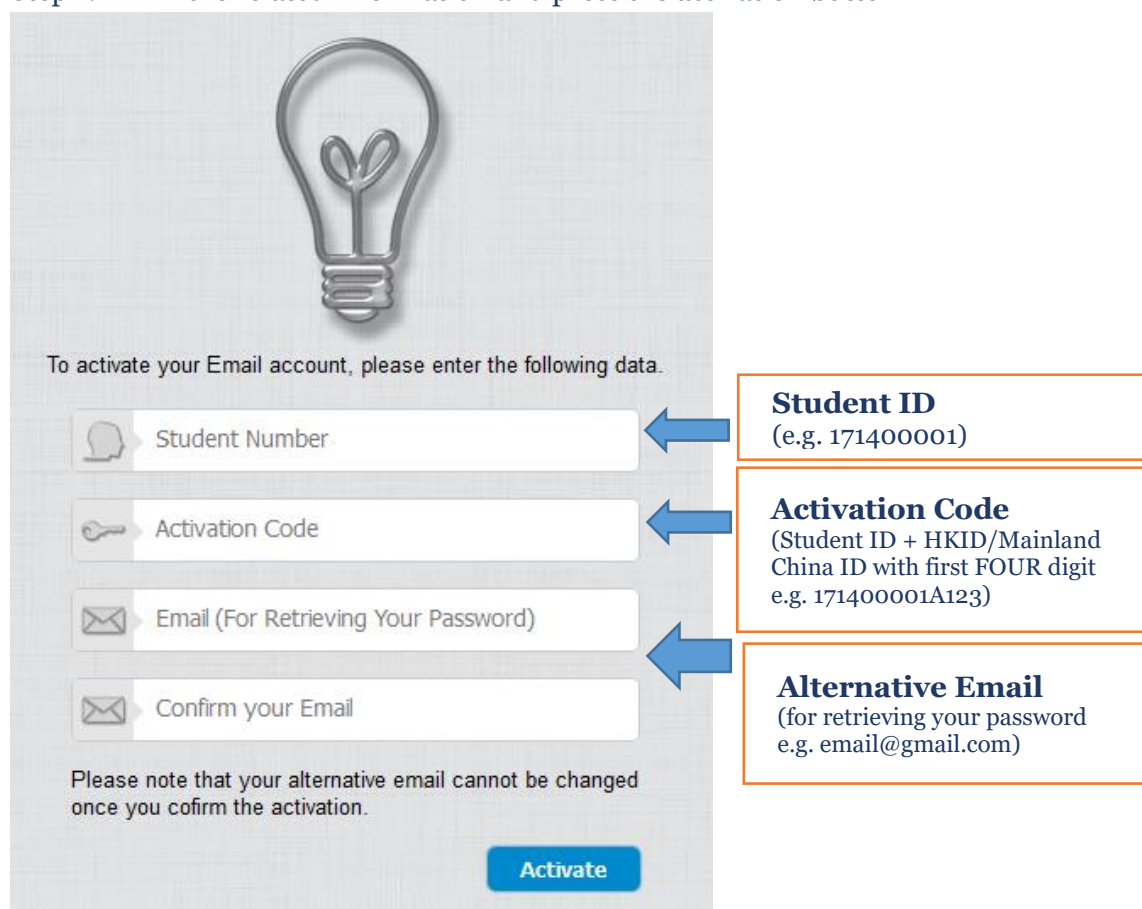
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## Activate Student Email Service

You have to activate your account before using the email service provided through the student email server. Please access the activation page at <http://student.chuhai.edu.hk/resetpass/activate>.

Step 1: Fill in the related information and press the activation button



The screenshot shows a web form for activating a student email account. At the top is a lightbulb icon. Below it, the text reads: "To activate your Email account, please enter the following data." The form contains four input fields, each with an icon on the left: a person icon for "Student Number", a key icon for "Activation Code", an envelope icon for "Email (For Retrieving Your Password)", and another envelope icon for "Confirm your Email". To the right of the form, three orange-bordered boxes provide examples and details for the first three fields. Blue arrows point from these boxes to their respective input fields. The first box is for "Student ID" (e.g., 1714000001). The second box is for "Activation Code" (Student ID + HKID/Mainland China ID with first FOUR digit, e.g., 1714000001A123). The third box is for "Alternative Email" (for retrieving your password, e.g., email@gmail.com). Below the input fields, a note states: "Please note that your alternative email cannot be changed once you confirm the activation." At the bottom right of the form is a blue "Activate" button.

To activate your Email account, please enter the following data.

**Student ID**  
(e.g. 1714000001)

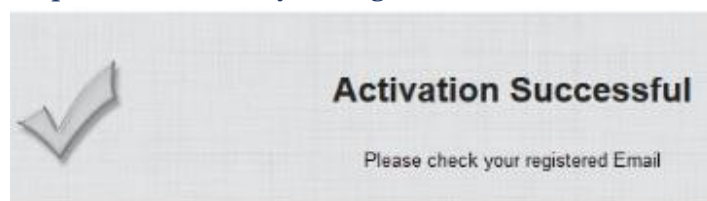
**Activation Code**  
(Student ID + HKID/Mainland China ID with first FOUR digit  
e.g. 1714000001A123)

**Alternative Email**  
(for retrieving your password  
e.g. email@gmail.com)

Please note that your alternative email cannot be changed once you confirm the activation.

