

Version
2.0

2024/08/20

Student Email Service User Guide

Version History

Version No.	Date	Created / Updated by	Description
1.4	2017-10-04	ITSO	Initial Document
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
2.0	2024-08-20	ETSO	Change contents

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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 <https://portal.chuhai.edu.hk/activate>.

Step 1: Fill in the related information and press the “SUBMIT” button



Student Email Activation

Student No



Student ID
(e.g. 171400001)

Activation Code



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

Personal Email



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

Type Personal Email Again

Your new password will be sent to your personal email after activated. The password will take 5 minutes to activate on Outlook mail service. Please try logging into your email after 5 minutes.

[Signin instead](#)

SUBMIT

Step 2: Activate Success. Please check your personal Email

Activate Success

Your student account has been activated.
And the password has been sent to your
personal email.

SIGNIN NOW

Step 3: Check your personal email for the login password

Your Student Account has been Activated

☺ ↶ ↷ ↵



☺ No Reply <noreply@chuhai.edu.hk>

Today at 10:31

To: ☺ Shawn TIAH

Dear Student,

This email address has been registered at the college services provided to students of the Hong Kong Chu Hai College. You can visit the following link to access your services at college:

<http://portal.chuhai.edu.hk>

Username: 200172010

Email: 200172010@student.chuhai.edu.hk

Password: h0m0h0h0



Your username and
generated password

Notice:

1. The password will take 5 minutes to activate on Outlook mail service. Please try logging into your email after 5 minutes.
2. The password can only be changed at <https://portal.chuhai.edu.hk/profile> instead of Outlook mail service.

If you still have other questions, please email us at helpdesk@chuhai.edu.hk.

Thank you!

Hong Kong Chu Hai College

This is an auto-generated email. Please 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.

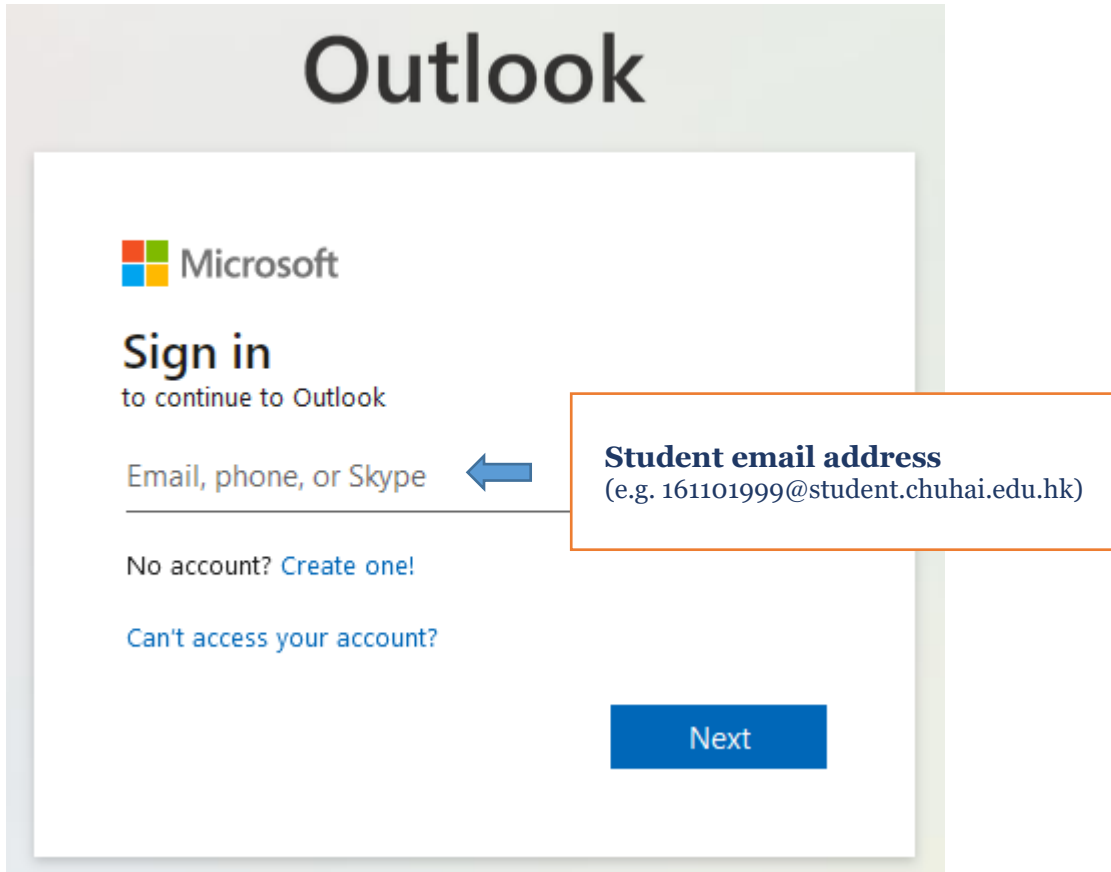
The password will take 5 minutes to activate on Outlook email service. Please try login into your student email after 5 minutes.

