

HKUST(GZ) 科大 Go Mini Program Usage Guidelines

May 2024

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Part 1.How to log in?

1. Search method (choose one)

Method 1:Search the WeChat Mini Program named “科大 Go” to find the “香港科技大学广州|科大 Go”

Method 2: Scan the QR code below via WeChat.

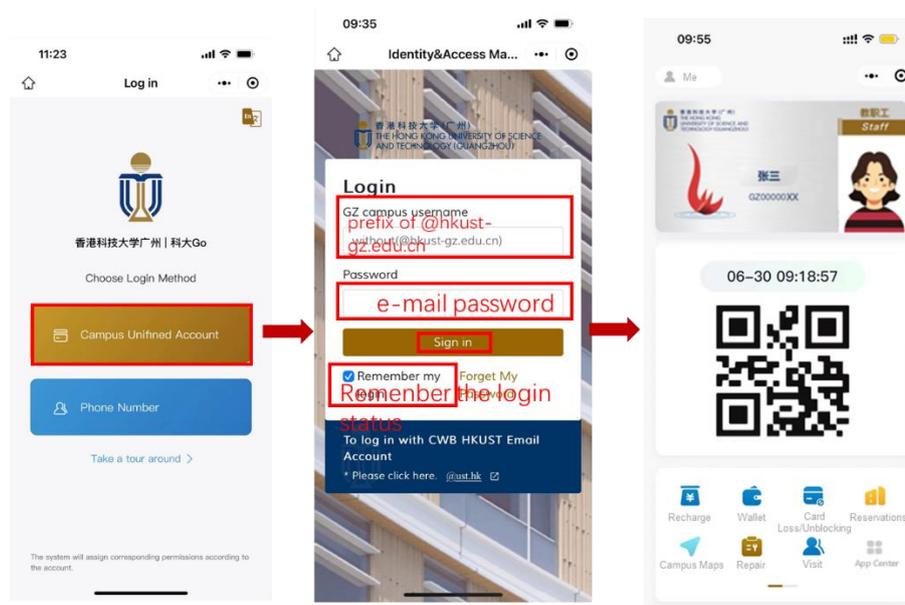


2. Login

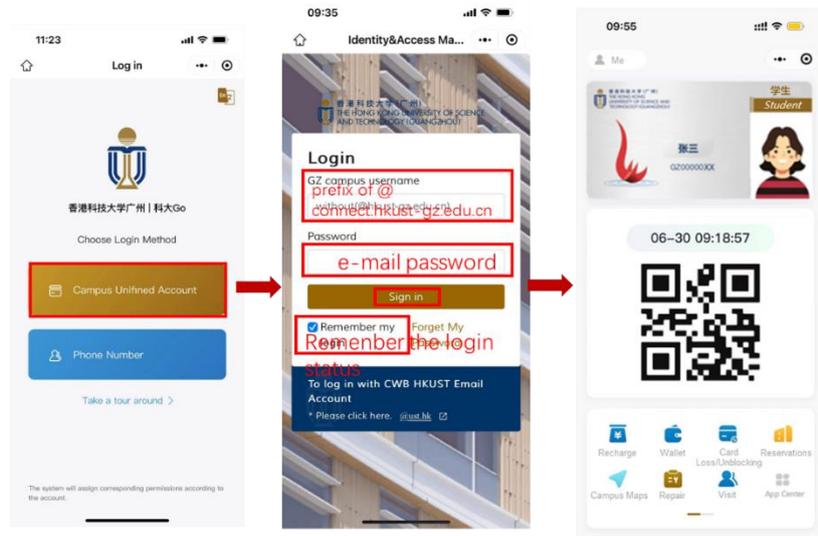
After go into the "科大 Go" mini program, faculty, students, and family members can use the unified account and password for the Guangzhou campus to log in through "Campus Unified Account"; third-party personnel, visitors, tourists, etc., can log in through "Phone Number " or "Take a tour around"; **the system will allocate corresponding functions based on the user's login method and identity.**

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn.

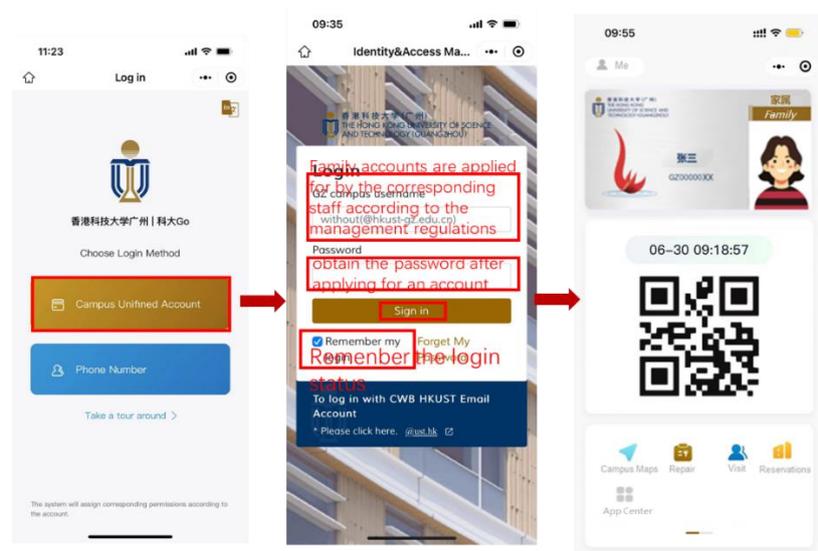
(1) Staff



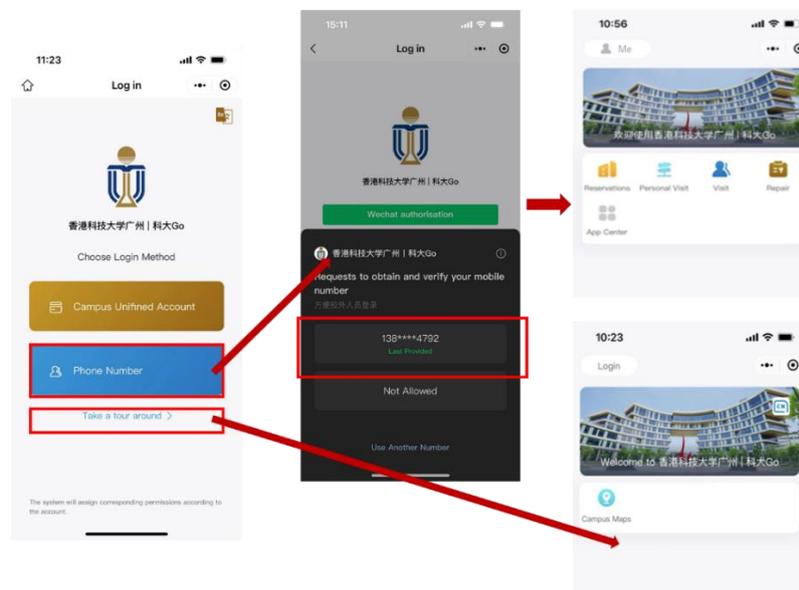
(2) Student



(3) Family



(4) Other personnel



Part 2. Digital Campus Card

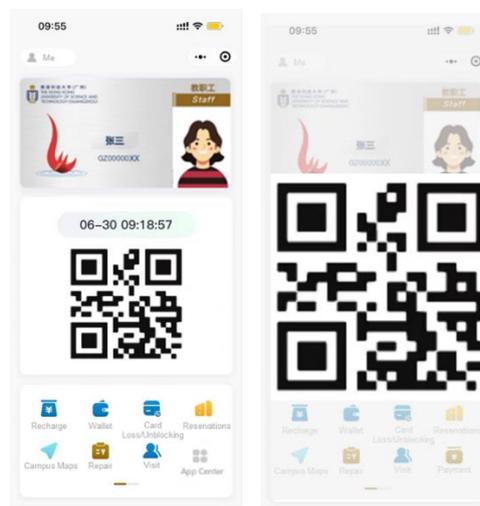
Introduction: The digital campus card is an essential credential for campus identity, which can be used for access through campus gates/entrances, elevator usage, smart door locks for dormitories/offices, printing services, payments, book borrowing, and more.

Target Users: Staffs, students, family members, etc.

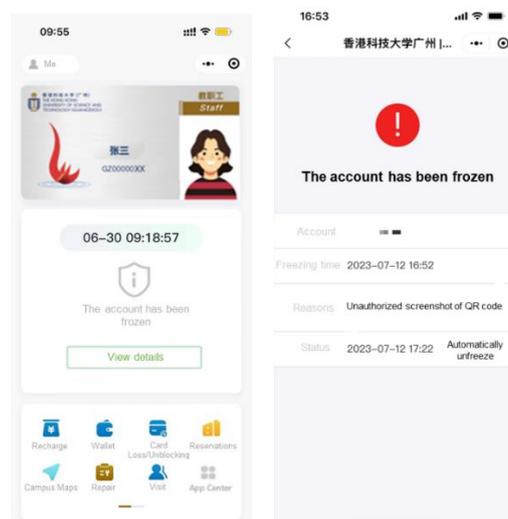
If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn.

1. QR code for digital campus card

After a successful login, your digital campus card will be displayed as shown in the following example. Clicking on the QR code area can enlarge/refresh the QR code and improve the success rate of scanning in outdoor and nighttime scenarios.



IMPORTANT NOTE: The digital campus card should not be captured, projected, or recorded, and it is strictly prohibited to forward it to others. Otherwise, the QR code will be frozen, and the owner will be held responsible for any related liabilities and potential losses. If you need to apply for unfreezing, please report an issue in the "Repair-IT-Campus Card, or contact IT service 020-88330101.



2. Digital campus card turnstiles/access control function

Target Users: Staffs, students, family members, etc.

Service Range: According to the HKUST(GZ)'s management policy, authorization will be granted as needed

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn, or file an incident on "科大 Go-Repair-IT-Smart access control"



3. Digital campus card dormitory/office smart door lock opening function

Target Users: Staffs, students, family members, etc.

Service Range: According to the HKUST(GZ)'s management policy, authorization will be granted as needed

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn, or file an incident on "科大 Go-Repair-IT-Smart door locks"



4. Digital campus card elevator access function

Target Users: Staffs, students, family members, etc.

Service Range: According to the HKUST(GZ)'s management policy, authorization will be granted as needed

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn, or file an incident on "科大 Go-Repair-IT-Smart access control"



5. Digital campus card printing function

Target Users: Staffs, students, etc.

