

教育局

雲端校管系統

雲端服務求助台用戶手冊

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目錄

1. 用戶指南.....	3
1.1 服務請求/查詢流程.....	3
1.2 需身份認證的事項列表.....	4
1.3 提交工單步驟.....	5
1.4 確認通知樣本.....	7
2. 用戶帳戶密碼更改指南.....	8
2.1 情況(一) – 正常密碼更改.....	8
2.2 情況(二) – 用戶密碼將於十四天後過期.....	9
2.3 情況(三) – 用戶密碼已經過期.....	10
2.4 情況(四) – 用戶忘記登入密碼.....	11
3. 故障排查.....	15
3.1 故障排查(一) – Access Denied 存取被拒.....	15
3.2 故障排查(二) – 無法接收來自雲端服務求助台的電子郵件.....	15

1. 用戶指南

1.1 服務請求/查詢流程

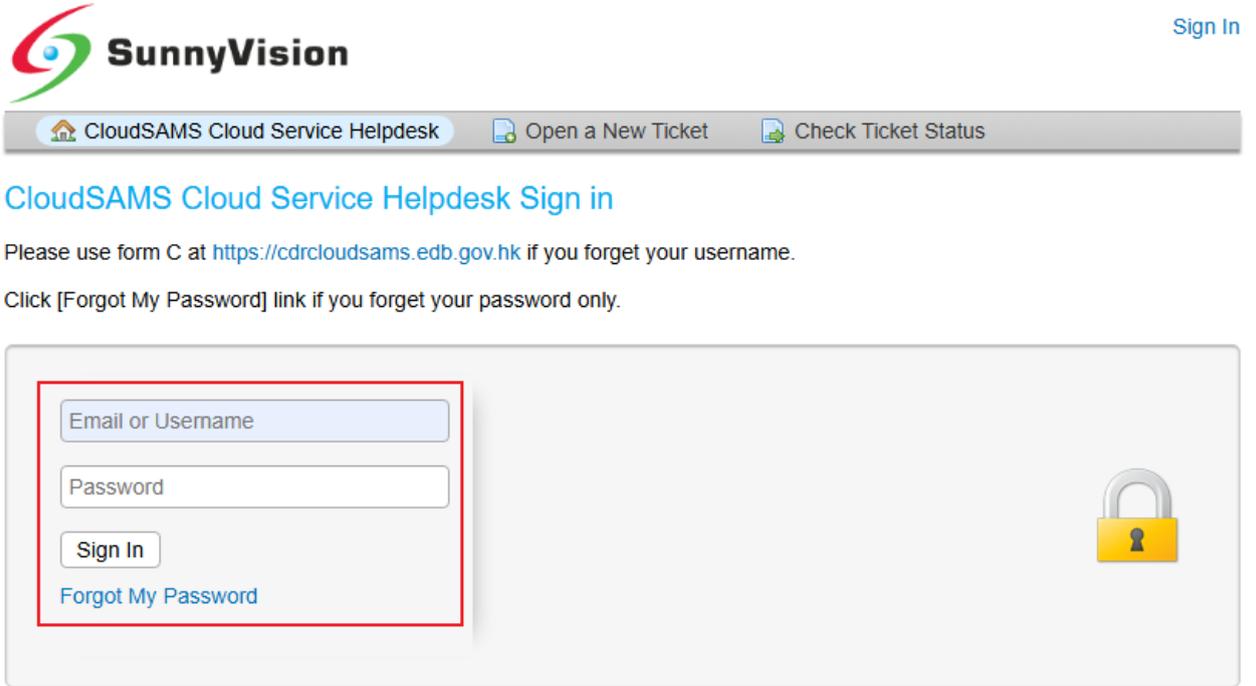
1. 用戶致電求助平台熱線 2802-0218 後，需要輸入電話識別碼（PIN），成功認證後請等待新力訊客戶服務部主任接聽電話。如果用戶輸入不正確的電話識別碼（PIN），通話將會自動掛斷。
2. 當新力訊客戶服務部主任接聽電話後，用戶須提供已登記的資料（包括姓名、電話號碼、電郵地址）以作核實身份。
 - a. 如跟進服務請求/查詢不需要進一步身份認證（詳見 1.2 需身份認證的事項列表），新力訊客戶服務部主任會在電話或以求助平台直接回覆。
 - b. 如跟進服務請求/查詢需要身份認證（詳見 1.2 需身份認證的事項列表）的話，用戶需登入雲端服務求助台系統提交工單（詳見 1.3 提交工單步驟），新力訊客戶服務部主任會將個案交由新力訊技術支援部跟進處理。
當新力訊技術支援部收到用戶的指示後，新力訊技術支援人員會透過雲端服務求助台系統向用戶發出確認通知（詳見 1.4 確認通知樣本）以作用戶批核及需身份認證。
如個案尚未獲批，新力訊技術支援人員不會執行任何服務請求。
3. 當服務請求/查詢完成後，新力訊技術支援人員會透過雲端服務求助台系統回覆用戶並標注個案完成。

1.2 需身份認證的事項列表

查詢事項	需要身份認證？
重啟系統	需要
額外備份一次	需要
查詢系統狀況	不需要
查詢虛擬私人網路（VPN）狀況	不需要
其他（例如任何系統改動）	需要

1.3 提交工單步驟

1. 用瀏覽器開啟並登入雲端服務求助台系統
<https://cloudsams.sunnyvision.com/login.php>



Sign In

CloudSAMS Cloud Service Helpdesk Open a New Ticket Check Ticket Status

CloudSAMS Cloud Service Helpdesk Sign in

Please use form C at <https://cdrcloudsams.edb.gov.hk> if you forget your username.
Click [Forgot My Password] link if you forget your password only.