We recommend that you reset your password at once after your first login. (Please refer to the section “Change Password”).

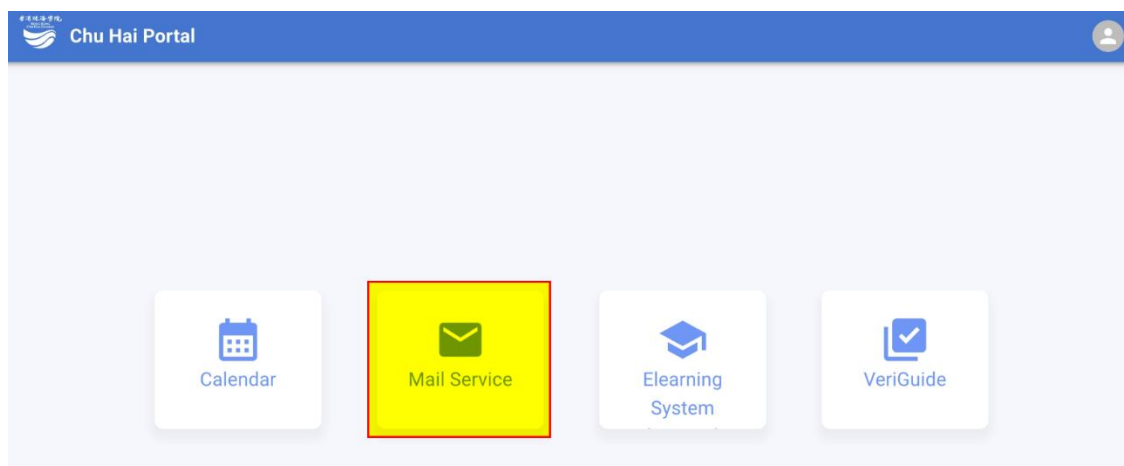
Login Student Email

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://portal.chuhai.edu.hk>

Method 1: Login through Outlook login page



Method 2: Login through student portal link



Forgot Password

Step 1: Go to reset password page (<https://portal.chuhai.edu.hk/reset>)

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

Step 2: Input your student number and the personal email, then click “SUBMIT”.



Reset Your Password

Student No

Personal Email

Your new password will be sent to your personal email after reset. The password will take 5 minutes to activate on Outlook mail service. Please try logging into your email after 5 minutes.