Service Range: According to the HKUST(GZ)'s management policy, authorization will be granted as needed

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn, or file an incident on "科大 Go-Repair-IT-Printers"



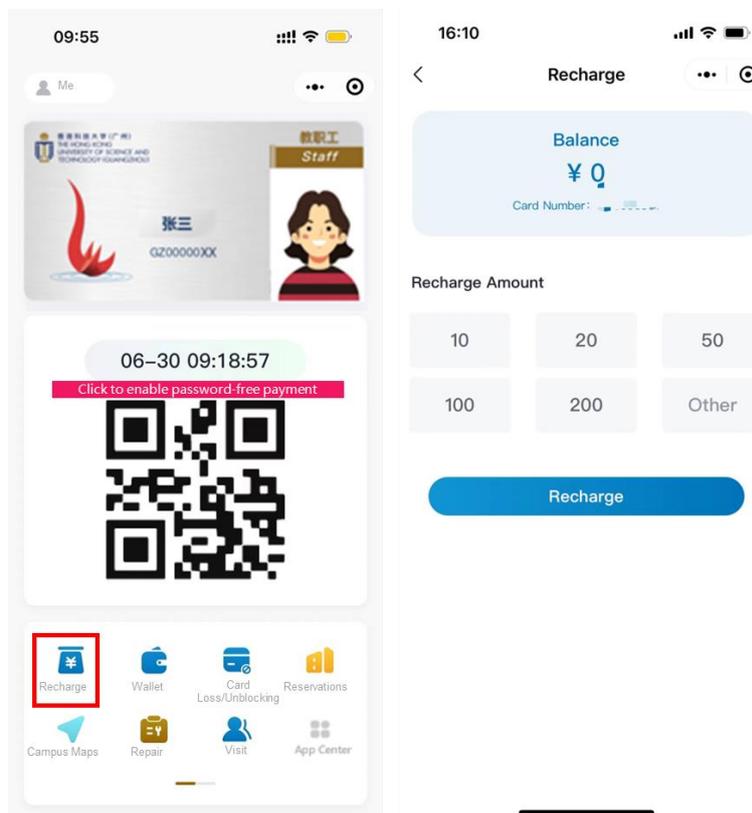
6. Digital campus card payment function (optional, if not needed, just ignored the prompt)

Target Users: Staffs, students, etc.

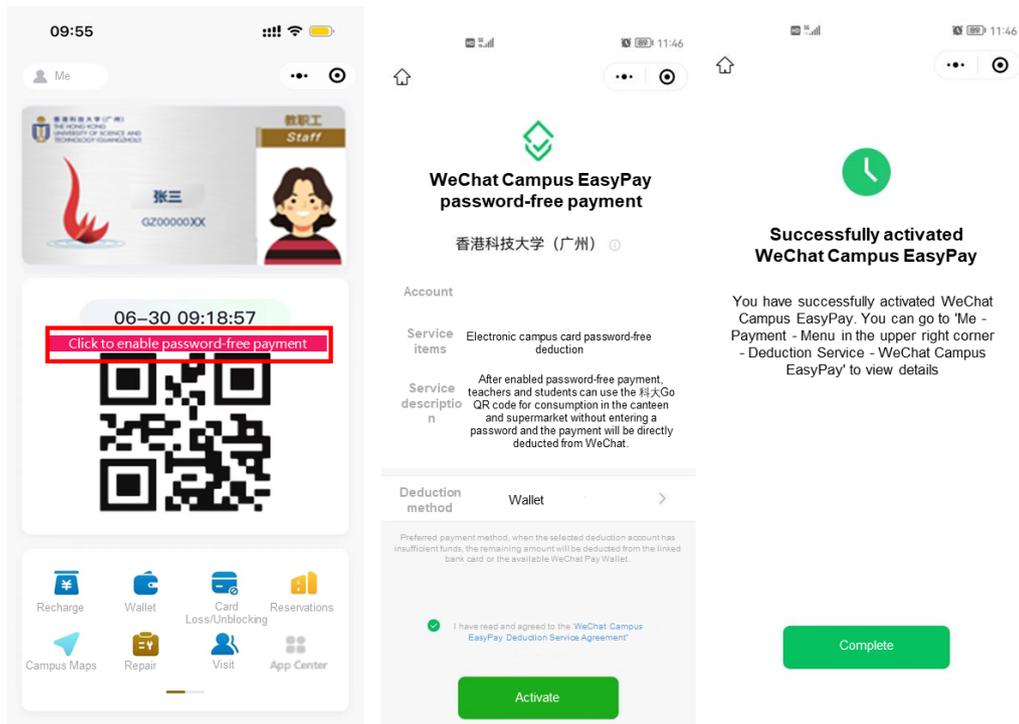
Service Range: According to the HKUST(GZ)'s management policy, authorization will be granted as needed

Service Content: There are two methods to activate the payment function :

Method 1: Recharge and consumption: Open the "香港科技大学广州|科大 Go " Mini Program, click on "Recharge", and after a successful recharge, the account balance will be automatically updated and displayed. When making a payment, simply scan the QR code of your digital campus card or use your physical campus card, and the payment will be deducted directly from your account balance. Please refer to the following example for more information.

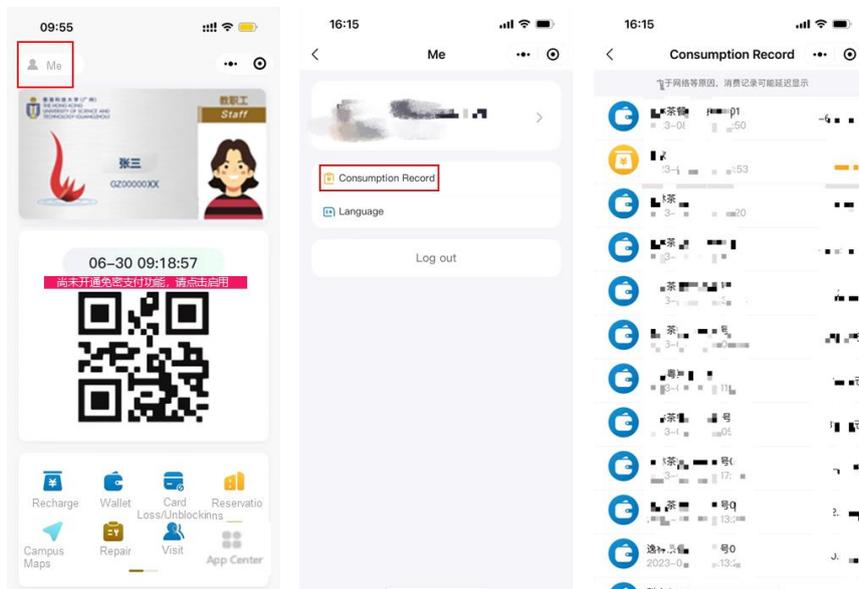


Method 2: Password-free payment: Open the 科大 Go Mini Program - Click on the red banner "Click to enable password-free payment" at the top if the function has not been activated yet. Once the password-free payment function is activated, you can make payments by scanning the QR code of your digital campus card or using your physical campus card, and the payment will be automatically deducted from your WeChat wallet or the bound bank card. Please refer to the following example for activation.



Note: It is optional, if not needed, just ignored the prompt "Click to enable password-free payment" After making a payment, how to check your transaction history?

科大 Go "Personal Center"- "Consumption Records".

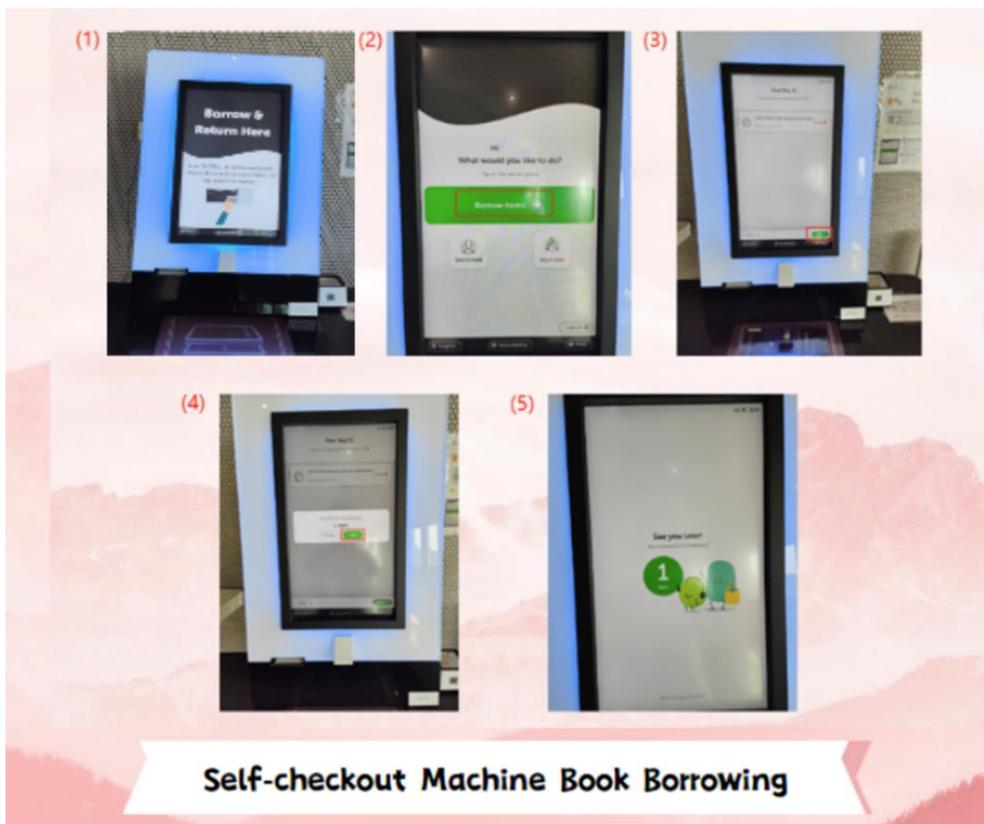


7. Digital campus card borrowing function

Target Users: Staffs, students, etc.

Service Range: According to the HKUST(GZ)'s management policy, authorization will be granted as needed

If you have any questions, please contact library@hkust-gz.edu.cn, or come to the Ask Us Desk on the 2nd Floor of the library during service hours (9am-5pm, Monday-Friday)

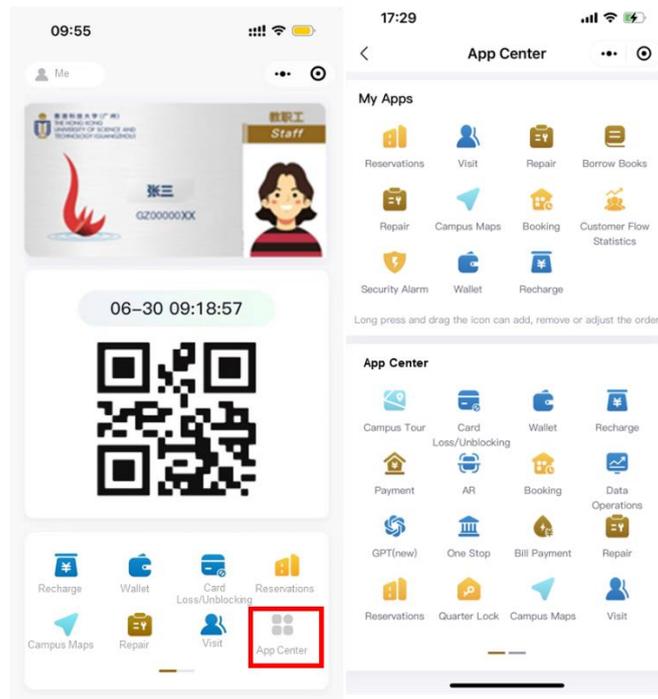


Part 3. App Center

Introduction: Use for customizing the homepage apps. Enter the "App Center", long-press the app icon to add, remove, or adjust the app order. In the homepage, you can set up to 11 apps. If you need to use more apps, please search in "App Center".