Email or Username

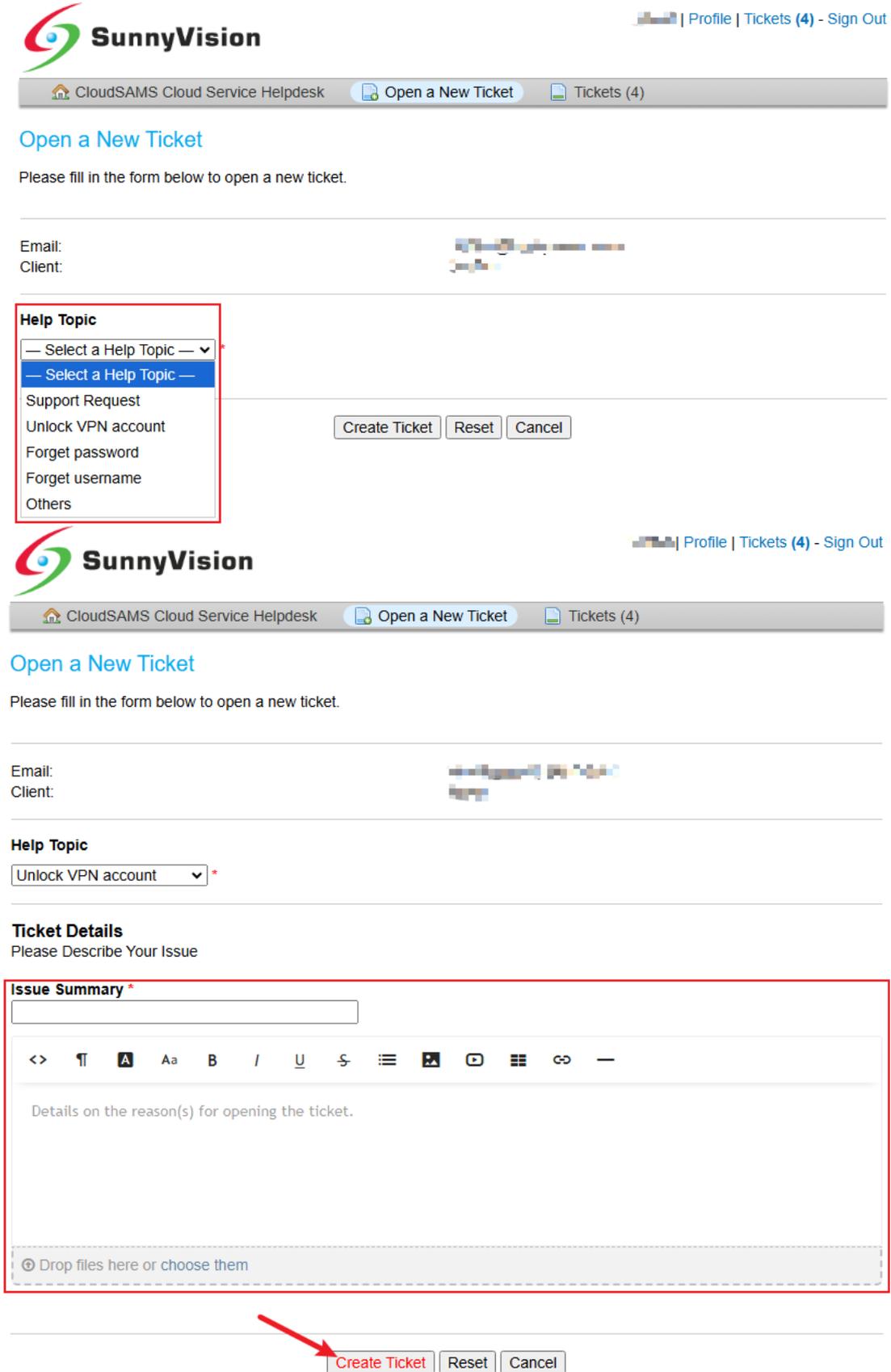
Password

Sign In

[Forgot My Password](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

- 成功登入後，按下“Open a New Ticket” 按鈕及輸入詳情，並按下“Create Ticket” 按鈕提交工單。用戶可留下聯絡資料於工單內容以便新力訊技術支援部跟進處理。



SunnyVision | Profile | Tickets (4) - Sign Out

CloudSAMS Cloud Service Helpdesk | Open a New Ticket | Tickets (4)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: [Redacted]
Client: [Redacted]

Help Topic

- Select a Help Topic —
- Select a Help Topic —
- Support Request
- Unlock VPN account
- Forget password
- Forget username
- Others

Create Ticket | Reset | Cancel

SunnyVision | Profile | Tickets (4) - Sign Out

CloudSAMS Cloud Service Helpdesk | Open a New Ticket | Tickets (4)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: [Redacted]
Client: [Redacted]

Help Topic

Unlock VPN account

Ticket Details

Please Describe Your Issue

Issue Summary *

[Redacted]

<> | [Rich Text Editor Icons]

Details on the reason(s) for opening the ticket.