[Signin instead](#)

SUBMIT

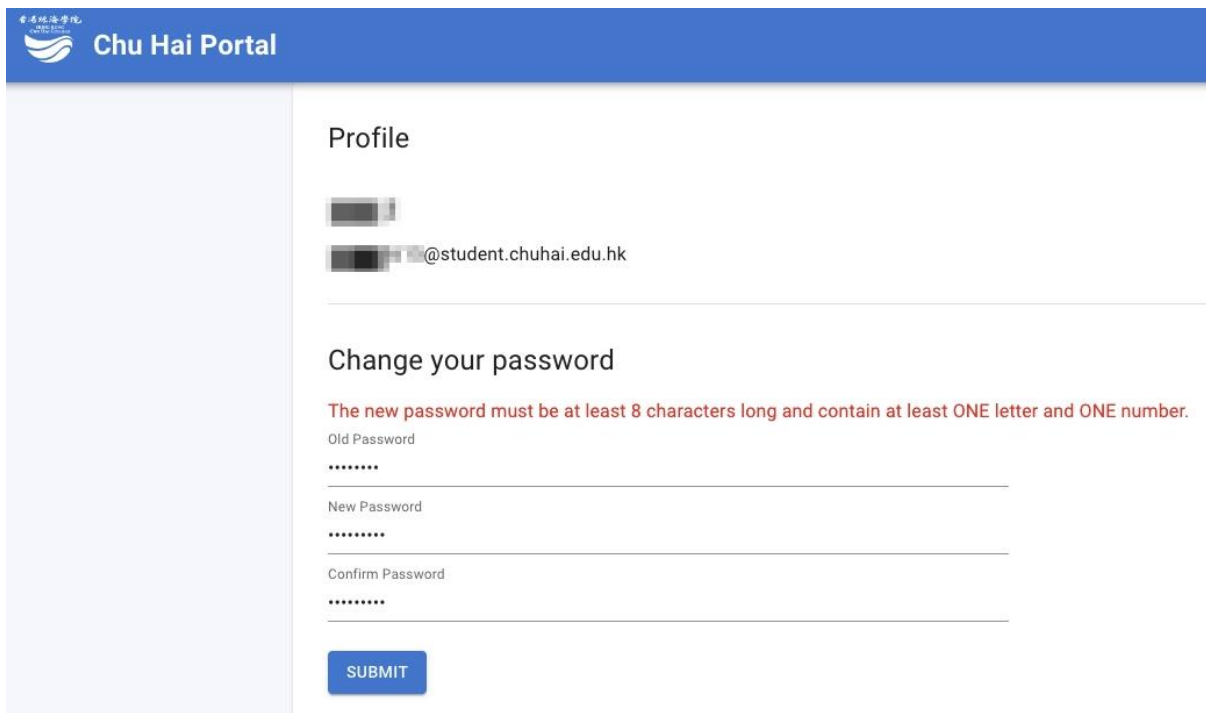
Change Password

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 minutes for the password to take effect.

Step 1: Go to the URL: <https://portal.chuhai.edu.hk/profile>


Step 2: After login, please follow the instructions input the new password, new password must be at least 8 characters long and contain at least ONE letter and ONE number, then click "SUBMIT".