Target Users: Staffs, students, family members, visitors, etc.

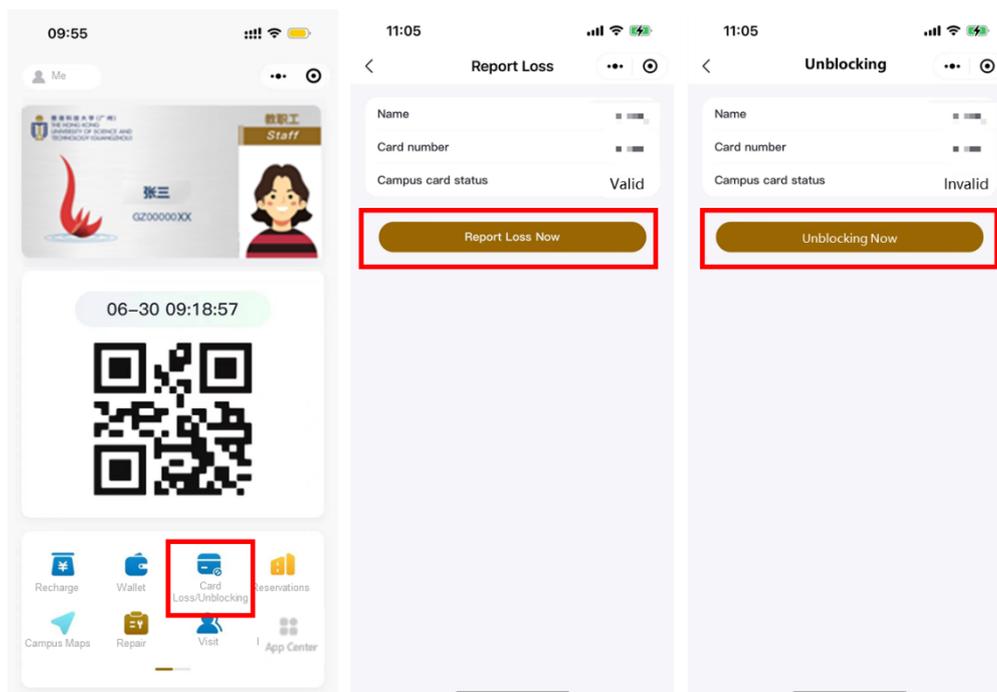
If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn



Part 4. Card Loss/Unlocking

Introduction: Entering the "Card Loss/Unlocking" function in the 科大 Go mini-program, clicking "Report Loss Now" can complete self-service loss reporting, which takes effect in real time. After successful loss reporting, the status of the campus card will become "invalid"; when unblocking, clicking "Unblock Now" can complete self-service unblocking, which takes effect in real time. After successful unblocking, the status of the campus card will become "valid"

Target Users: Staffs, students, family members, etc.



Part 5. Sports Hall Reservation

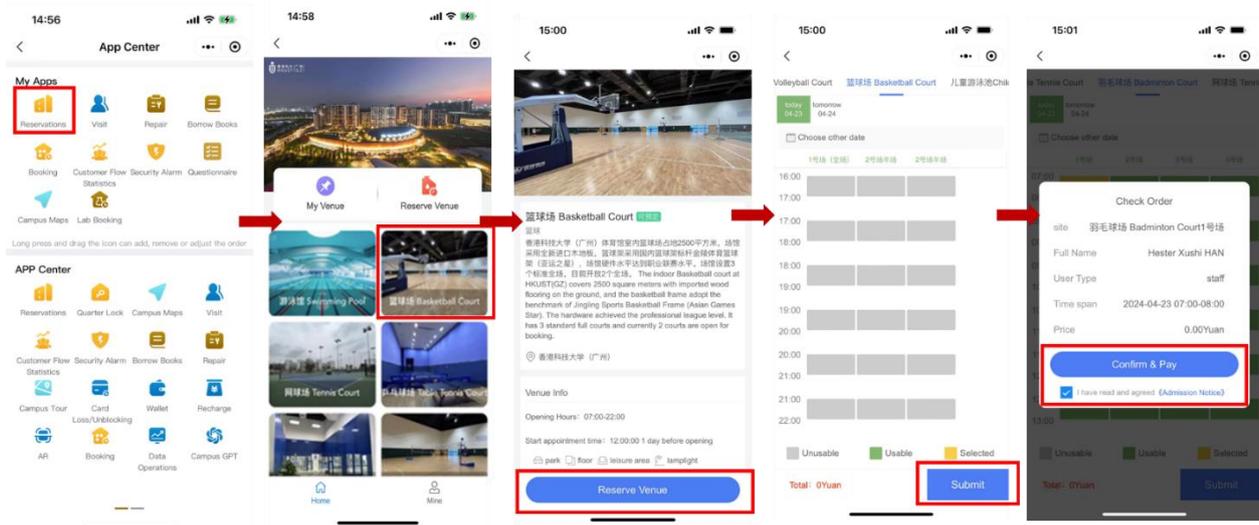
Introduction: Provide services for stadium reservation, course reservation, and check-in result inquiry.

Target Users: Staffs, students, family members, etc.

If you have any questions, please come to the Ask Us Desk on the 1nd Floor of the sports hall during service hours.

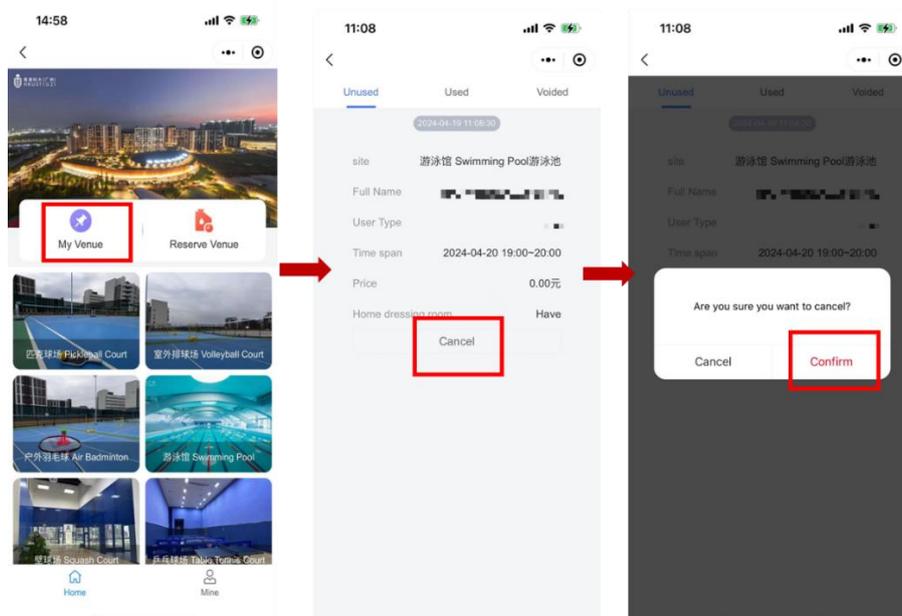
1.Book a venue

Select the corresponding venue -> choose the reservation time -> check "Reserve Venue" -> confirm the booking



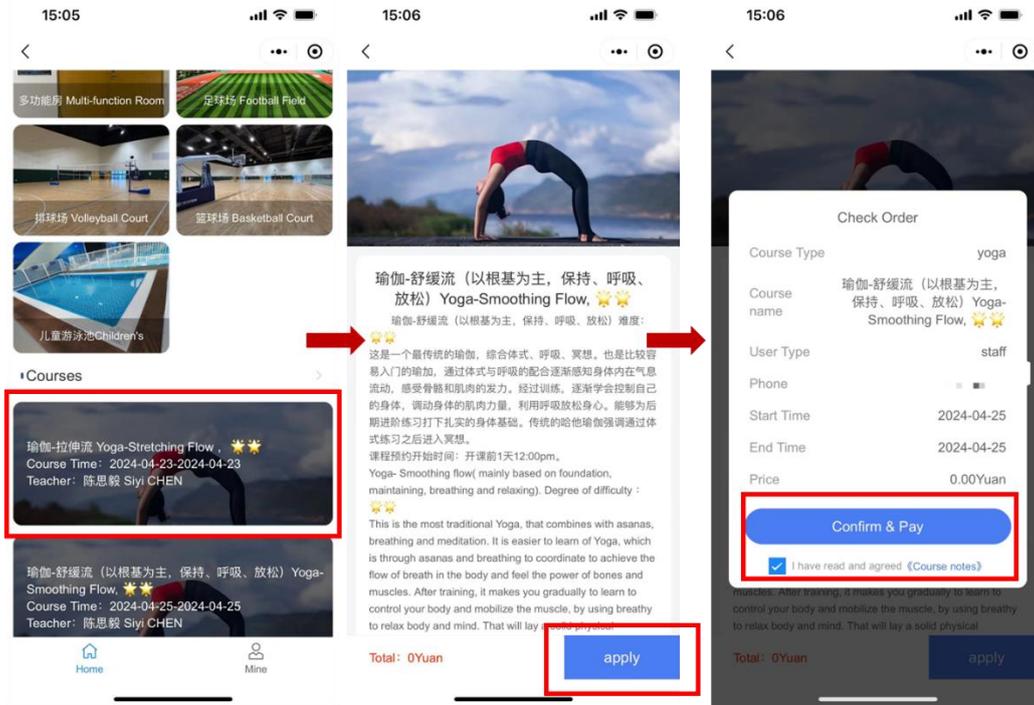
2.Cancel the venue reservation

Select "My Venue" -> choose the session you want to cancel -> Cancel -> confirm.



