

Service Hours and Contacts

We provide support services to students on the usage of computing equipment in all learning centres and enquiry service of any IT-related matters provided by CUSCS. Students can seek help through the following channels:

Via Enrollment Counter of Each Centre

Students can seek assistance at the enrollment counter of each learning centre and the counter staff will contact the IT support staff who will render support immediately. Below please find the locations, and opening hours of each centre.

Centre	Counter Location	IT Service Hours*
Tsimshatsui Oriental Learning Centre (OC) & Tsimshatsui East Ocean Learning Centre (EOC)	13/F, Oriental Centre	Mon-Sat: 08:30-20:30 Sun: 08:30-17:00 Closed on Public Holidays (Lunch break on Sat & Sun: 13:00-14:00)
Tseung Kwan O Learning Centre (TKO)	G/F, Tseung Kwan O Learning Centre	Mon-Fri: 08:30-20:30 Sat: 08:30-17:00 Closed on Public Holidays (Lunch break on Sat: 13:00-14:00)
Central Learning Centre (BAT)	1/F, Bank of America Tower	Mon-Fri: 08:30-20:30 Sat: 08:30-18:30 Closed on Public Holidays (Lunch break on Sat: 13:00-14:00)

* If you want to seek IT assistance beyond the opening hours of the enrollment counters you can call the mobile number of the respective centre in case of emergency IT request. The mobile numbers are posted in each computer labs.

Via Email

Students can also send questions and inquiries of any CUSCS I.T. and related services via email at support@scs.cuhk.edu.hk, we will reply and answer each question and inquiry within 2 working days.