# Community Service Record System

---

# User Guide for NGO Users

July 2023

City University of Hong Kong

香港城市大學
City University of Hong Kong

# Table of Contents

# 1. Account Management

## 1.1 Register as NGO

Please visit this URL to start your registration: https://banweb.cityu.edu.hk/pls/PROD/SLRS_CITYU.NGO_REG

## Register as Work Partner 申請成爲合資格機構

### Details of Organization 機構資料

Organization name (English) 機構名稱 (英)*

Organization name (Chinese) 機構名稱 (中)*

Organization address 機構地址*

Service types to be provided 提供的服務類型*

☐ Animal rescue 動物援助機構服務

☐ Children 兒童服務

☐ Community care & development 社區關懷及發展服務

☐ Elderly 長者服務

☐ Family 家庭服務

☐ Youth 青少年服務

☐ Others 其他

### Contact person 聯絡人資料

Contact persons can login on behalf of the organization, you will be able to add more.
Please ensure emails are active and accurately included, as you will login via the recorded email.

聯絡人將能以組織名義登入，獲審批後可以添加其他聯絡人。
聯絡人的電郵會於登入時認證用，請確保填寫正確有效的電郵。

| Name 名稱* | Email 登入用電郵* | Phone 電話* | Job Title 職位* |
| --- | --- | --- | --- |
|  |  |  |  |

Add a new row 新增一行

Submit Registration 提交申請

Fill in all the required fields, and press "Submit Registration".

Submitted registration request will be delivered to Student Development Services (SDS). They will inform you after reviewing your request. After approval, you may login with a contact person account via your given contact person email.

## 1.2 Login as NGO contact person

Visit CSRS to login: https://banweb.cityu.edu.hk/pls/PROD/SLRS_CITYU.NGO_LIST

First, input your registered email, and press button in the right to obtain a one-time password email.

### Login as Work Partner 聯絡人登入

Please login via your registered contact email. 請以註冊電郵登入。

Registered Email Address 已註冊電郵

[                                                    ]     [Request one-time password 寄送一次性密碼]

.

If the email is valid, you should see this:

(If you see "Email is Invalid", please ensure your given email is registered)

Registered Email Address 已註冊電郵

[dave.yu@cityu.edu.hk                               ]     [Reset OTP and resend Email 重新寄送新的一次性密碼]

Please check this email for one-time password. 請於郵箱檢視你的一次性密碼

One-time password 你的一次性密碼

[                                                    ]

[Login 登入]

Please check your mailbox, you should receive an email like this:

---

# CSRS one-time password

Please use the verification code below to sign in

## 152762

Please input this code within 10 minutes. If you did not request this, you can ignore this email.

Thanks,
City University of Hong Kong

---

Insert the 6-digit code from the email into "One-time password" field, then press "Login"

One-time password 你的一次性密碼

[152762                                              ]

[Login 登入]

If the code is correct, you are now logged in.

## 1.3 Account who represents multiple organizations

If your contact person account represents multiple organizations, you will have to choose one organization to represent during this login session.

If you want to change representing organization, please logout and login again.

### Select your representing profile 選擇你的代表機構

Your email is associated with more than one organizations, please choose the one you want to perform action with
你的電郵代表了多個機構，請選擇你本次希望代表的機構。

| Profile 機構 | PRO8_Test PRO8測試 | ⇕ |

Choose Profile 選擇機構

## 1.4 Edit organization details

From the left navigation bar, select "Organization profile" to view the organization detail.

You can edit the details. Please press "Save Profile Information" to save your changes.

My proposal
我的活動列表

Create new proposal
提交新活動計劃

Organization profile    1
編輯組織資訊

Manage contact persons
管理聯絡人資料

### Edit Organization Profile 編輯組織資訊

Name of Agency / Unit (English) 機構及單位名稱 (英)