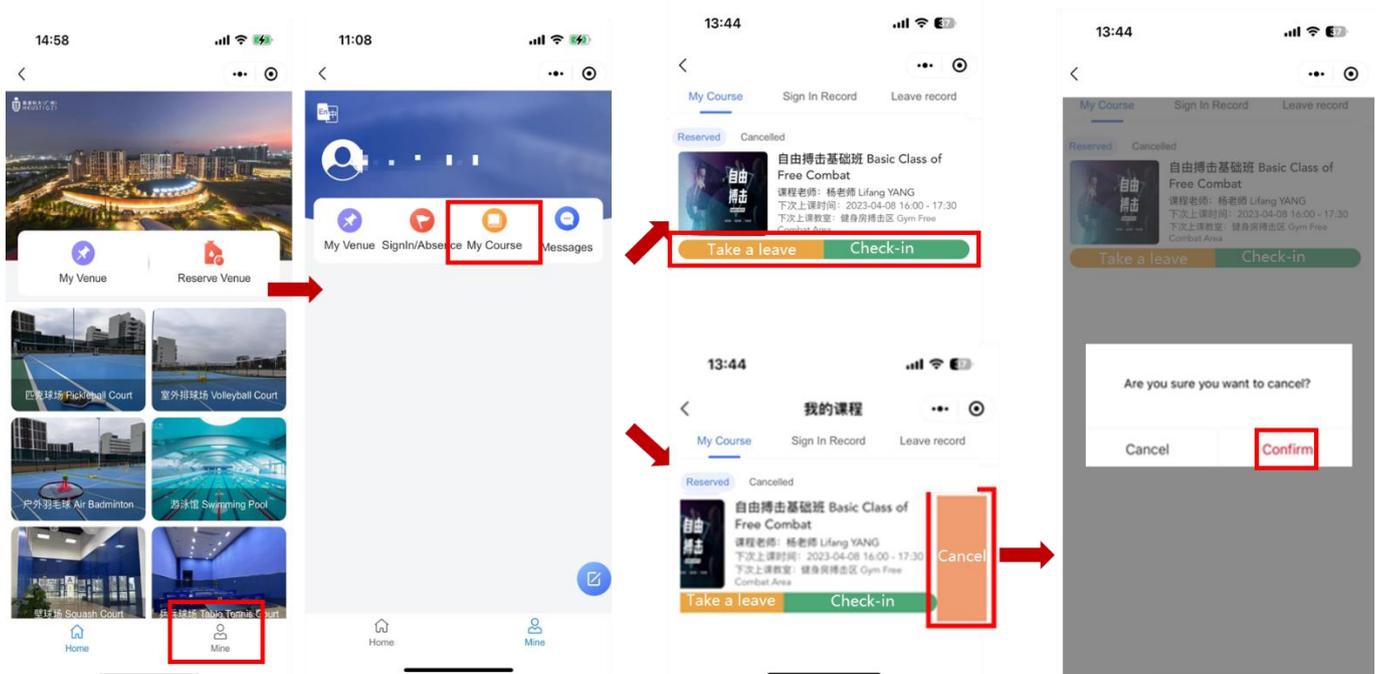
3. Book a class

Select the corresponding course -> apply -> Check "Course Notes" -> Confirm.



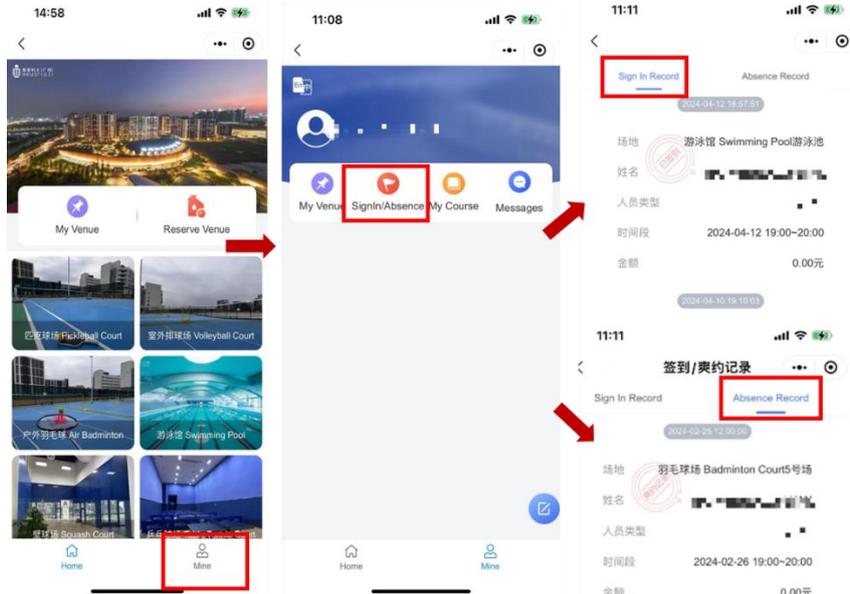
4. Course check-in / leave of absence / cancellation

Go to the "Mine" page, click on "My Course" to enter the list of my courses. Within the specified time, click to "check-in" or "Take a leave". Also, swipe left, and click to "Cancel" the course.



5.View attendance/absence situation

Go to the "Mine" page, click on "Sign in/Absence" to enter the list of my courses. Within the specified time, click to find the "Sign in Record" and "Absence Record".



Part 6. Repair

Introduction: Provide efficient, convenient, and fully traceable maintenance services for all staffs, students, and family members both on and off campus. Service types include ventilation, water, electricity, doors, windows, walls, fire protection, elevators, furniture, hardware, IT maintenance, greening, cleaning, merchant complaints, sports facilities, and laboratory equipment, etc.

Target Users: Staffs, students, family members, third-party service personnels, etc.

If you have any questions about the system, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn

1、 How to report an incident?

(1) Search method

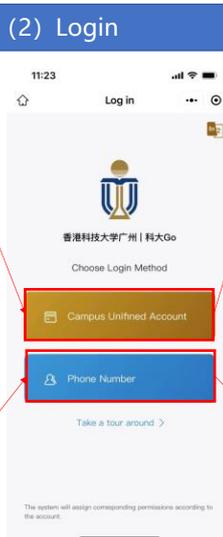
Scan the following QR code with your mobile phone to enter the 香港科技大学广州 | 科大Go applets.



Staff, students, and family members login through "Campus Unified Account".

Other users login through "phone number".

(2) Login



GZ campus account is the prefix of your GZ e-mail address (prefix@hkust-gz.edu.cn for staff and prefix@connect.hkust-gz.edu.cn for students). Family accounts are applied for by the corresponding staff according to the management regulations.

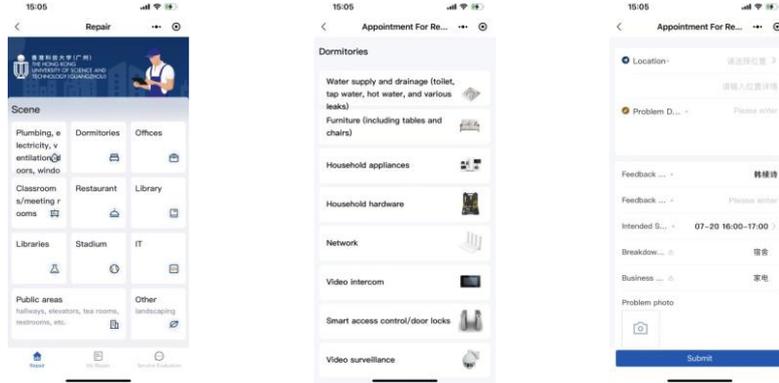



Click the "Repair"

Click the "Repair"

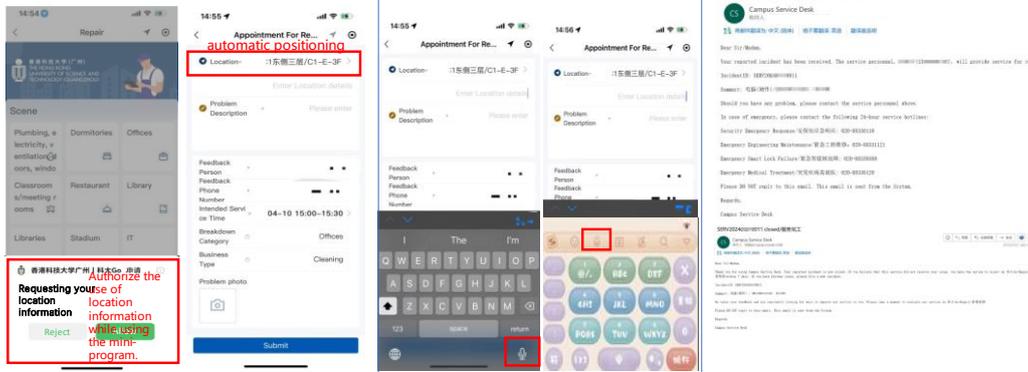
2、 Introduction 8

- **Anyone** can quickly report issues through the system's categorized entry points. Please try to select the correct category for the report, to flow to the right service personnel. If the corresponding category is not found, you can choose "Other - Others" to describe the incident.
- You can track the progress of their work orders in the "My Repair" section. The system also allows users to provide feedback and evaluate closed work orders.



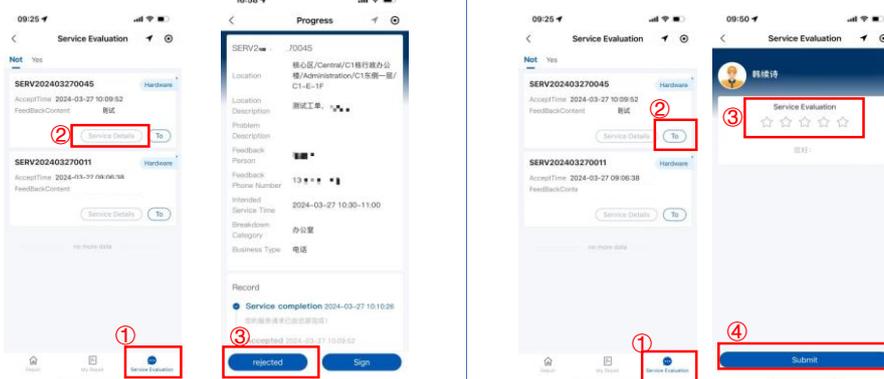
3、 Tips 9

- **Tip1 Automated positioning on the report page:** Covering indoor locations in the central area C1-C7, for more accurate positioning, please "authorize the use of location information" and enable Bluetooth. If there is deviation in the location or no automatic positioning, please manually select the location.
- **Tip2 Voice input:** Use the built-in voice recognition feature of the input method to enter your specific location and describe the problem.
- **Tip3 Email reminder:** System emails will be sent from Campus Service Desk when the incident has been received or closed.



3、 Tips 10

- **Tip4 Reject:** For the closed issue, if you believe that this service did not resolve your issue, you have the option to reject within 7 days by following path: 科大Go-Repair/报事报修- Evaluation - Service Details - Reject for reprocessing.
- **Tip5 Evaluation:** We have been working hard to improve service satisfaction and sincerely invite you to evaluate our service within 7 days of completion. 科大Go-Repair/报事报修- Service Evaluation - click "Evaluate".