Activate

Step 2: Please check your registered Email



### Step 3: Check your email for login password

Dear Student,

This email address has been registered at the Email Service provided to students of the Chu Hai College of Higher Education. You are now able to login to the Email Service with following information.

Website: <http://student.chuhai.edu.hk/mail>

User Name: [REDACTED]

Password: eCyvaTu8yvu7a7e

Your username and  
generated password

Activation  
hyperlink

Please click on this link to confirm your email activation: [http://student.chuhai.edu.hk/resetpass/confirm.php?StudentNumber=\[REDACTED\]&ConfirmationCode=be83be424a19e940cf93e4607ab52de7](http://student.chuhai.edu.hk/resetpass/confirm.php?StudentNumber=[REDACTED]&ConfirmationCode=be83be424a19e940cf93e4607ab52de7)

If you did not request email activation, your email address may have been used by other people and we recommend you to contact us ASAP.

If you still have other questions, please email us at [helpdesk@chuhai.edu.hk](mailto:helpdesk@chuhai.edu.hk).

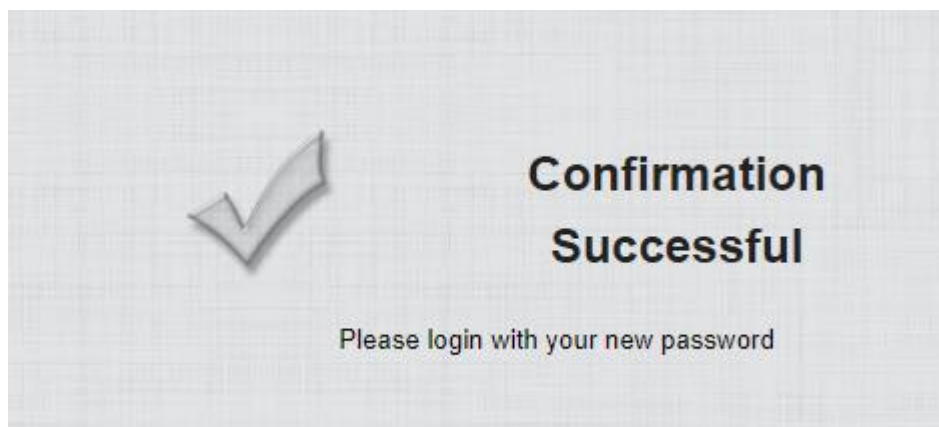
Best regards,  
Chu Hai College of Higher Education

This is a system generated email. Do not reply to this email.

The system will generate and send a default password to the email account you have provided during step 1.

**You will not be able to use the password until you click on the **activation link**.** We recommend that you reset your password at once after your first login. (Please refer to the section “Change Password”).