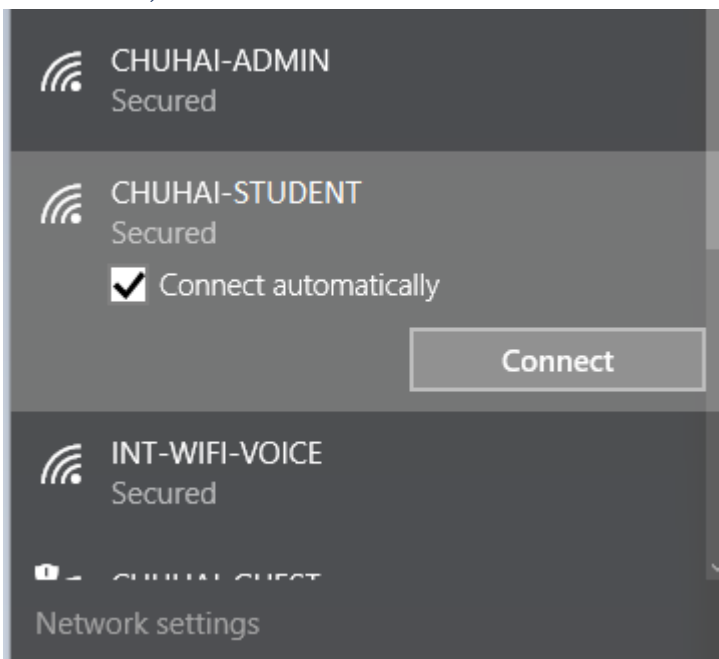


The screenshot shows the 'Chu Hai Portal' interface. On the left is a navigation sidebar. The main content area is titled 'Profile' and displays a user profile with a blurred photo and email address ending in '@student.chuhai.edu.hk'. Below the profile is a section titled 'Change your password'. It includes a red instruction: 'The new password must be at least 8 characters long and contain at least ONE letter and ONE number.' There are three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a masked password indicator (dots). A blue 'SUBMIT' button is located at the bottom of the form.

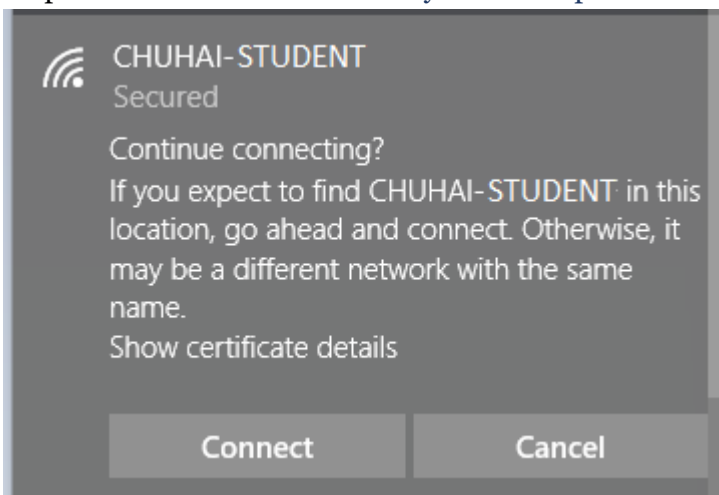
Connect to Wi-Fi Services

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

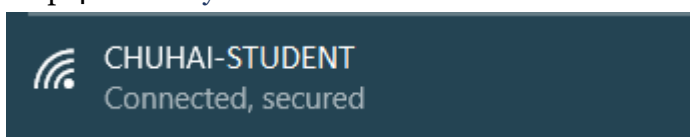
Student ID

.....