Part 7. Visit

Introduction: Used for inviting visitors.

Target Users: Staffs, students, visitors, etc.

If you have any questions about the system, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn

1. How to access the Visitor Application? 10

(1) Retrieval method (choose one)

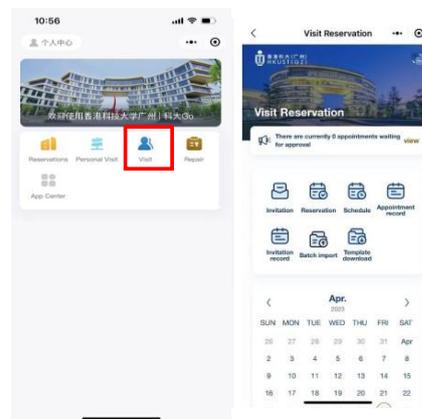
Method 1: Drop down the "Mini Program Navigation Bar" on Wechat and enter "科大GO" for search;

Method 2: Scan the following QR code on Wechat.



(2) Login

科大Go-Visit



2. Home page 11

- Users can check the number of pending approvals on the home page and check if there are any visitors scheduled for each day on the calendar. You can also download templates and import templates in batches.



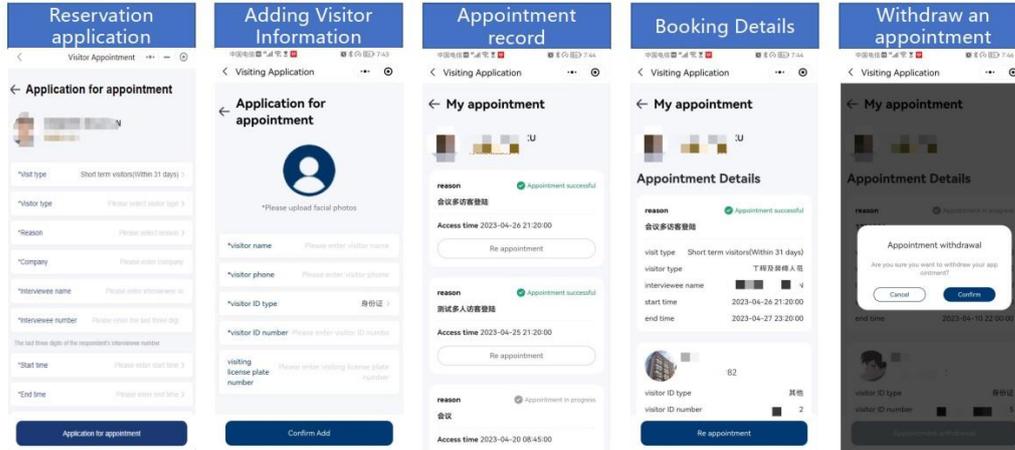
Note:

Due to limitations within WeChat, downloading templates requires users to either scan the QR code or copy the link and then open the download page in a mobile browser.

3. Reservation

12

- Visitors can make a reservation by selecting the type of visit, providing basic information such as the reason for their visit, and clicking to add visitor information. The Appointment record displays historical data, and visitors can choose to withdraw or reschedule their appointments as needed.



4. Batch Import

13

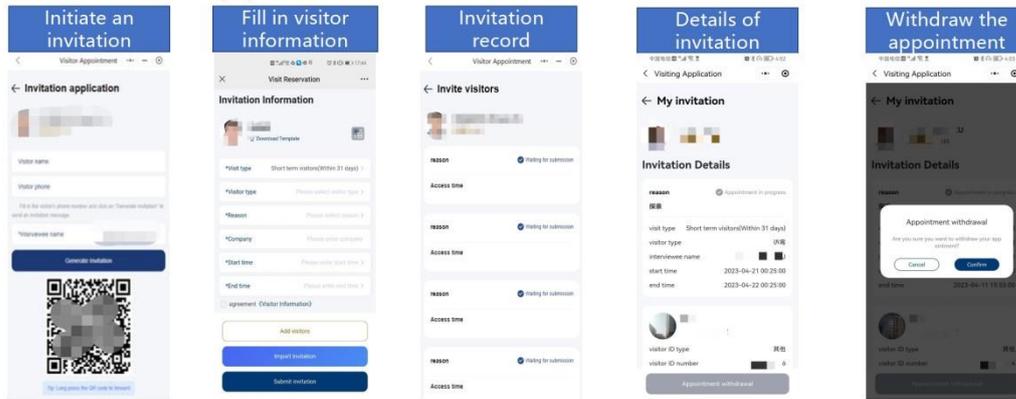
- Users can fill out reservation information in a downloaded template, and then click "Batch Import" on the homepage to upload the template file that has been filled from their mobile device.



5. Invitation

14

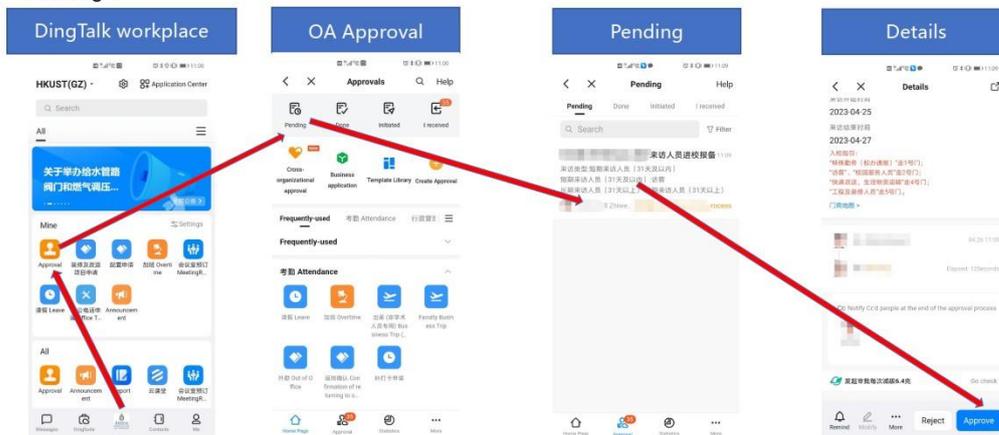
- Faculty and staff can generate an invitation QR code by providing the visitor's name and phone number on the Invitation page. The system also sends an SMS to the visitor. Visitors can fill out the invitation information by scanning the QR code or clicking on the link in the SMS. They can also download a template to add information and upload it to import multiple invitations at once.
- The Invitation record displays historical data and allows visitors to view invitation details and withdraw invitations.



6. DingTalk Approval

15

- After visitors submit a reservation/invitation, the visit application form will be pushed to "DingTalk-OA Approval" for processing. Faculty and staff can complete the approval process through "DingTalk-Workplace-OAApproval-Pending".



7. Entry into the campus

8

Walk in

Scan the face or using the ID card to walk in through gate 2 or gate 5.



Drive in

Pre-registered vehicles will be automatically identified for barrier access.



Part 8. Campus Map (Internal version)

Introduction: The campus map is based on the real scenes of the campus, constructing a 3D realistic integrated map of indoor and outdoor spaces. Zooming in on the map can easily enter indoor spaces, with seamless transitions between indoor and outdoor areas, providing precise and fast navigation and positioning service. Achieves precise indoor and outdoor positioning through Bluetooth beacons.

Target Users: Staffs, students, family members, etc.

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn

1、 How to access the campus map ? 84

(1) Search method

Scan the following QR code with your mobile phone to enter the 香港科技大学广州 | 科大Go applets.



(2) Login

GZ campus account is the prefix of your GZ e-mail address (prefix@hkust-gz.edu.cn for staff and prefix@connecthkust-gz.edu.cn for students). Family accounts are applied for by the corresponding staff according to the management regulations.

1、 The map range visible varies for different roles and login methods 10

室内/室外 Indoor/Outdoor	楼栋名称 Name	教职工 Staff	学生 Student	家属 Family	访客/游客 Visitor/Tourist
		通过统一账号登录科大Go login with sso			免登陆或手机号码登录科大Go login with a phone number or without password
室外地图 Outdoor map	所有楼栋及室外场地 All buildings and outdoor facilities	√	√	√	√
室内地图 Indoor map	C1	√	√	√	×
	C2	√	√	√	×
	C3	√	√	√	√
	C4	√	√	√	√
	C5	√	√	√	√
	C6	√	√	√	√
	C7	√	√	√	×
	E	√	√	√	×
	W	√	√	√	×
	体育馆 Sports hall	√	√	√	×
	地下停车场 Underground parking lot	√	√	√	× (仅显示地下停车场出入口位置)
南区宿舍 South dormitory	×	×	×	×	
北区宿舍 North dormitory	×	×	×	×	
数据中心/能源中心/消防中心 Data/Energy/Fire service center	×	×	×	×	

2、 How is it different from normal map? 11

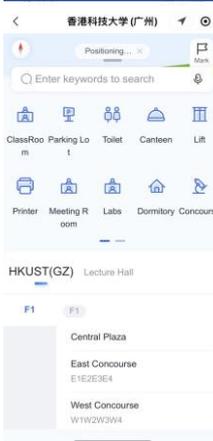
3D realistic indoor and outdoor map

- The campus map is based on the real scene of the campus and adopts a 3D realistic indoor and outdoor integrated map;
- Enlarge the map to enter the room, and switch between indoor and outdoor spaces seamlessly;
- Provide accurate and fast navigation and positioning services for teachers and students on campus.



3、 Interesting functions 12

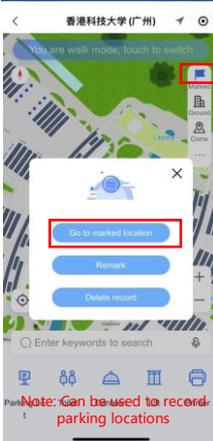
Search by Type



AR navigation



Navigate to a recorded location



Shared location with multiple people

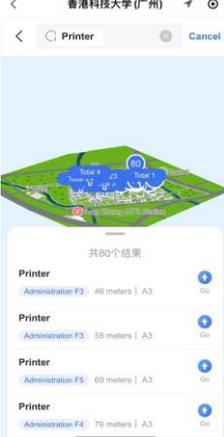


3、 Interesting functions 13

Location sharing



Find a nearby printer



Find a nearby AED



Find a nearby vending machine



Note: Find the office or meeting rooms.

Part 10. Campus Map (External version)

Introduction: Provide maps and navigation functionality for the areas available for visitation.

Target Users: Visitors, tourist, etc.