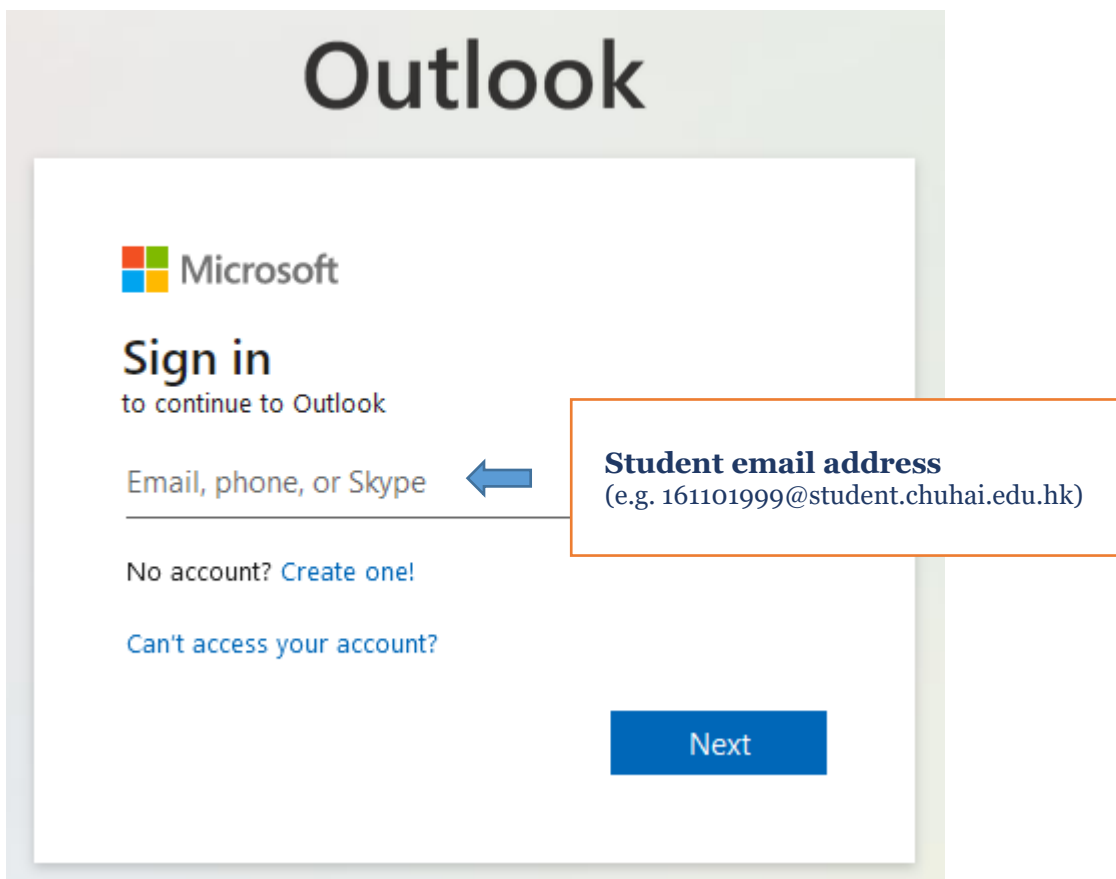
### Step 4: Activation successful



## Login Student Email

To login your student email, please go to the URL: <https://outlook.office.com/mail/> to login to the system, or you can go the to the URL: <https://student.chuhai.edu.hk>

Method 1: Login through login page



The screenshot shows the Outlook login interface. At the top, the word "Outlook" is displayed in a large, bold, black font. Below it, the Microsoft logo is followed by the text "Sign in to continue to Outlook". A text input field is labeled "Email, phone, or Skype" with a blue arrow pointing to it from a callout box. The callout box, which has an orange border, contains the text "Student email address (e.g. 161101999@student.chuhai.edu.hk)". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom right of the login area, there is a blue button labeled "Next".

Method 2: Login through link

Student Email System  
學生電郵系統



**\*\*All students, please click here to log in to the email system using Office365\*\***  
**\*\*所有學生請點擊此處使用 Office365 登入電郵系統\*\***

 Student Number 學生編號

 Password 密碼

Login 登入

## Change Password

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

\*\*\* Please note that it will take 5 to 10 minutes for the password to take effect.

Step 1: Go to the URL: <http://student.chuhai.edu.hk/resetpass>



A login form with a large padlock icon at the top. Below the icon are two input fields: the first is labeled 'Student Number 學生編號' and the second is labeled 'Password 密碼'. A blue 'Login 登入' button is located at the bottom right of the form.



Step 2: After login, please click “Reset Password”, follow the instructions and click “Submit”

The screenshot displays the 'Reset Password' interface of the Hong Kong Chu Hai College system. On the left, a sidebar menu contains the college logo, 'Reset Password', 'SIS', and 'Logout'. A blue arrow points to the 'Reset Password' button. The main area is titled 'Reset Password' and contains the following fields:


- Name:** 182602999
- Password:** [Input field]
- New Password:** [Input field]
- Confirm Password:** [Input field]
- Organization:** Student

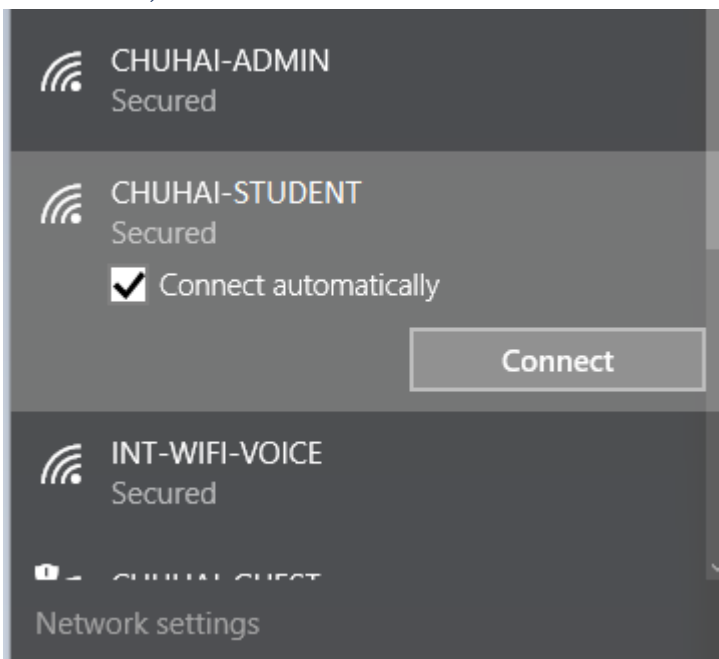
A blue 'Submit' button is located at the bottom left of the form. To the right of the form, an 'Instructions' box with a downward arrow points to three steps:

- Step 1: Enter current password.
- Step 2: Enter new password.
- Step 3: Re-enter new password.