Password

OK Cancel

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

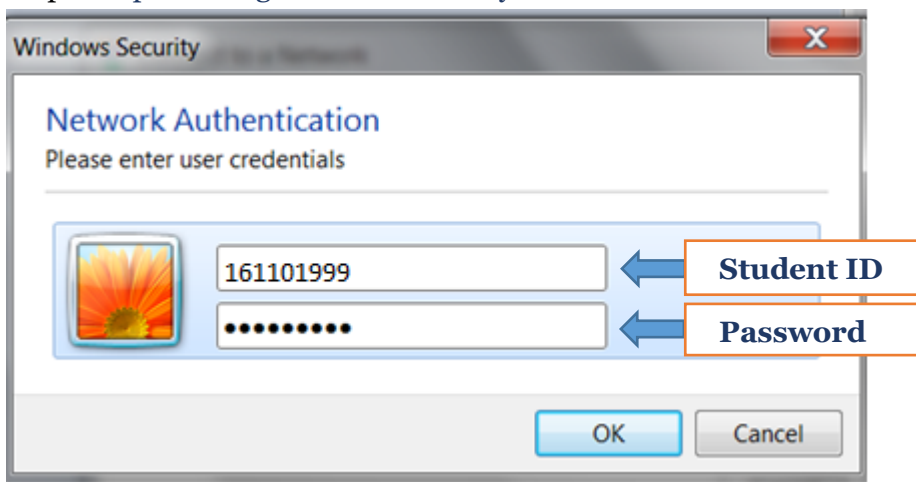


Connect Wi-Fi on Windows 7

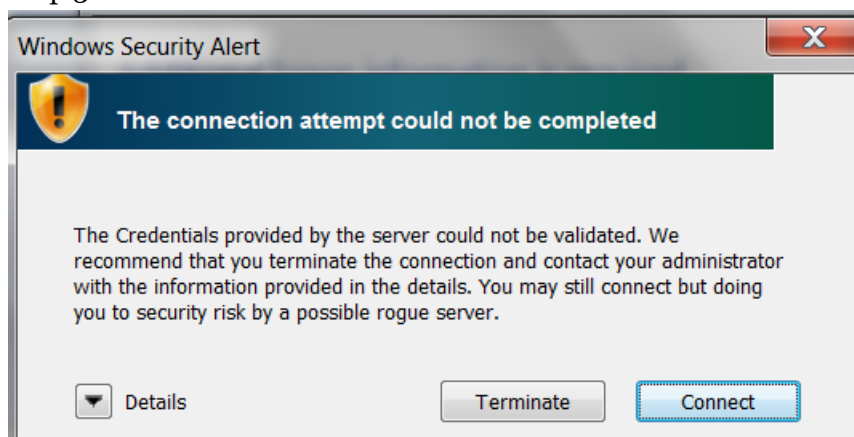
Step 1: Click the Wi-Fi button  on the bottom right corner, choose “CHUHAI-STUDENT”, and click “Connect”.



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



Step 3: Click “Connect”.

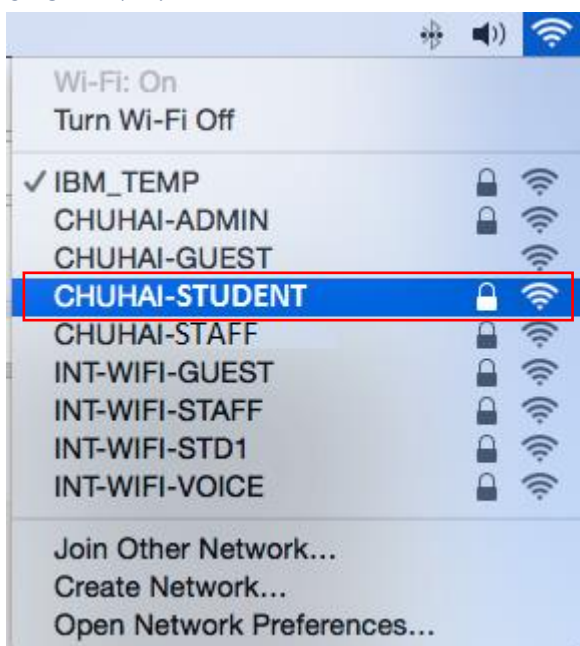


Step 4: You may now be able to connect to the Wi-Fi.