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn

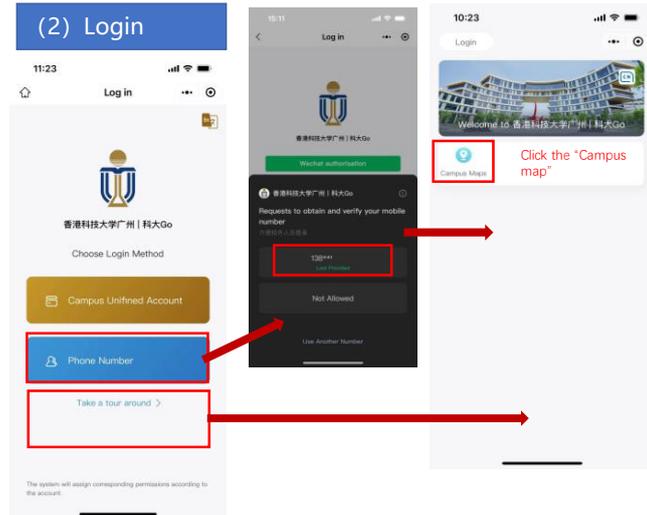
1、 How to access the campus map ? 85

(1) Search method

Scan the following QR code with your mobile phone to enter the 香港科技大学广州 | 科大Go applets.



(2) Login



1、 The map range visible varies for different roles and login methods 10

室内/室外 Indoor/Outdoor	楼栋名称 Name	教职工 Staff	学生 Student	家属 Family	访客/游客 Visitor/Tourist
		通过统一账号登录科大Go login with sso			免登陆或手机号码登录科大Go login with a phone number or without password
室外地图 Outdoor map	所有楼栋及室外场地 All buildings and outdoor facilities	√	√	√	√
室内地图 Indoor map	C1	√	√	√	×
	C2	√	√	√	×
	C3	√	√	√	√
	C4	√	√	√	√
	C5	√	√	√	√
	C6	√	√	√	√
	C7	√	√	√	×
	E	√	√	√	×
	W	√	√	√	×
	体育馆 Sports hall	√	√	√	×
地下停车场 Underground parking lot	√	√	√	× (仅显示地下停车场出入口位置)	
南区宿舍 South dormitory	×	×	×	×	
北区宿舍 North dormitory	×	×	×	×	
数据中心/能源中心/消防中心 Data/Energy/Fire service center	×	×	×	×	

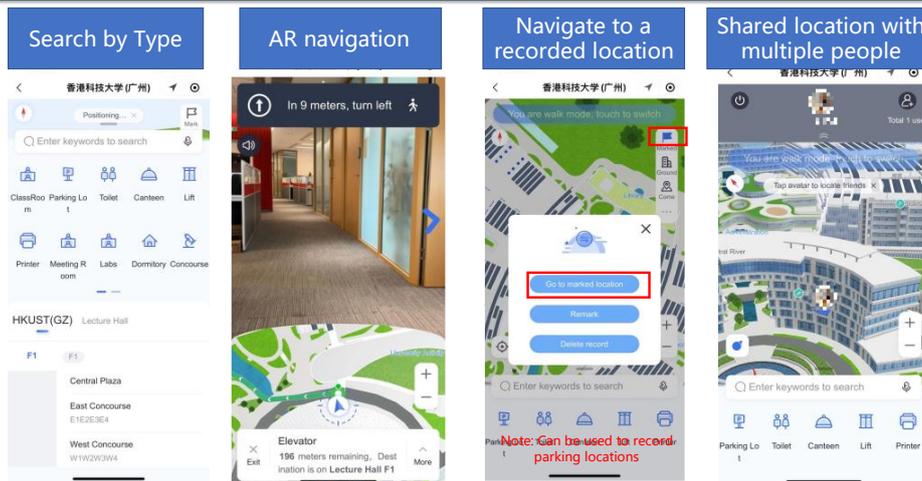
2、 How is it different from normal map? ¹¹

3D realistic indoor and outdoor map

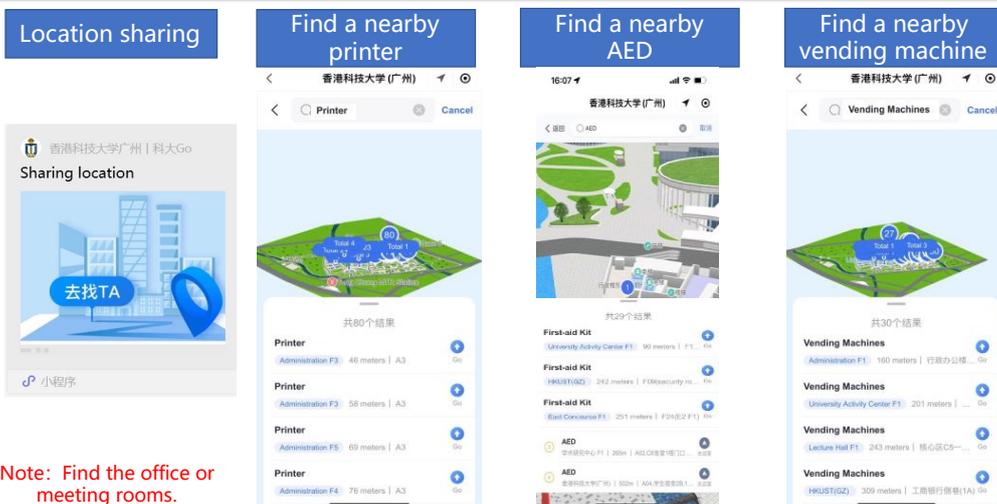
- The campus map is based on the real scene of the campus and adopts a 3D realistic indoor and outdoor integrated map;
- Enlarge the map to enter the room, and switch between indoor and outdoor spaces seamlessly;
- Provide accurate and fast navigation and positioning services for teachers and students on campus.



3、 Interesting functions ¹²



3、 Interesting functions ¹³



Note: Find the office or meeting rooms.

Part 11. Scan to borrow

Introduction: Provide mobile borrowing, renewal, and other functions, no need to go to the self-service terminal anymore, you can borrow or renew library books anytime, anywhere.

Target Users: Staffs, students, etc.

If you have any questions, please contact library@hkust-gz.edu.cn, or come to the Ask Us Desk on the 2nd Floor of the library during service hours (9am-5pm, Monday-Friday)

1 Access to "科大 | Go" (Choose One Option Below)

A



Scan the QR code with WeChat

B



Pull down on WeChat to enter "香港科技大学广州科大Go"

C

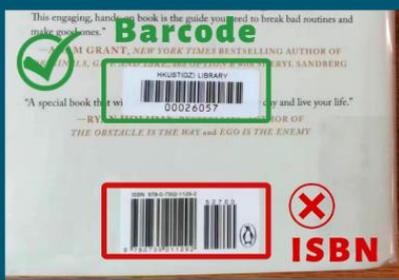


Follow the Library WeChat, select "Resource - Scan to Borrow"

2 Log in to Borrow Books

After opening the Mini Program, select "Internal Account" to log in with the Guangzhou campus account to borrow and renew books.



Tips:

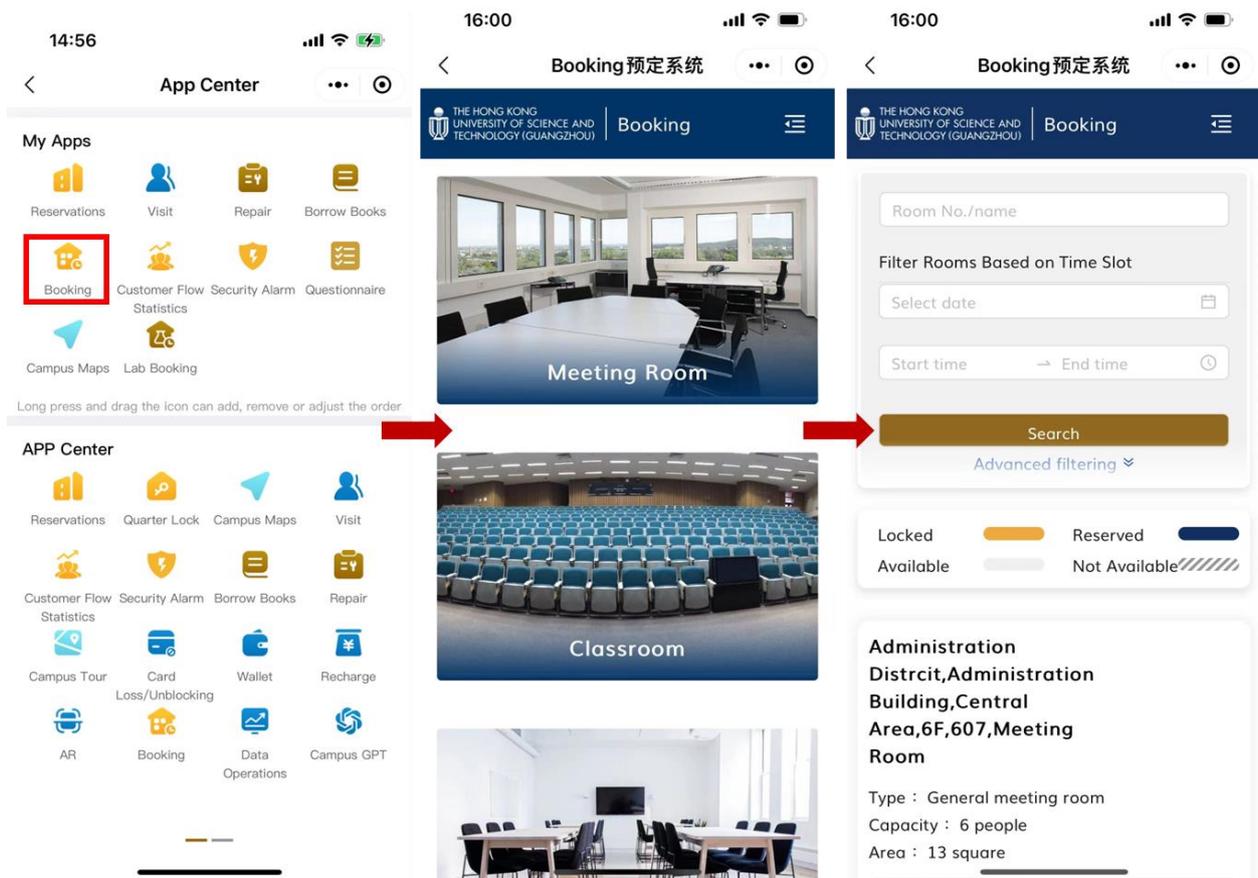
1. Scan the barcode at the back of the book instead of ISBN to borrow/renew books.
2. Please return books to the [library self-checkout machines/book drop boxes/the 2nd floor Ask Us Desk](#) for the [manual return](#).

Part 11. Booking

Introduction: Provide mobile booking for meeting rooms, classrooms, discussion rooms, library study rooms, etc., allowing users to book, view, modify, and cancel anytime and anywhere.