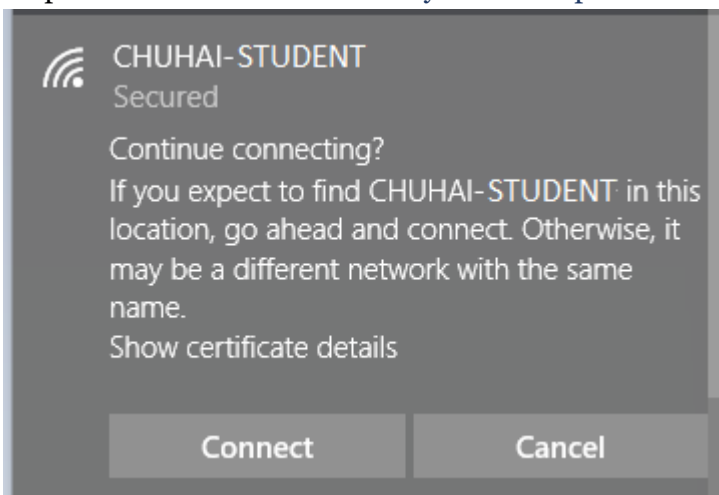
## Connect to Wi-Fi Services

### Connect Wi-Fi on Windows 10 or above

Step 1: Click the Wi-Fi button  on the bottom right corner, choose “CHUHAI-STUDENT”, and click “Connect”.



Step 2: Click “Connect”. You may need to repeat this steps a few times.



Step 3: Input the login information of your student account.

CHUHAI-STUDENT  
Secured  
Enter your user name and password

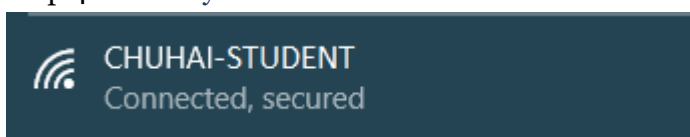
161101999

Student ID


Password

OK Cancel

Step 4: You may now be able to connect to the Wi-Fi.

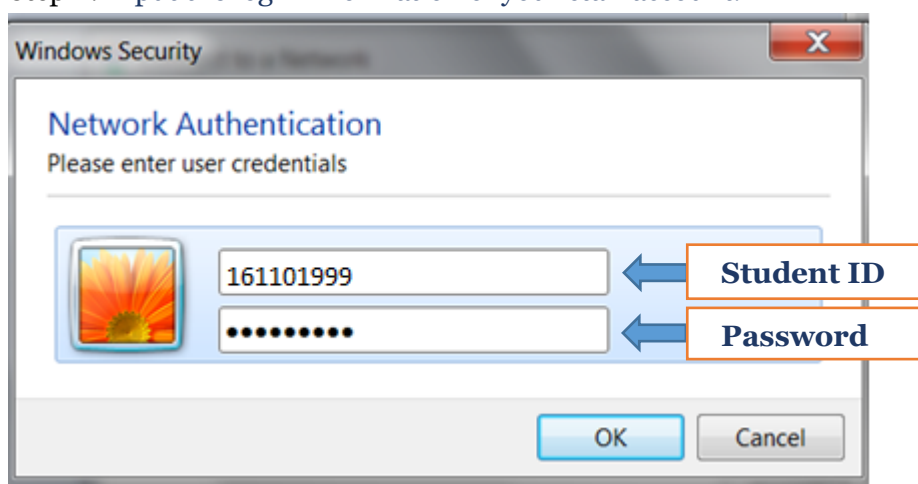


## Connect Wi-Fi on Windows 7

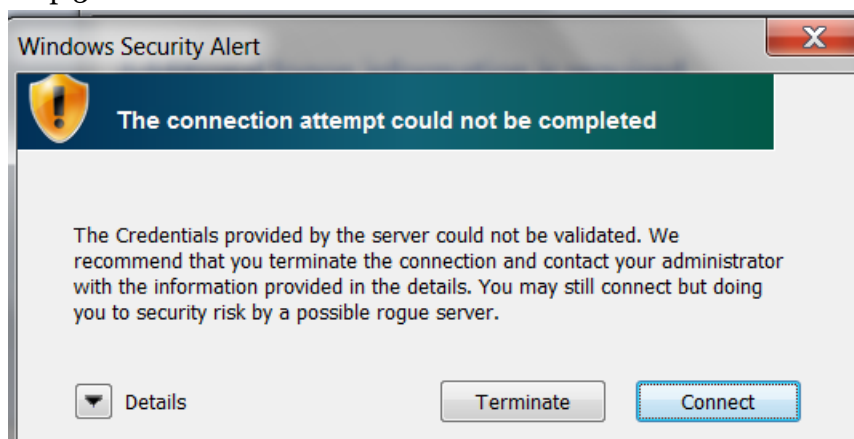
Step 1: Click the Wi-Fi button  on the bottom right corner, choose “CHUHAI-STUDENT”, and click “Connect”.



Step 2: Input the login information of your staff account.



Step 3: Click “Connect”.