Drop files here or choose them

Create Ticket | Reset | Cancel

1.4 確認通知樣本

當用戶收到以下由 cloudsams.cloudservice@sunnyvision.com 發出的確認通知後，用戶需以電郵或雲端服務求助台系統確認批核。當新力訊技術支援人員收到確認批核後，方會執行服務請求。

Re: Unlock VPN account



CloudSAMS Helpdesk <cloudsams.cloudservice@sunnyvision.com>
To [redacted]



Mon 10/28/2024 10:19 AM

Dear User,

Please reconfirm your request.

Best Regards,
Lion Ho
CloudSAMS Cloud Service Helpdesk
SunnyVision Limited

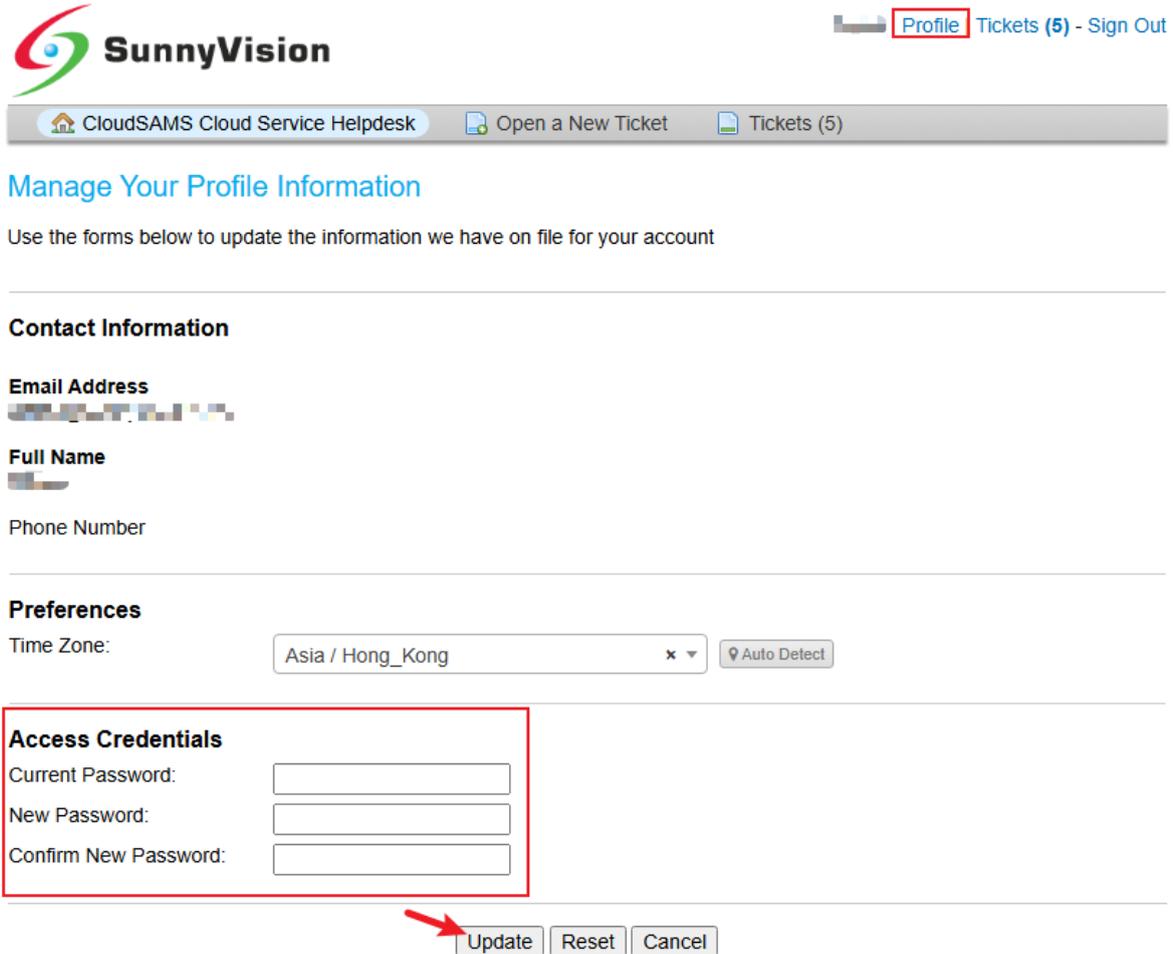
We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, reply to this email or [login to your account](#) for a complete archive of all your support requests and responses.