Dave Internal Test 2023

Agency / Unit address 機構地址

21/F, The Hong Kong Federation of Youth Groups Building, 21 Pak Fuk Road, North Poin
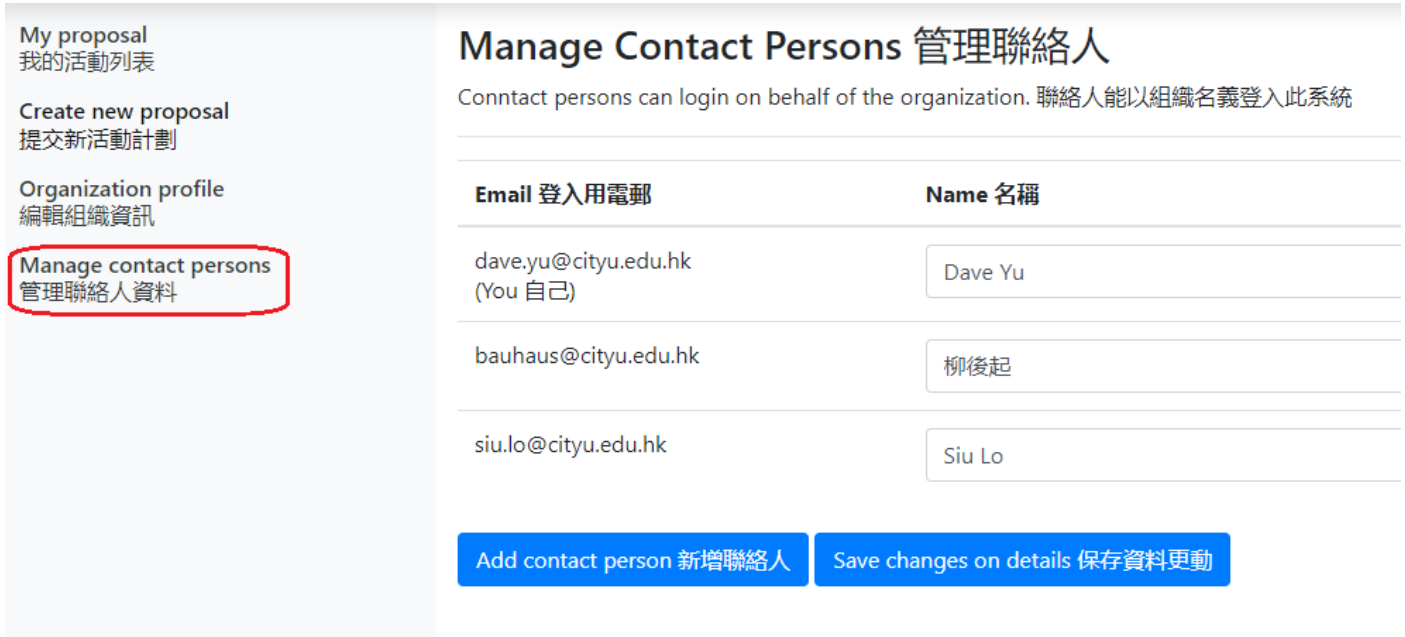
Service types to be provided 提供的服務類型

☑ Animal rescue 動物援助機構服務          ☐ Children 兒童服務

☐ Family 家庭服務                       ☑ Youth 青少年服務

Save Profile Information 保存     2

## 1.5 Manage contact persons accounts

From the left navigation bar, select "Manage contact person" to view contact person accounts under your organization.
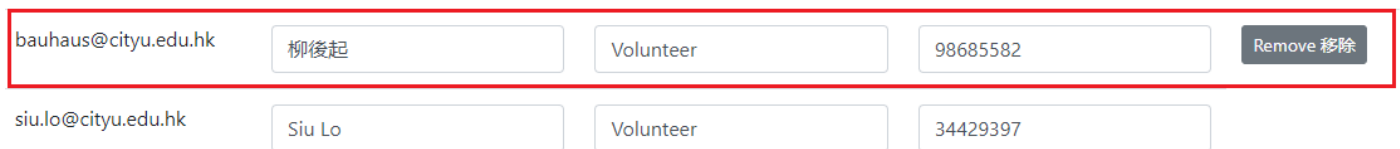
| Button | Description |
|---|---|
| Add contact person | Add a new contact person account under your organization |
| Save changes on details | Change details of contact person (name, post, phone) |

< Removing a contact person >

If a contact person is not associated with any CEP proposal, it can be removed.

However, please note that you cannot remove yourself.

(Not associated: Does not own, nor have access to any proposal records)

# 2. Create and Find your Proposal

## 2.1 Creating proposal

Press "Create new proposal" on the left menu to draft your proposal

You will see a form, where you need to fill in information of your service.