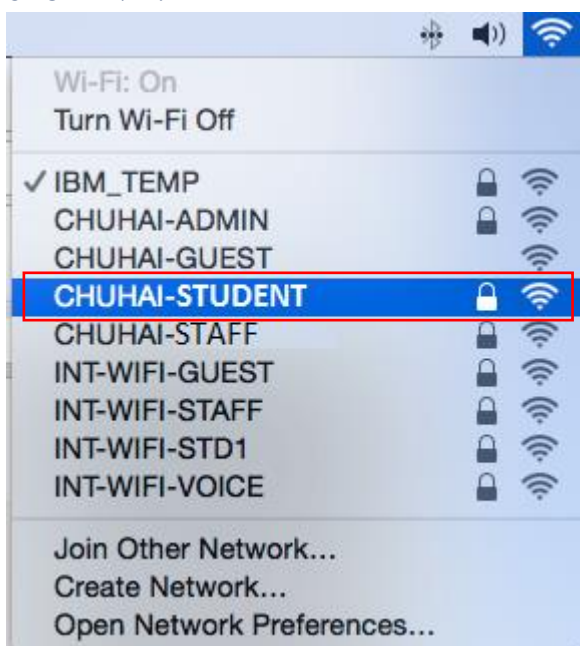


Step 4: You may now be able to connect to the Wi-Fi.

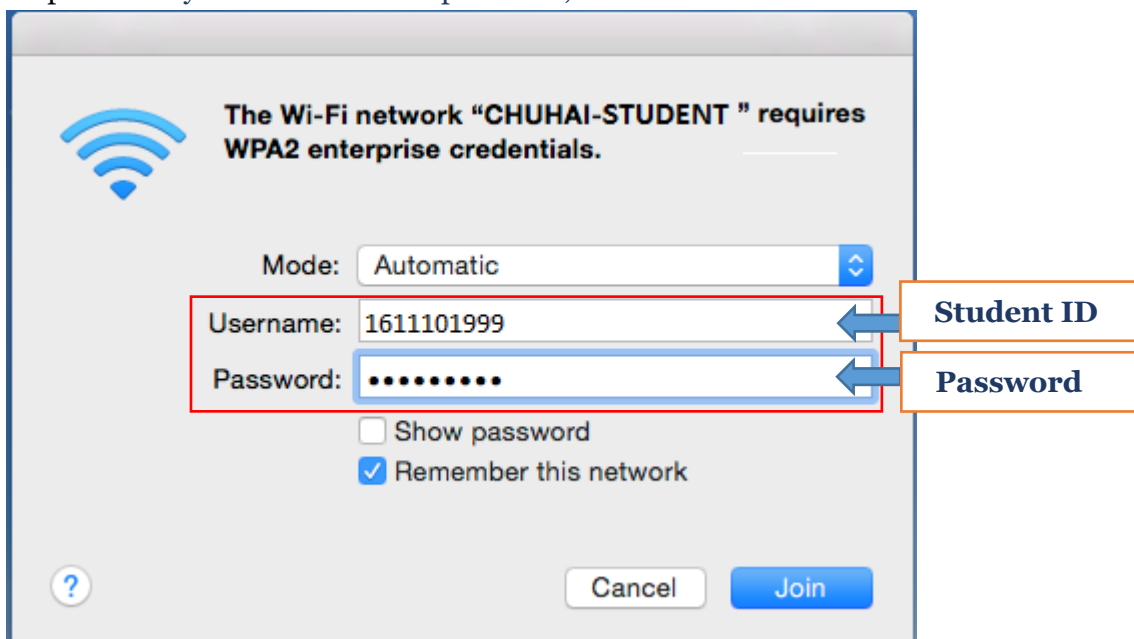


## Connect Wi-Fi on Mac OSX

Step 1: Click on the Wi-Fi button on the top right corner, and choose “CHUHAI-STUDENT”.



Step 2: Enter your username and password, then click “Join”



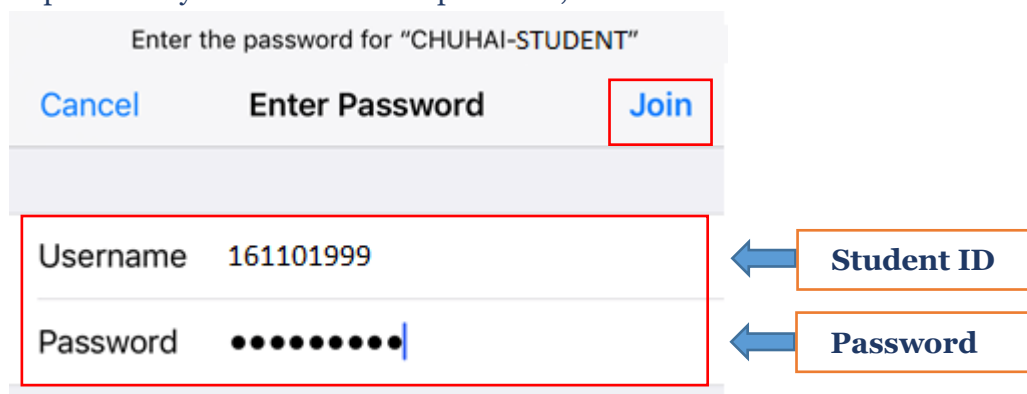
Step 3: You are now connected to the Wi-Fi.