2. 用戶帳戶密碼更改指南

2.1 情況(一) – 正常密碼更改

如用戶需更改密碼，在仍然知道現有密碼情況下，可以按照以下步驟操作：

1. 登入雲端服務求助台系統（<https://cloudsams.sunnyvision.com>）。
2. 點選支援中心首頁右上角的「Profile」按鈕。
3. 在「Access Credentials」輸入目前密碼並輸入兩次新密碼。
4. 點選「Update」按鈕完成密碼更改操作。



The screenshot shows the SunnyVision user profile page. At the top right, there is a navigation bar with a user profile icon, the text "Profile", "Tickets (5)", and "Sign Out". Below this is a secondary navigation bar with "CloudSAMS Cloud Service Helpdesk", "Open a New Ticket", and "Tickets (5)". The main heading is "Manage Your Profile Information" with the instruction "Use the forms below to update the information we have on file for your account".

The "Contact Information" section includes fields for "Email Address", "Full Name", and "Phone Number".

The "Preferences" section includes a "Time Zone" dropdown menu set to "Asia / Hong_Kong" and an "Auto Detect" button.

The "Access Credentials" section is highlighted with a red box and contains three input fields: "Current Password:", "New Password:", and "Confirm New Password:". Below this section, there are three buttons: "Update", "Reset", and "Cancel". A red arrow points to the "Update" button.

2.2 情況(二) – 用戶密碼將於十四天後過期

如用戶收到用戶密碼過期提示電郵（如下），用戶可根據電郵中的步驟或情況(一)於雲端服務求助台系統中更改密碼。

如用戶已忘記現有登入密碼，亦可根據電郵中的步驟或情況(四)重設密碼。

From : noreply@sunnyvision.com

Subject : Your CloudSAM Cloud Service Helpdesk system password will expire in XX day

Content :

Dear XXX,

The login password of your CloudSAM Cloud Service Helpdesk system (<https://cloudsams.sunnyvision.com>) account (account name: XXX) will expire after XX day from now.

To change your password, you can follow to the following steps:

1. Login to CloudSAMS Cloud Service Helpdesk system (<https://cloudsams.sunnyvision.com>)
2. Click "Profile" button at the top rightmost of Support Center homepage
3. You can retype your current password and type new password twice under "Access Credentials" session
4. Click "Update" button to complete password changing action

The original password was sent to school from EDB by CDS message in CloudSAMS, before your school CloudSAMS migrate to the cloud platform.

If you have lost or forgotten your password, please visit CloudSAMS Cloud Service Helpdesk system and click 「Forgot My Password」 to reset password.

For enquiry, please contact the Cloud Service Helpdesk by calling tel: 2802-0218 or sending email to cloudsams.cloudservice@sunnyvision.com.

SunnyVision Limited, CloudSAMS Cloud Service Contractor

2.3 情況(三) – 用戶密碼已經過期

如用戶收到用戶密碼過期通知電郵（如下），用戶仍可根據電郵中的步驟於雲端服務求助台系統中更改密碼。用戶在下一次使用已過期的密碼成功登入雲端服務求助台系統之後，平台會強制要求用戶即時更改密碼。

如用戶已忘記登入密碼，亦可根據電郵中的步驟或情況(四)重設密碼。

From : noreply@sunnyvision.com
Subject : Your CloudSAMS Cloud Service Helpdesk system password expired
Content :
Dear XXX,

The login password of your CloudSAMS Cloud Service Helpdesk system (<https://cloudsams.sunnyvision.com>) account (account name: XXX) has already expired.

In your next login to CloudSAMS Cloud Service Helpdesk system (<https://cloudsams.sunnyvision.com>), you will be asked to change your password first, before continuing to use CloudSAMS Cloud Service Helpdesk system's service.

The original password was sent to school from EDB by CDS message in CloudSAMS, before your school CloudSAMS migrate to the cloud platform.

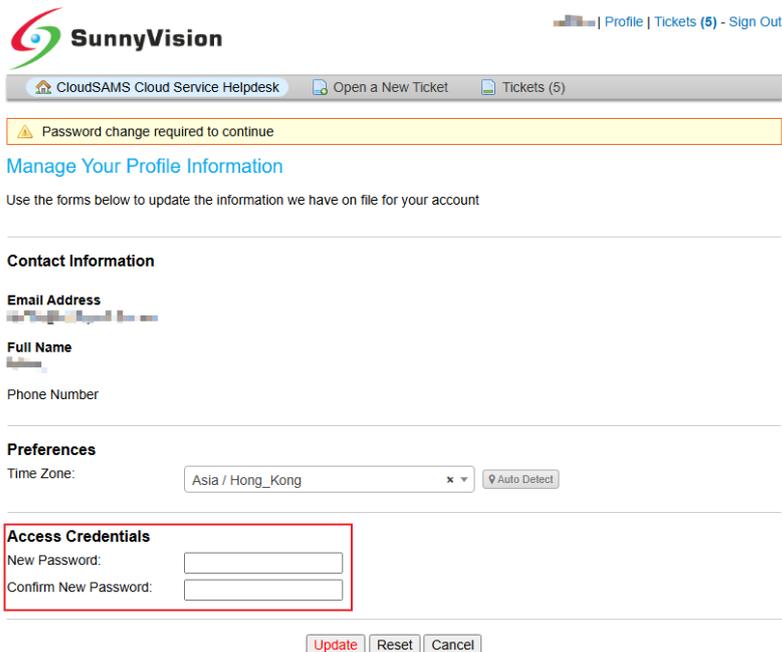
If you have lost or forgotten your password, please visit CloudSAMS Cloud Service Helpdesk system and click 「Forgot My Password」 to reset password.