My proposal
我的活動列表

Create new proposal
提交新活動計劃

Organization profile
編輯組織資訊

Manage contact persons
管理聯絡人資料

Access Management Section (Manage who can access this record in CSRS)

**Manage who can access this record in CSRS**

| Can access 存取權 | Primary contact 主要聯絡人 | Contact Person Name 聯絡人名稱 | Email 電郵 |
|---|---|---|---|
| ☑ | ◉ | Dave Yu **(You 你)** | dave.yu@cityu.edu |
| ☐ | ○ | 柳後起 | fakeperson@cityu. |
| ☐ | ○ | Siu Lo | siu.lo@cityu.edu.hl |

This is a list of contact person accounts under your organization. These options can be changed after you submitted the proposal.

| Item | Description |
|---|---|
| Can access | If ticked, this contact person account can view & edit the proposal record from the "My proposal" menu. This allows multiple contact person to access this proposal. |
| Primary contact | As a primary contact person, he/she will receive more system emails about the activity record, and is more likely to be contacted by SDS.<br><br>There must be one primary contact person per activity. |

Details Section

Please fill in the details of your activities accordingly.

**Details of the community service 義工服務資料**

Service name (Chinese) 服務名稱 (中) *

Service name (English) 服務名稱 (英) *

Service Date / duration 服務日期 / 期間 (如: DD/MM/YYYY) *

Action Buttons

## Disclaimer

○ I, the undersigned, have read and understood "Note to Work Partner", agreed to and abide by notified.
我已閱讀及明白本計劃詳情及需知，同意及遵守須知。

| Submit proposal 提交申請 | Save as Draft 保存為草稿 |
|---|---|

| Item | Description |
|---|---|
| Submit proposal | Submit your proposal & notify SDS. |
| Save as Draft | Save your proposal as draft and does NOT send proposal to SDS. This allows you to save your progress of a unfinished proposal.<br><br>You can find your drafts under "My proposal". |

## 2.2 Review your proposals

Press "My proposals" on the left menu to view all of your proposal records.

This page includes list of:

My proposal
我的活動列表

Create new proposal
提交新活動計劃

Organization profile
編輯組織資訊

Manage contact persons
管理聯絡人資料

- Your created proposal
- Proposal shared to you
- Your drafts.

To access to your activity page, press the blue text of the activity record.

### Your Proposals 你的活動列表

| ID | Service title (ENG) 服務名稱(英) | Service title (CHI) 服務名稱(中) | Service date / duration 服務日期 / 期間 | Status 狀態 |
|---|---|---|---|---|
| 20230023<br>Enter activity page | [CEP] Visit Animal Shelter & Unfortunately Abandoned Animals with CityU Students | 愛心關懷。探訪動物收留所 | May - July 2023 | Ongoing 進行中 |

Status of activity / proposal

This indicates different states of a proposal.

| Status | Description |
|---|---|
| Pending 審核中 | SDS is **reviewing** your proposal, please kindly wait for an email reply. |
| Rejected 已拒絕 | Your proposal is **rejected**. No further action will be taken to your proposal. |
| Approved 已核准 /<br>Ongoing 進行中 | Your proposal is **approved**. SDS will proceed on your proposal. |
| Completed 已結束 | Your proposal is now read-only as it is marked as fully completed. |

## 2.3 Sharing Proposal with other contact persons

**Manage who can access this record in CSRS**

| Can access 存取權 | Primary contact 主要聯絡人 | Contact Person Name 聯絡人名稱 | Email 電郵 |
|---|---|---|---|
| ☑ | ⦿ | Dave Yu **(You 你)** | dave.yu@cityu.edu |
| ☐ | ○ | 柳後起 | fakeperson@cityu. |
| ☐ | ○ | Siu Lo | siu.lo@cityu.edu.hk |

Under the "Detail" of activity page, you should see a list of contact person accounts.

You can configure these to determine who can see your proposal.

| Item | Description |
|---|---|
| Can access | If ticked, this contact person account can view & edit the proposal record from the "My proposal" menu. This allows multiple contact person to access this proposal. |
| Primary contact | As a primary contact person, **he/she will receive important system emails** about the activity record, and is more likely to be contacted by SDS.<br><br>There must be one primary contact person per activity. |

All of your proposals, and any shared proposal can be viewed under 'My Proposals'

**Your Proposals 你的活動列表**

My proposal
我的活動列表

Create new proposal
提交新活動計劃

Organization profile
編輯組織資訊

Manage contact persons
管理聯絡人資料

| ID | Service title (ENG) 服務名稱(英) | Service title (CHI) 服務名稱(中) | Service date / duration 服務日期 / 期間 | Status 狀態 |
|---|---|---|---|---|
| 20230023 | [CEP] Visit Animal Shelter & Unfortunately Abandoned Animals with CityU Students | 愛心關懷。探訪動物收留所 | May - July 2023 | Ongoing 進行中 |
| 20220011 | Feel Love in Society | 感受愛 | May - July 2023 | Pending 審核中 |
| 20220009 | Visit Elderly Home | 愛心關懷。探訪老人院 | May - July 2023 | Completed 已結束 |

Press to enter proposal page

## 2.4 Edit your proposal

To access to your activity page, go to "My proposal" & press the blue text of the activity record.