## Connect Wi-Fi on iPhone Device

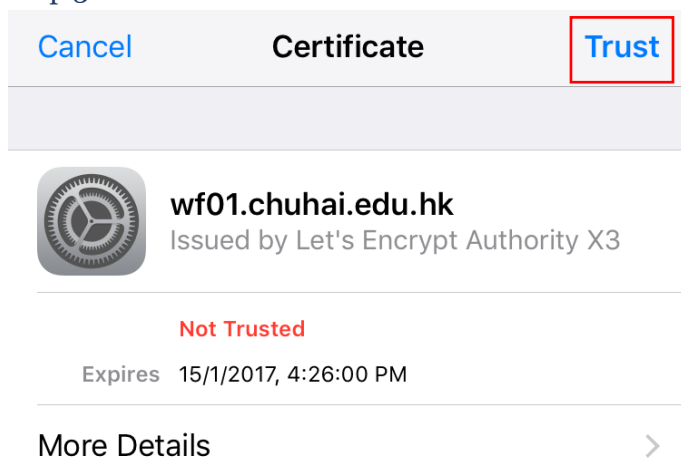
Step 1: Go to Settings > Wi-Fi, and choose “CHUHAI-STUDENT”.



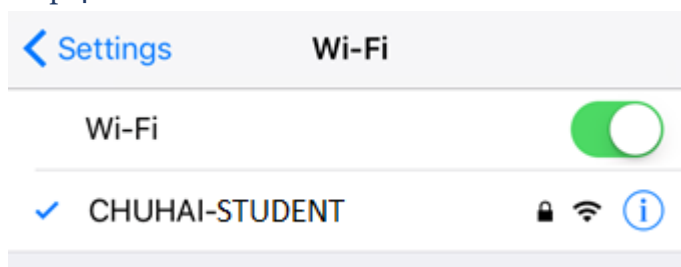
Step 2: Enter your username and password, then click “Join”



Step 3: Click “Trust”



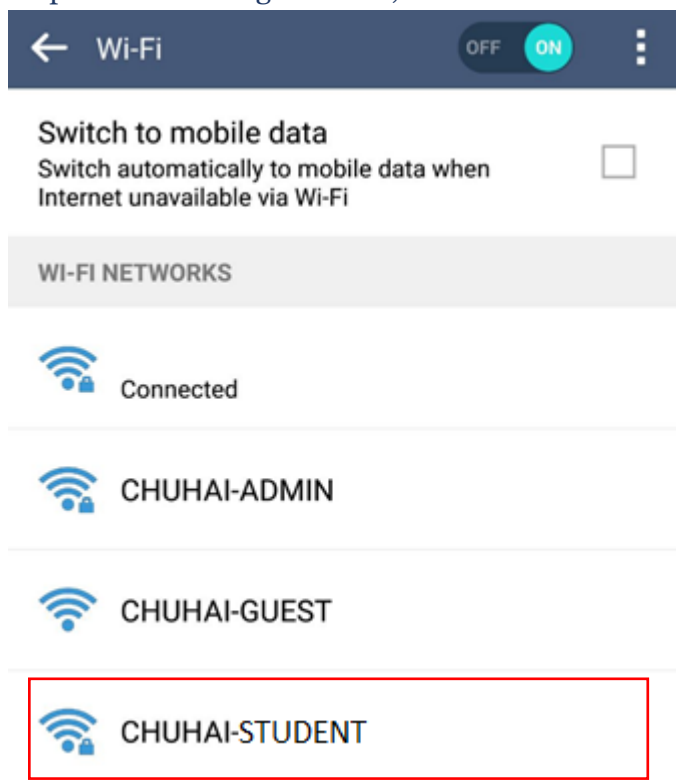
Step 4: You are now connected to the Wi-Fi.





## Connect Wi-Fi on Android Device

Step 1: Go to Settings > Wi-Fi, and choose “CHUHAI-STUDENT”



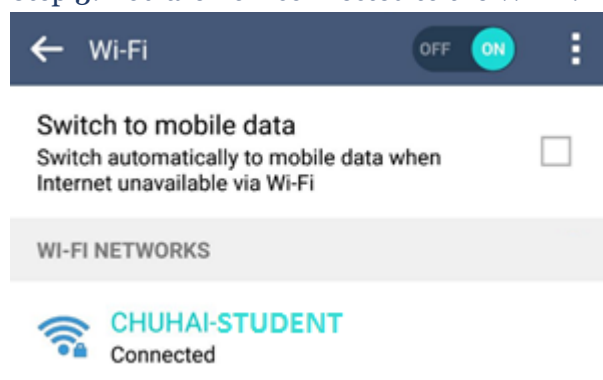
Step 2: Set as follows, and enter your username and password.

The screenshot shows the 'CHUHAI-STUDENT' Wi-Fi configuration interface. A red rectangle highlights the configuration fields. Two orange boxes with arrows point to specific fields: 'Student ID' points to the 'Identity' field containing '161101999', and 'Password' points to the 'Password' field which is masked with dots. The interface includes the following fields:

- EAP method: PEAP
- Phase 2 authentication: MSCHAPV2
- CA certificate: (unspecified)
- Identity: 161101999
- Anonymous identity: (empty field)
- Password: (masked field)


At the bottom, there are 'CANCEL' and 'CONNECT' buttons.