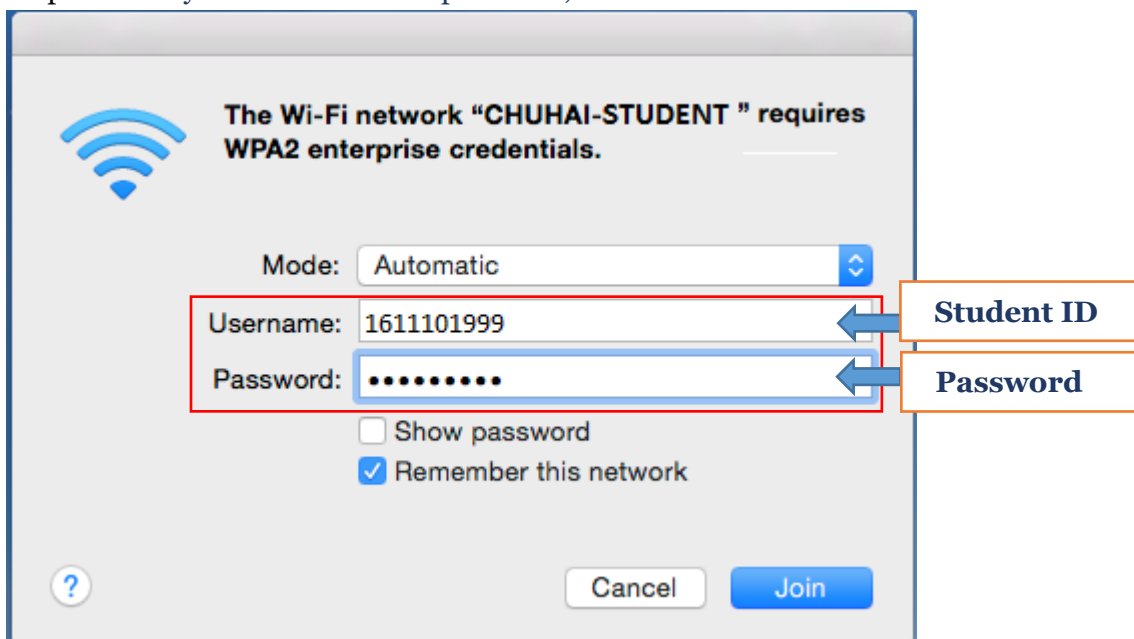


Connect Wi-Fi on Mac OSX

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



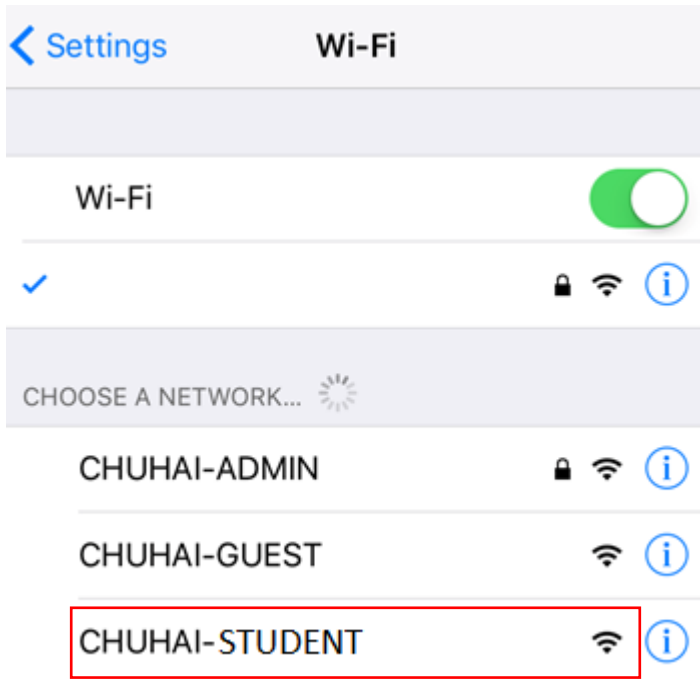
Step 2: Enter your username and password, then click “Join”



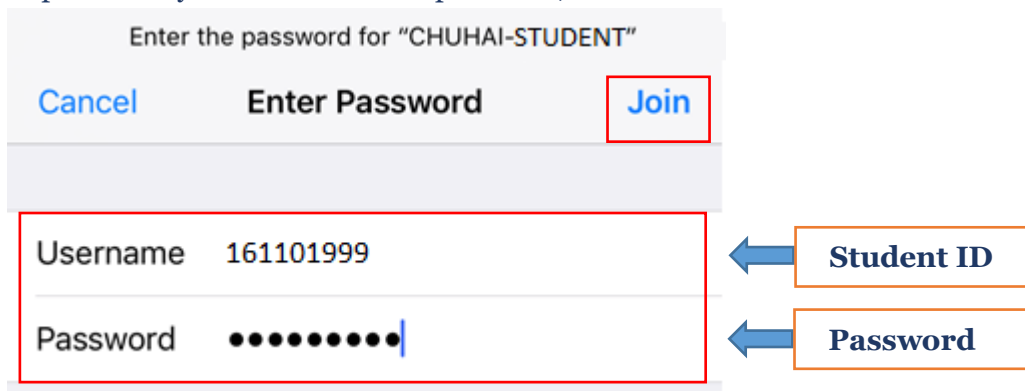
Step 3: You are now connected to the Wi-Fi.