### Your Proposals 你的活動列表

| ID | Service title (ENG) 服務名稱(英) | Service title (CHI) 服務名稱(中) | Service date / duration 服務日期 / 期間 | Status 狀態 |
|---|---|---|---|---|
| **20230023**<br>Enter activity page | [CEP] Visit Animal Shelter & Unfortunately Abandoned Animals with CityU Students | 愛心關懷。探訪動物收留所 | May - July 2023 | Ongoing 進行中 |

In your activity page, you can see a form with details of proposal

### Service Page 活動頁

| Details 詳情 | Participants 參與者 | Attendance 出席記錄 | Feedback 提交反饋 | Media Sharing 媒體分享 |

**Service record ID (CSRS) 服務編號:** 20230023
**Status 狀態:** Ongoing 進行中
**Service name (Chinese) 服務名稱（中）:** 愛心關懷。探訪動物收留所
**Service name (English) 服務名稱（英）:** [CEP] Visit Animal Shelter & Unfortunately Abandoned Animals with CityU Students

**Background of Organization 機構資料**

| Name of Agency / Unit (Chinese) 機構及單位名稱 (中) | Name of Agency / Unit (English) 機構及單位名稱 (英) |
|---|---|
| 內測2023 | Dave Internal Test 2023 |

You may make changes to these fields.

After you make your changes, **scroll to the bottom and press "Save changes"**. This saves your edits & automatically notify SDS.

Save edits 保存更改

## 2.5 Review vetting result

Upon submission of your proposal, SDS will begin the review process. Once the process is completed, **you will receive an email on the vetting result on either approve and reject**. It looks like the following:

| |
|---|
| Dear Sir/Madam,<br><br>Your service proposal ([CEP] Visit Animal Shelter & Unfortunately Abandoned Animals with CityU Students / 愛心關懷。探訪動物收留所) is approved.<br><br>We will proceed to recruit student volunteers for this activity soon.<br><br>Once we shortlist the students, you will receive another notification for your further screening.<br><br>For any further changes to the activity details, please login CSRS to update your proposal directly.<br><br>Regards,<br>SDS, City University of Hong Kong |
| Dear Sir/Madam,<br><br>We are regret to inform you that your service proposal (Elderly Visit / 老人探訪) is rejected.<br><br>Regards,<br>SDS, City University of Hong Kong |

The status of the activity record reflects the vetting result.

### Your Proposals 你的活動列表

| ID | Service title (ENG) 服務名稱(英) | Service title (CHI) 服務名稱(中) | Service date / duration 服務日期 / 期間 | Status 狀態 |
|---|---|---|---|---|
| 20230023<br>Enter activity page | [CEP] Visit Animal Shelter & Unfortunately Abandoned Animals with CityU Students | 愛心關懷。探訪動物收留所 | May - July 2023 | Ongoing 進行中 |

| Status | Description |
|---|---|
| Pending 審核中 | SDS is **reviewing** your proposal, please kindly wait for an email reply. |
| Rejected 已拒絕 | Your proposal is **rejected**. No further action will be taken to your proposal. |
| Approved 已核准 / Ongoing 進行中 | Your proposal is **approved**. SDS will proceed on your proposal. |

# 3. Actions for approved activities

## 3.1 View participants

SDS will recruit participants from CityU after they have approved your activity.

When they have completed the recruitment, you will be able to see a list of participants within CSRS.

Please go to the activity page of your proposal. On the top navigation bar, find "Participants".

| Details 詳情 | Participants 參與者 | Attendance 出席記錄 | Feedback 提交反饋 |
|---|---|---|---|
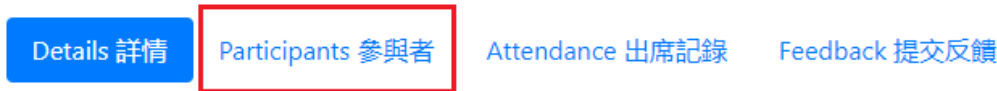
In this page, you will see a list of participants; these students will attend to your activity.

Depends on SDS's decision, you will have the email & phone number to contact these students.

SDS has shared participant list to you.