Step 3: You are now connected to the Wi-Fi.



## Forgot Password

Step 1: Go to login page (<http://student.chuhai.edu.hk/>) or reset password page (<http://student.chuhai.edu.hk/resetpass>), and click “Forgot Password”



Student Number 學生編號

Password 密碼

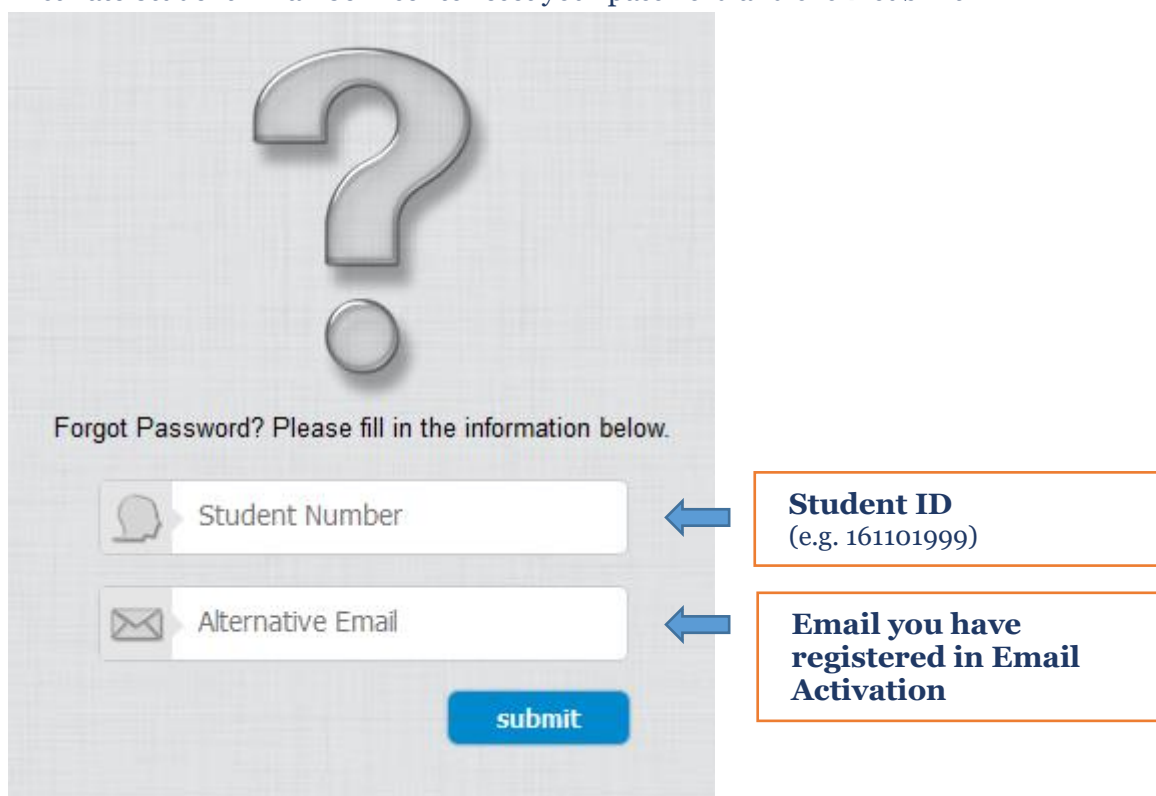
Login 登入

Email Activation 激活電郵

**Forgot Password? 忘記密碼**

[Student Account \(Change Password\) / Wi-fi Services](#)  
學生帳戶 (更改密碼) 及 Wifi 服務

Step 2: Enter your Student ID and the email address you have registered in the section “Activate Student Email Service” to reset your password and click “submit”



The screenshot shows a web form titled "Forgot Password? Please fill in the information below." with a large question mark icon at the top. The form contains two input fields: "Student Number" (with a person icon) and "Alternative Email" (with an envelope icon). A blue "submit" button is at the bottom. To the right of the form, two orange-bordered boxes with blue arrows point to the respective fields. The first box is labeled "Student ID" with the example "(e.g. 161101999)". The second box is labeled "Email you have registered in Email Activation".

Forgot Password? Please fill in the information below.

Student Number

Alternative Email

submit

**Student ID**  
(e.g. 161101999)

**Email you have  
registered in Email  
Activation**

The new password will be sent to your registered email. We recommend that you change the password at once after receiving your new password. (Please refer to section “Change Password”.)

## Trust the Senders

To prevent our official mail dropping into junks or spams when you forwarded the emails to the third-party email account. Please trust the email domains listed below in your third-party account. We have gathered some common email providers setting procedures in this manual.