For enquiry, please contact the Cloud Service Helpdesk by calling tel: 2802-0218 or sending email to cloudsams.cloudservice@sunnyvision.com.

SunnyVision Limited, CloudSAMS Cloud Service Contractor

強制要求用戶即時更改過期密碼的流程大約如下：

1. 用戶使用已過期的密碼登入雲端服務求助台（<https://cloudsams.sunnyvision.com>）。
2. 成功登入後會自動導向至「Profile」頁面。
3. 在「Access Credentials」輸入兩次新密碼。
4. 點選「Update」按鈕完成密碼更改方可繼續進行其他操作。



SunnyVision | Profile | Tickets (5) - Sign Out

CloudSAMS Cloud Service Helpdesk | Open a New Ticket | Tickets (5)

⚠ Password change required to continue

[Manage Your Profile Information](#)

Use the forms below to update the information we have on file for your account

Contact Information

Email Address
Full Name
Phone Number

Preferences

Time Zone: Asia / Hong_Kong | Auto Detect

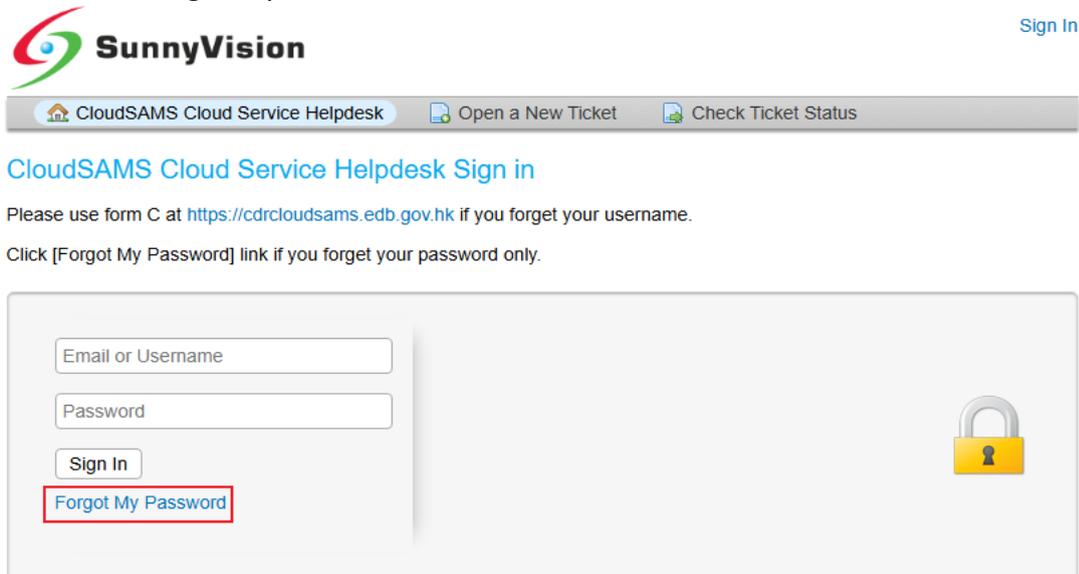
Access Credentials

New Password:
Confirm New Password:

2.4 情況(四) – 用戶忘記登入密碼

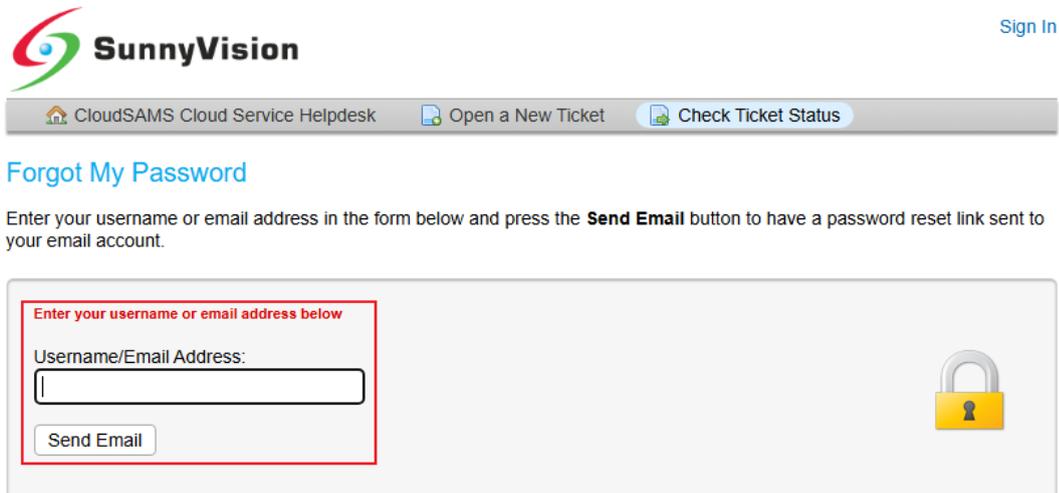
如用戶忘記登入密碼，可以按照以下步驟重設密碼：

1. 於雲端服務求助台（<https://cloudsams.sunnyvision.com/login.php>）系統登入頁面點選「Forgot My Password」按鈕。



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

2. 填寫用戶帳戶的 Username 或帳戶關聯 Email Address，點選「Send Email」按鈕。



點選「Send Email」按鈕後將看到此畫面。

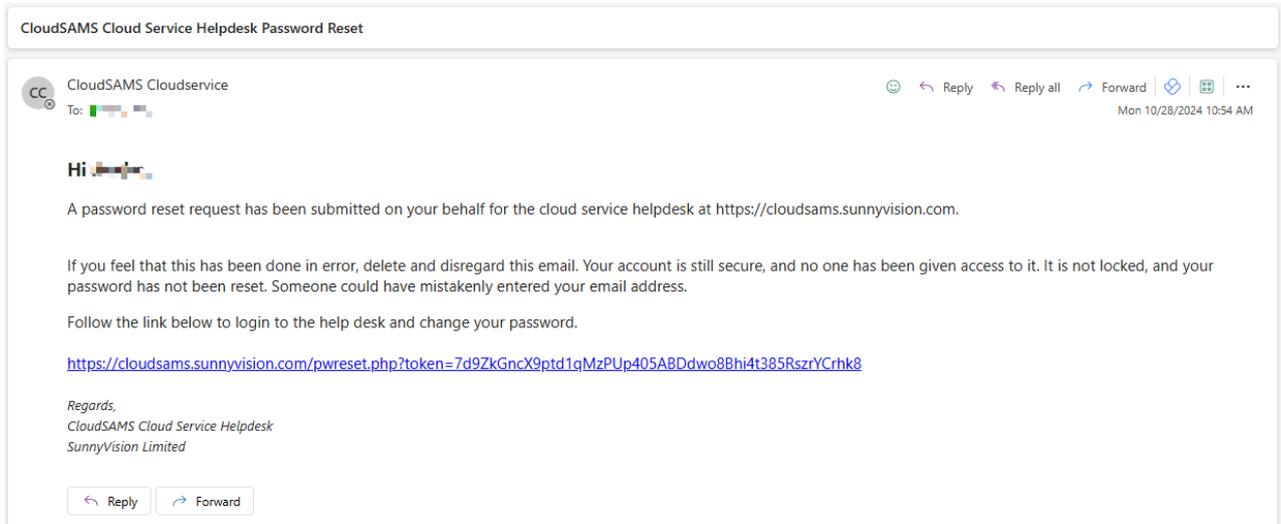
Forgot My Password

Enter your username or email address in the form below and press the **Send Email** button to have a password reset link sent to your email account.

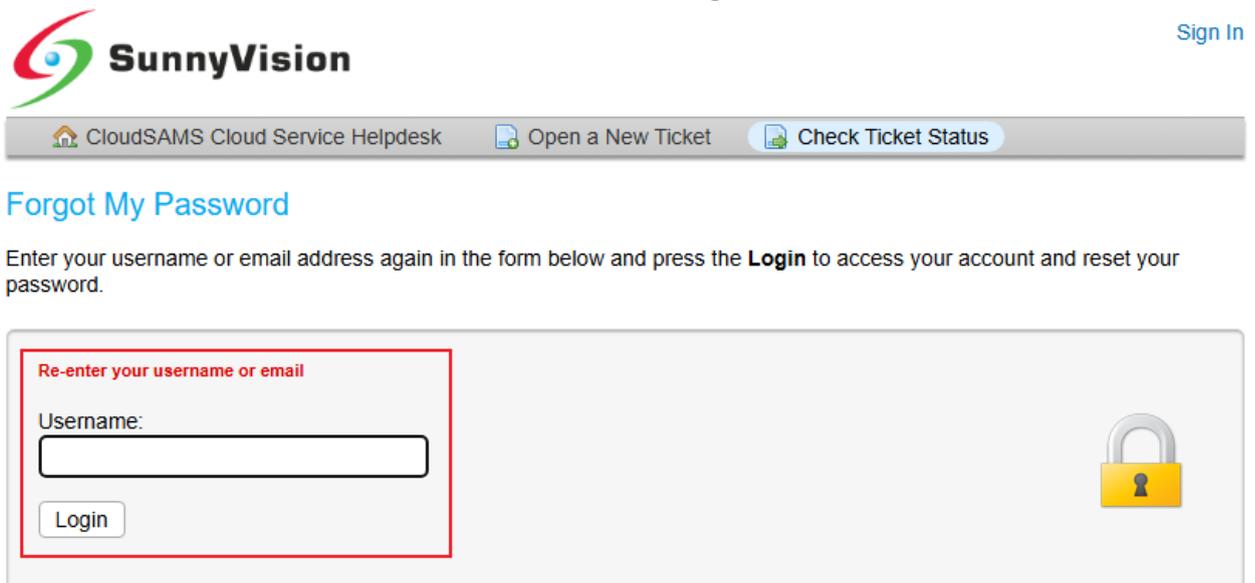
If the information you've provided is valid, a password reset email will be dispatched to the email address associated with your account. Should you not receive the email within 5 minutes, kindly inspect your junk mail folder or reach out to CloudSAMS Cloud Service Helpdesk at 28020218 or cloudsams.cloudservice@sunnyvision.com.