Connect Wi-Fi on iPhone Device

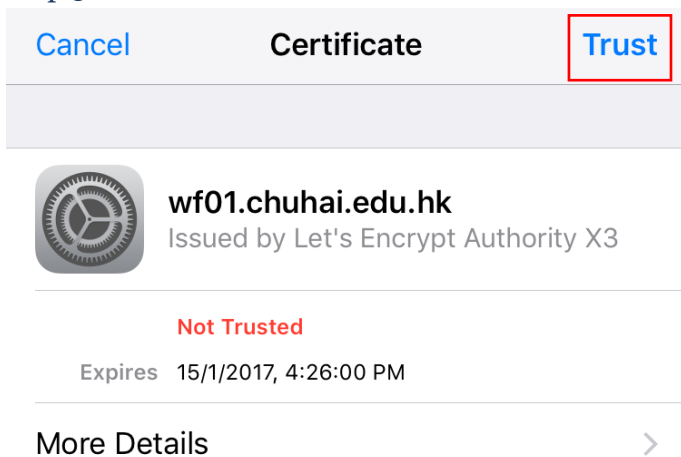
Step 1: Go to Settings > Wi-Fi, and choose “CHUHAI-STUDENT”.



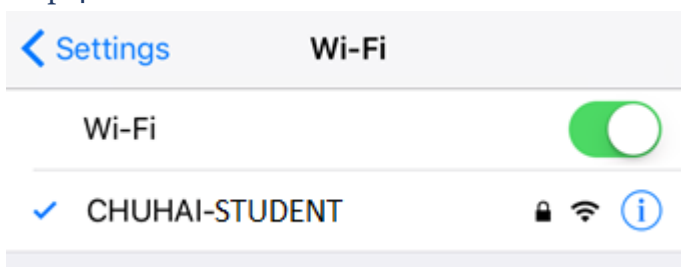
Step 2: Enter your username and password, then click “Join”



Step 3: Click “Trust”

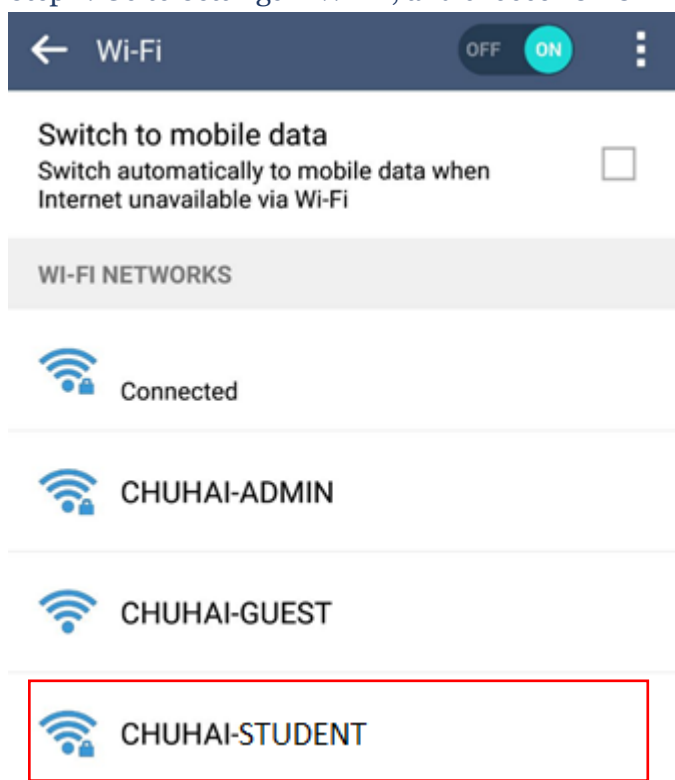


Step 4: You are now connected to the Wi-Fi.