Target Users: Staffs, students, etc.

If you have any questions about the system, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn



Part 12. Campus GPT

Introduction: Assist our university in teaching, learning, scientific research, and management.

Target Users: Staffs, students, etc.

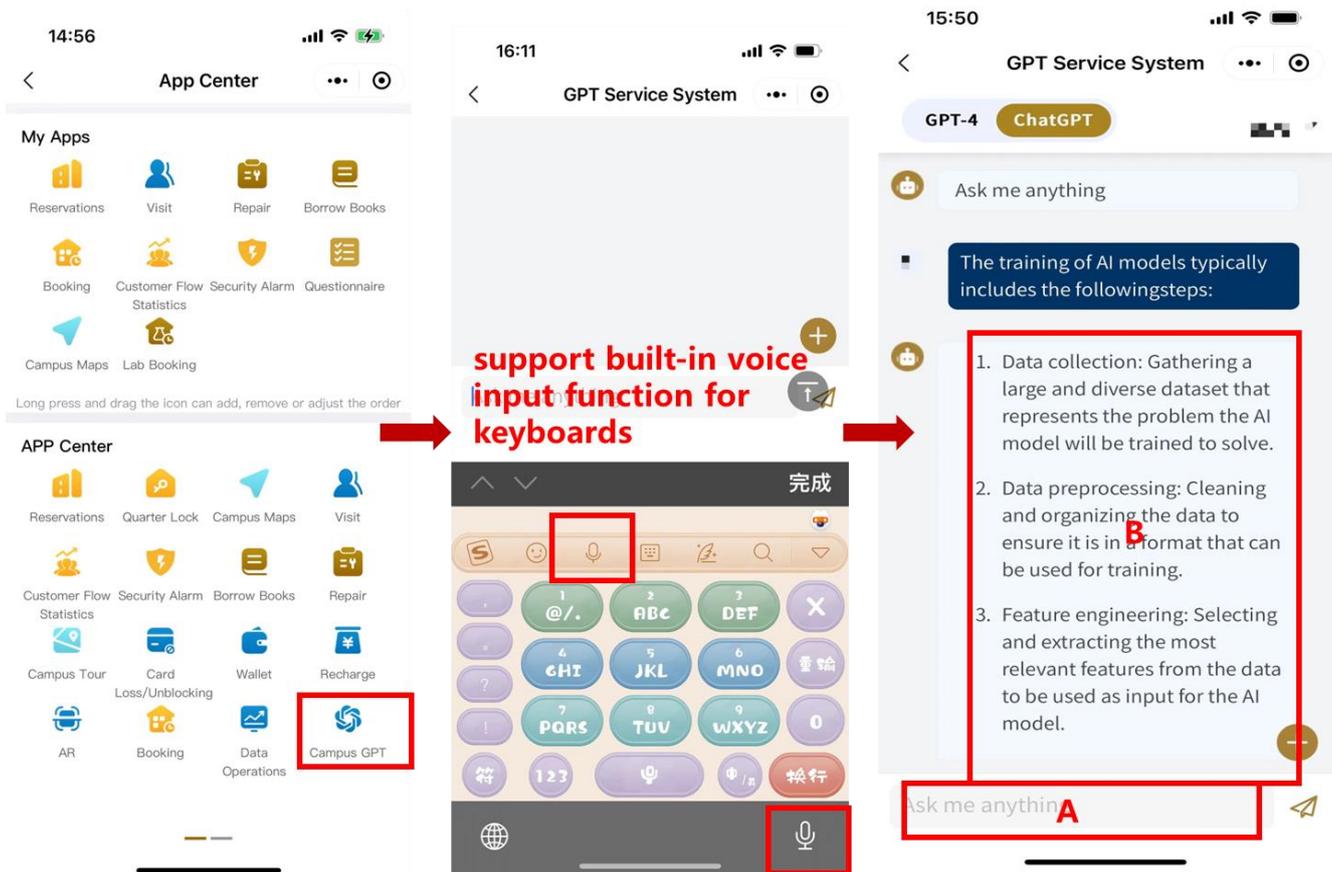
Service Principle: Users should bear all responsibility of using the service

(1) How to use:

please enter a question in the dialogue box and send it out. GPT will then answer the question automatically.

(2) For example, as shown below, after a user sent out a question in the red box A, the automatic answer from GPT displays in the red box B.

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn or file an incident on "科大 Go-Repair-IT-GPT "

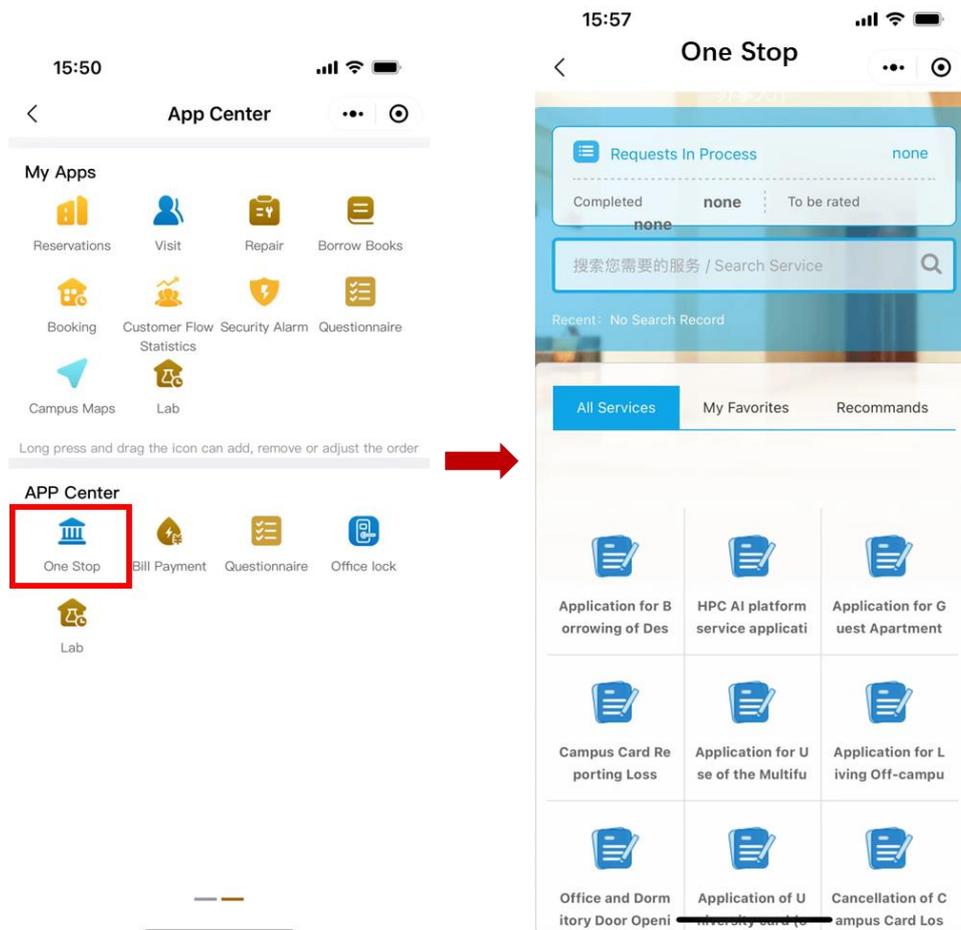


Part 13. Online one stop service

Introduction: Provide one-stop mobile service, including room reservation, student spouse campus card application (limited to couples), off-campus accommodation application for graduate students, HPC AI page service application, and more.

Target Users: Students

If you have any questions, please contact C1-E-1F one stop service center office during service hours, onestopservicecenter@hkust-gz.edu.cn.



Part 14. Quarter lock

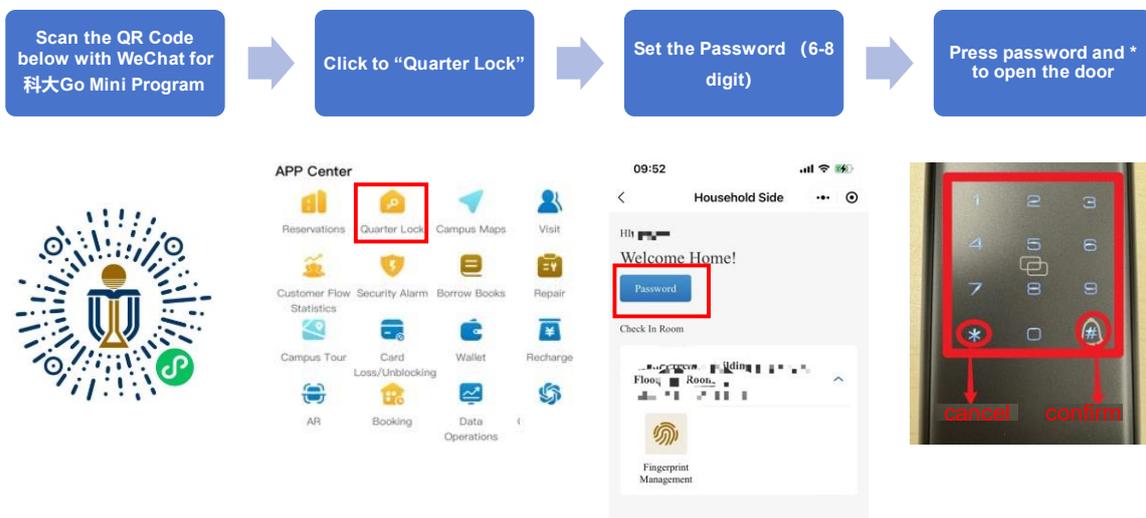
Introduction: Provide mobile app settings to change the password, set up the fingerprint, and other functions of the smart dormitory door lock.

Target Users: Staffs, students, etc.