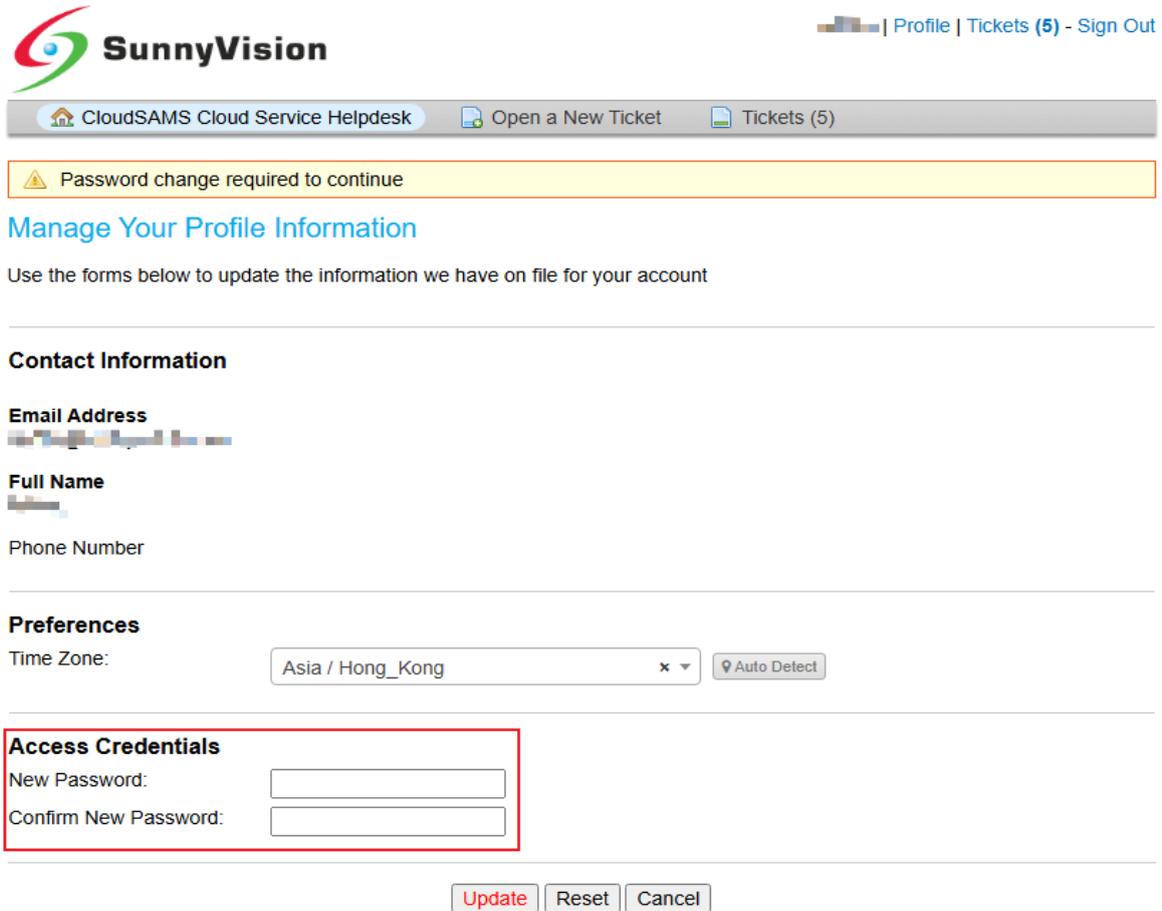
3. 如輸入正確，密碼重設電子郵件 (請參閱下面的範例電子郵件) 將會傳送到與用戶帳戶關聯的電子郵件地址。