Connect Wi-Fi on Android Device

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

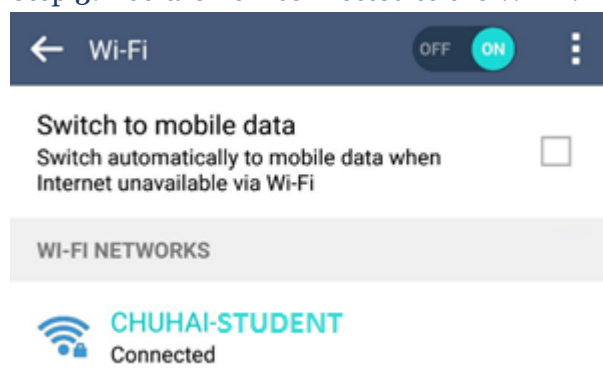


Step 2: Set as follows, and enter your username and password.

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 dropdown menus for 'EAP method' (PEAP), 'Phase 2 authentication' (MSCHAPV2), and 'CA certificate' ((unspecified)). At the bottom are 'CANCEL' and 'CONNECT' buttons.

Field	Value
EAP method	PEAP
Phase 2 authentication	MSCHAPV2
CA certificate	(unspecified)
Identity	161101999
Anonymous identity	
Password

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




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,

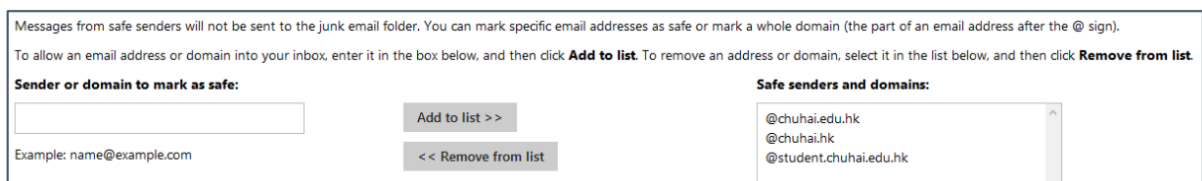
@chuhai.edu.hk
@chuhai.hk
@student.chuhai.edu.hk
@student.chuhai.hk

@ 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:

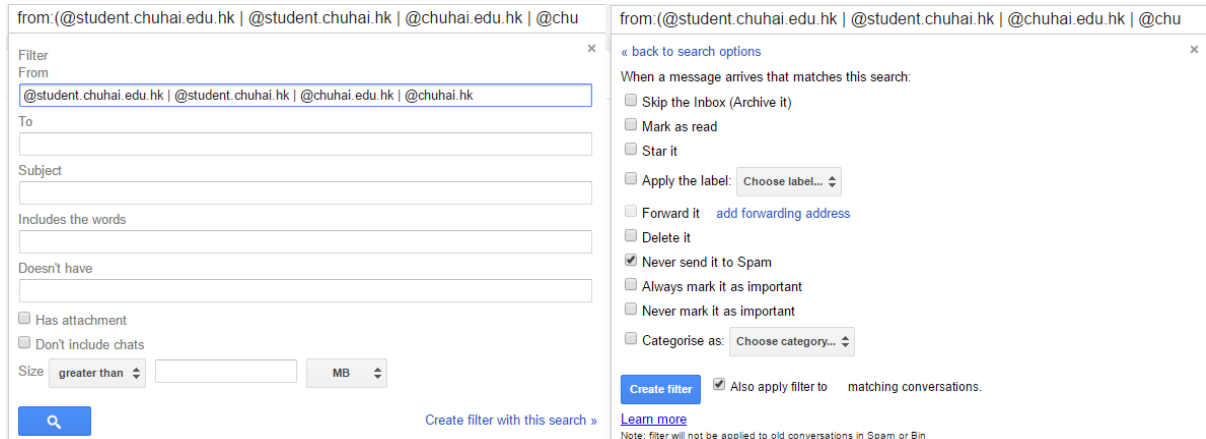
Save Cancel

@ 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 conversations. 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).

Q: What is the storage size?

A: 10 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, Apple MacOS, 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.
<https://portal.chuhai.edu.hk/activate>.