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn or file an incident on "科大 Go-Repair-IT- Smart door locks "

1、 Set up password (6-8 digits)

Quarter Lock Password Setting



2、 Set up fingerprint

Quarter Lock Fingerprint Setting



Part 15. Office lock

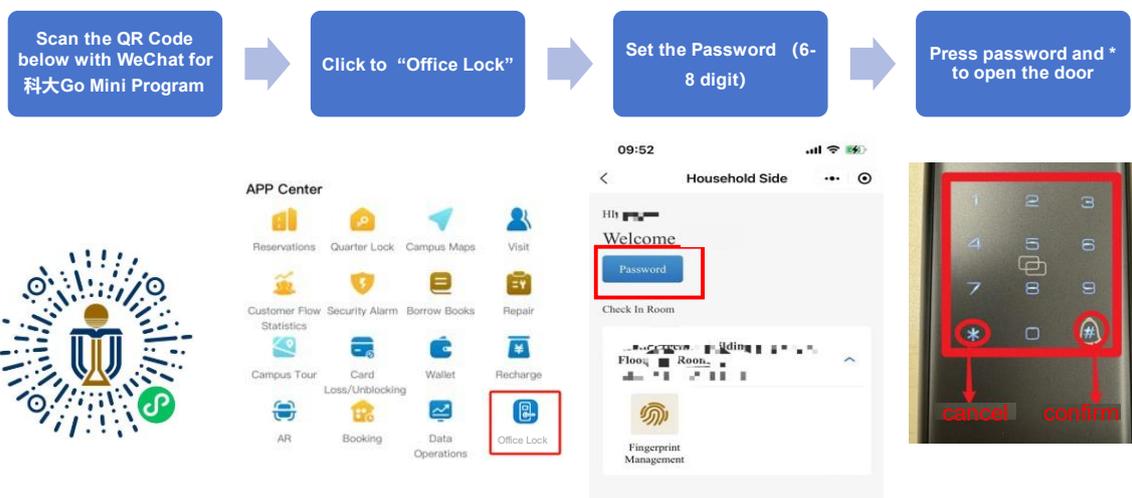
Introduction: Provide mobile app settings to change the password, set up the fingerprint, and other functions of the smart office door lock.

Target Users: Staffs, students, etc.

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn or file an incident on "科大 Go-Repair-IT- Smart door locks "

1、 Set up password (6-8 digits)

Office Lock Password Setting



2、 Set up fingerprint

Office Lock Fingerprint Setting

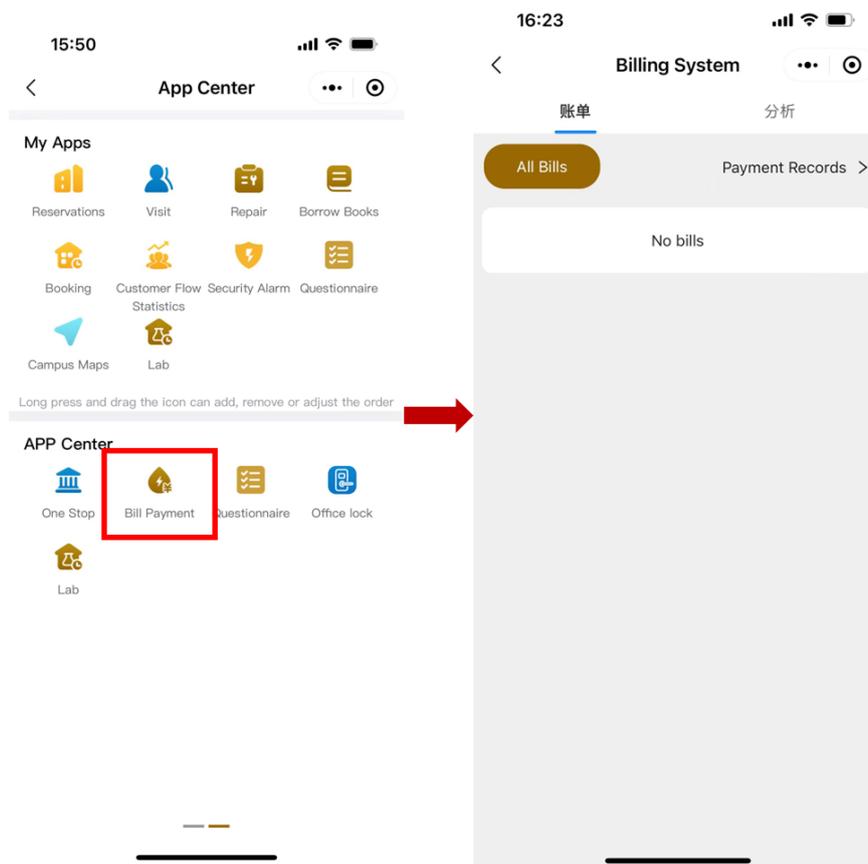


Part 16. Bill Payment

Introduction: It is used for non-academic fees (academic fees are paid through SFS), such as dormitory water and electricity fees. It provides functions such as charging, synchronizing bills, and viewing detailed expenses, supporting various payment channels such as campus card payment and WeChat payment.

Target Users: Staffs, students, etc.

If you have any questions, please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn or file an incident on "科大 Go-Repair-Dormitories- Bill appeal"



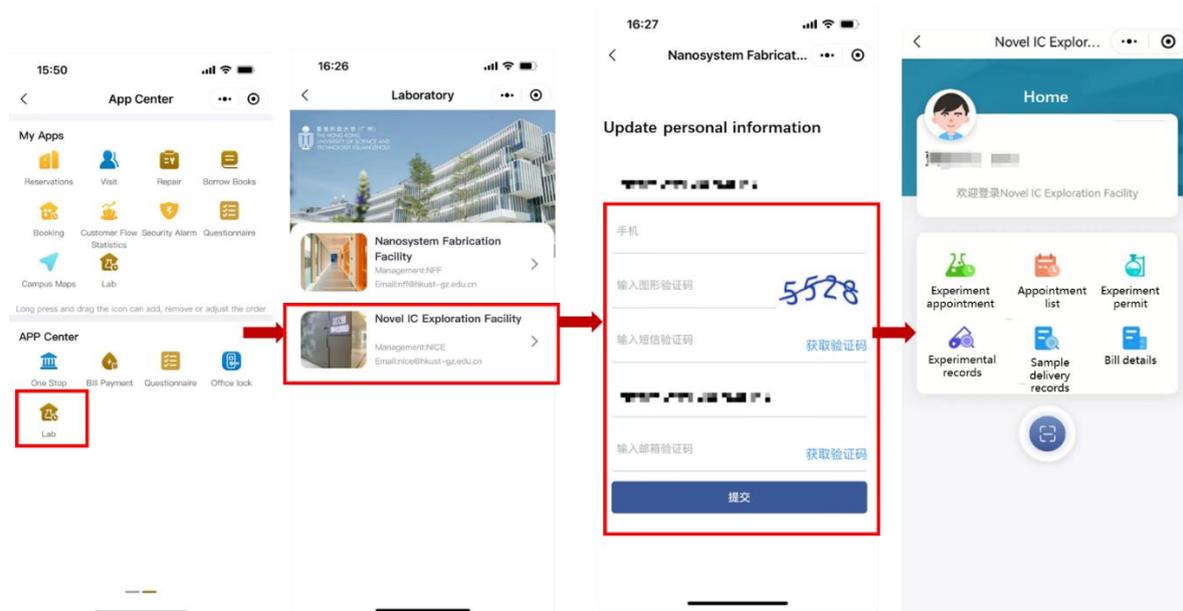
Part 17. NICE

Introduction: It is used for booking experimental equipment and sample delivery services.

Personal information needs to be completed for the first time.

Target Users: Staffs, students, etc.

If you have any questions, please contact nice@hkust-gz.edu.cn



Part 18. NFF

Introduction: It is used for booking experimental equipment and sample delivery services.

Personal information needs to be completed for the first time.

Target Users: Staffs, students, etc.

If you have any questions, please contact nff@hkust-gz.edu.cn

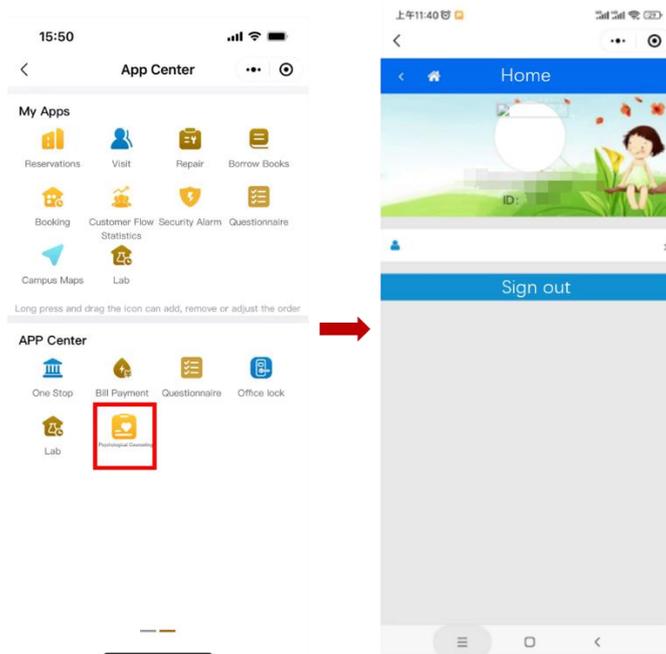


Part 19. Psychological counseling

Introduction: Used for booking free psychological counseling services at the student counseling center

Target Users: Students, etc.

If you have any questions, please contact OSA counseling@hkust-gz.edu.cn

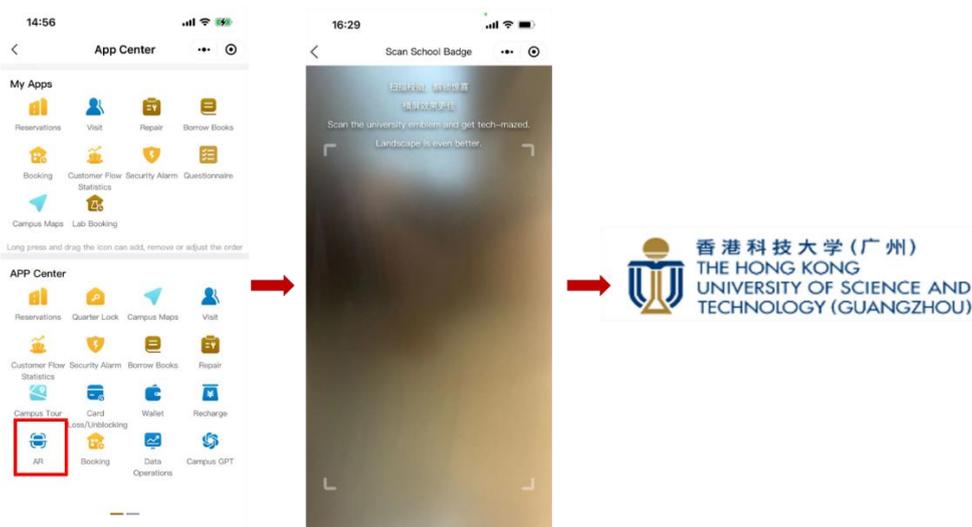


Part 20. AR

Introduction: To be used in conjunction with the 2023 undergraduate admission notification gift box. Scan the following school emblem to unlock surprises (please enjoy in landscape mode on your phone)

Target Users: Staffs, students, etc.

If you have any questions, please contact please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn



Part 21. Personal visit

Introduction: Provide reservation service for visitors to visit and tour the campus.

Target Users: Visitors, tourists, etc.

If you have any questions, please contact please contact IT service 020-88330101 or gzit@hkust-gz.edu.cn