4. 點選電子郵件中的重設密碼連結後，將打開以下畫面。請再次填寫用戶帳戶的 Username 或帳戶關聯 Email Address，點選「Login」按鈕。

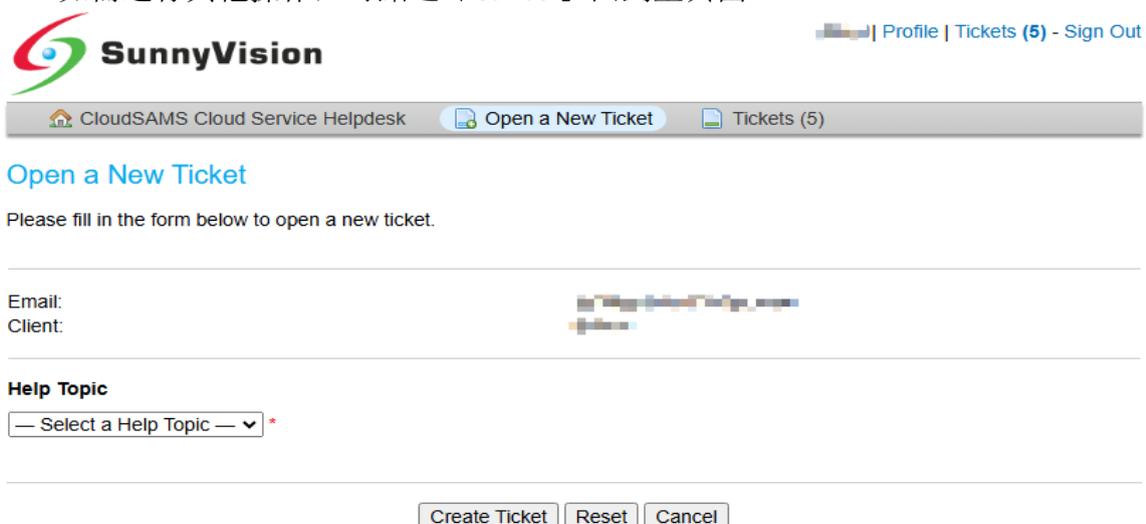


- 然後重設密碼，點選「Update」按鈕。



The screenshot shows the SunnyVision user profile page. At the top right, there are links for 'Profile | Tickets (5) - Sign Out'. Below the header, there are navigation links: 'CloudSAMS Cloud Service Helpdesk', 'Open a New Ticket', and 'Tickets (5)'. A yellow warning banner states 'Password change required to continue'. The main heading is 'Manage Your Profile Information', followed by the instruction 'Use the forms below to update the information we have on file for your account'. The page is divided into sections: 'Contact Information' (with fields for Email Address, Full Name, and Phone Number), 'Preferences' (with a Time Zone dropdown set to 'Asia / Hong_Kong' and an 'Auto Detect' button), and 'Access Credentials' (highlighted with a red box, containing 'New Password:' and 'Confirm New Password:' input fields). At the bottom of the 'Access Credentials' section are three buttons: 'Update', 'Reset', and 'Cancel'.

- 如看到以下畫面，表示密碼重設已完成。
如需進一步提交工單，請繼續填寫資料並點選「Create Ticket」。
如需進行其他操作，可點選「Cancel」回到主頁面。



The screenshot shows the SunnyVision 'Open a New Ticket' page. At the top right, there are links for 'Profile | Tickets (5) - Sign Out'. Below the header, there are navigation links: 'CloudSAMS Cloud Service Helpdesk', 'Open a New Ticket', and 'Tickets (5)'. The main heading is 'Open a New Ticket', followed by the instruction 'Please fill in the form below to open a new ticket.'. The form includes fields for 'Email:' and 'Client:'. Below these is a 'Help Topic' dropdown menu with the text '— Select a Help Topic — *'. At the bottom of the form are three buttons: 'Create Ticket', 'Reset', and 'Cancel'.

如 5 分鐘內沒有收到相關的密碼重設電子郵件，用戶可重覆以上步驟再作嘗試。如仍無法解決問題，請參考故障排查(二)。

3. 故障排查

3.1 故障排查(一) – Access Denied 存取被拒

如用戶遇到 Access Denied 的情況，可以按照以下步驟操作：

1. 如用戶知道正確的密碼，可再次嘗試重新登入。
2. 如果仍然遇到 Access Denied 的情況，請嘗試點選「Forgot My Password」按鈕，根據情況(四)的步驟重設密碼。

3.2 故障排查(二) – 無法接收來自雲端服務求助台的電子郵件

1. 檢查要求密碼重設時輸入的電子郵件地址是否正確，即學校向教育局登記雲端服務的學校聯絡人時所提交的聯絡人電郵地址。
2. 檢查該電郵地址郵箱中的垃圾郵箱是否收到相關密碼重設電子郵件。
3. 請聯繫雲端服務求助台以進一步排查電郵接收問題。
4. 如學校只是收不到系統發出的密碼重設郵件，而能夠正常收到求助台人員發出的其他郵件，學校可選擇透過填寫表格，要求雲端服務承辦商手動重設密碼：

表格下載: 雲端校管系統雲端服務網頁 (<https://cdrcloudsams.edb.gov.hk>)

雲端服務 --> 常用申請表 --> 雲端服務求助台客戶服務申請表 (表 C)

5. 但如果學校無法接收任何由求助台發出的電郵，請聯繫學校內部的電郵系統管理員排查電子郵件接收問題。