Our Email Domains are,

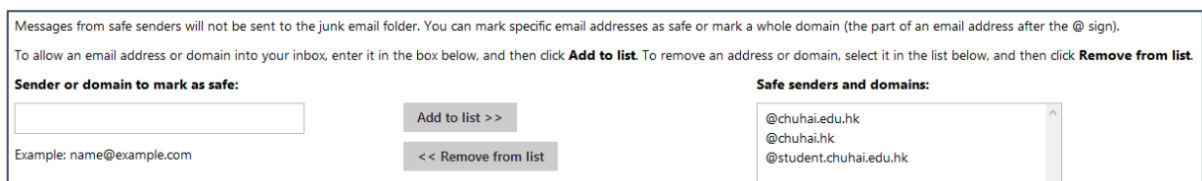
**@chuhai.edu.hk**  
**@chuhai.hk**  
**@student.chuhai.edu.hk**  
**@student.chuhai.hk**

## @ Outlook / Hotmail

Step 1: Click the “Gear” button  at the top right corner after you have logged in to the Outlook account and select “More mail settings”.

Step 2: Select “Safe and blocked senders” under the “Preventing junk mail”.

Step 3: Select “Safe Senders” and add the domains to the safe senders and domains list



Messages from safe senders will not be sent to the junk email folder. You can mark specific email addresses as safe or mark a whole domain (the part of an email address after the @ sign). To allow an email address or domain into your inbox, enter it in the box below, and then click **Add to list**. To remove an address or domain, select it in the list below, and then click **Remove from list**.

**Sender or domain to mark as safe:**

Example: name@example.com

**Add to list >>**

**<< Remove from list**

**Safe senders and domains:**

- @chuhai.edu.hk
- @chuhai.hk
- @student.chuhai.edu.hk

## @ Yahoo! Mail

Step 1: Click the “Gear” button  at the top right corner after you have logged in to the Yahoo! Mail account and select “Settings”.

Step 2: Select “Filters” and click the “Add” button.

Step 3: Please add the domains to the “Senders” and select “Contains” in the selection box.

Settings

Filter Name:

If all of the following rules are true...

Sender	Contains	Match case <input type="checkbox"/>
Recipient	Contains	Match case <input type="checkbox"/>
Subject	Contains	Match case <input type="checkbox"/>
Email body	Contains	Match case <input type="checkbox"/>

Then deliver the email to the following folder

Inbox

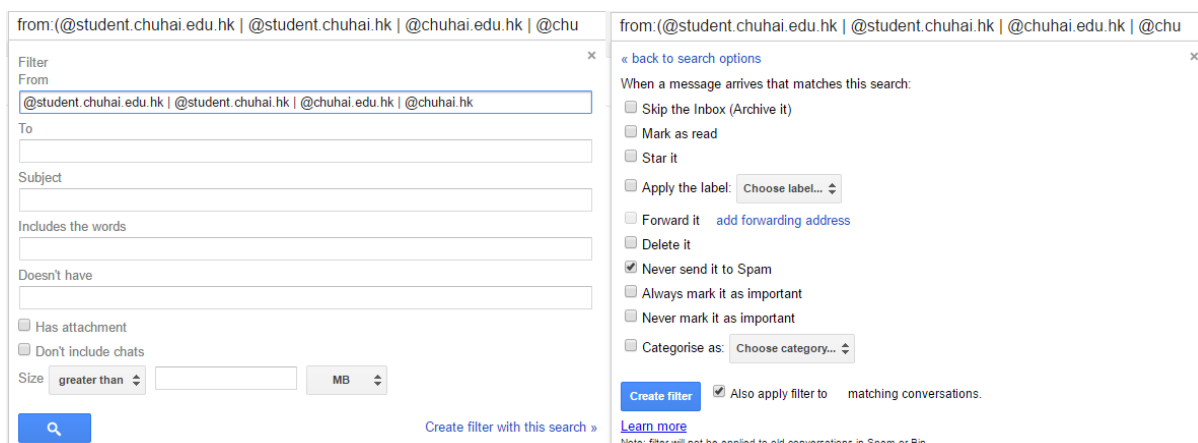
Save Cancel

## @ Gmail

Step 1: Click the “Gear” button  at the top right corner after you have logged in to the Gmail account and select “Settings”.

Step 2: Select “Filters and Blocked Addresses” and click the “Create a new filter” button.

Step 3: Please add the domains\* to the “From” and select “Never send it to Spam” and “Also apply filter to X matching conversations”\*\* in the selection box.



The screenshot shows the Gmail 'Create filter' dialog. The 'From' field is populated with the domains: @student.chuhai.edu.hk | @student.chuhai.hk | @chuhai.edu.hk | @chuhai.hk. The 'Never send it to Spam' checkbox is checked. The 'Also apply filter to X matching conversations' checkbox is also checked, with 'X' representing the number of matching emails. A 'Create filter' button is visible at the bottom left of the dialog.

\*Please use this format for setting up the filter in Gmail

[@student.chuhai.edu.hk](#) | [@student.chuhai.hk](#) | [@chuhai.edu.hk](#) | [@chuhai.hk](#)

\*\*The X in “Also apply filter to X matching conversations” representing the number of emails matched with the filter.

## Frequently Asked Questions (FAQs)

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

Q: What is the storage size?

A: 30 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, Vista, 7, 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 “<STID>@student.chuhai.edu.hk” where <STID> is the Student ID 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 for account activation and subsequent logons.  
<http://student.chuhai.edu.hk/resetpass/activate>.