學生事務處提供了以下人選供你參考

2 participant(s) found. 2名參加者

| Student # | Student ID | Student Name 學生名稱 | Available Timeslot 偏好時段 | Email 電郵 | Phone 電話 | College 學系 | Department 部門 |
|---|---|---|---|---|---|---|---|
| 1 | 55730614 | SZG Lwva N | Saturday afternoon | evuamkvco7-@my.cityu.edu.hk | ☐ | Col. of Business | Accountancy |
| 2 | 57836047 | RWM Plqr Lqaw | Sunday Morning | dddtjo7-@my.cityu.edu.hk | ☐ | Col. of Business | Economics & Finance |

Export list as excel 將資料匯出至Excel

If you see message "No participants specified yet", please kindly wait for SDS to recruit participants. Once SDS has selected participants for you, you will receive an email notification to review participants on CSRS.

No participants specified yet. 尚未有參與者資料。

## 3.2 Upload attendance sheet

After the end of the activity, please upload attendance sheet on CSRS for SDS staff to follow-up.

| Details 詳情 | Participants 參與者 | **Attendance 出席記錄** | Feedback 提交反饋 |

1. Download attendance sheet template from CSRS. Please download the file.

**Upload Attendance Record 上載點名表**

Please submit attendance record by filling out the excel file
We have prefilled students information for you, you may start with the template: Download template

請提交活動的出席記錄供我們查閱。
我們已經爲你準備了點名紙底稿，請按下鏈接下載範本，並填寫空缺的部分，並上載。

| Your Excel File Excel文件 | Browse | Preview excel attendance record 準備上載 |

2. Open the file, you will see a formatted table containing a list of participants.
   Parts in blue are generated by CSRS. Parts in read are left blank intentionally for you, please fill in the blanks. After you made your edits, save your file and ready to upload.

| | A | B | C | D | E | F | G | |
|---|---|---|---|---|---|---|---|---|
| 1 | Student ID | Student Name 姓名 | Start Date 開始日期 | End Date 結束日期 | Expected total hours 預期總時數 | Actual training hours 實際訓練時數 | Actual service hours 實際服務時數 | Remarks 備注 |
| 2 | 56208660 | HIVBO Rvysgli | 2023/06/01 | 2023/07/18 | 7 | | | |
| 3 | 57836047 | RWM Plqr Lqaw | 2023/06/01 | 2023/07/18 | Generated 7 | fill in the blanks | | |
| 4 | 55686186 | YU Yui Chiu | 2023/06/01 | 2023/07/18 | 7 | | | (optional) |

(dates can be edited)

Description of fields on attendance sheet

| Field Name | Data Type | Description |
|---|---|---|
| Student ID | General | A list of student participants, pre-generated by CSRS. |
| Student Name | General | |
| Start Date | Date | When did the student participated in the activity? |
| End Date | Date | For one-day activity, please input the same date on both fields. |
| Expected total hours | Number | This is pre-generated by CSRS. |
| Actual training hours | Number | Hours spent for training & preparation for the service. You may reference "Expected training hours" on the detail of proposal.<br><br>Expected training hours 預計訓練總時數 *<br>2 |
| Actual service hours | Number | Hours spent on the actual service. You may reference "Expected service hours" of proposal.<br><br>Expected service hours 預計服務總時數 *<br>5 |
| Note 1: Actual training hours + Actual service hours = Expected total hours | | |
| Remarks | General | Any comment to this student. (optional) |

3. Upload your excel file via the Browse button (this action does not yet submit, see next step)

| Your Excel File Excel文件 | Browse |
| --- | --- |

4. The system will interpret your excel file and prompt you to preview your attendance sheet. If you are satisfied with the submission, press "Confirm to upload" to submit. Otherwise, "Close" and upload again.

Preview your upload 準備上載，檢查你的檔案 ✕

| Student ID | Student Name 姓名 | Start Date 開始日期 | End Date 結束日期 | Expected total hours 預期總時數 | Actual training hours 實際訓練時數 | Actual service hours 實際服務時數 | Remarks 備注 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 56208660 | HIVBO Rvysgli | 01/06/2023 | 18/07/2023 | 7 | 0 | 7 | |
| 57836047 | RWM Plqr Lqaw | 14/07/2023 | 15/07/2023 | 7 | 0 | 7 | hello |

Close 關閉    Confirm to upload 確認上載

5. After submission, your attendance sheet can be reviewed under "Current record". You can download attendance record for your reference.

Current record 當前出席記錄

| Student ID | Student Name 姓名 | Start Date 開始日期 | End Date 結束日期 | Expected total hours 預期總時數 | Actual training hours 實際訓練時數 | Actual service hours 實際服務時數 | Remarks 備注 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 56208660 | HIVBO Rvysgli | 01/06/2023 | 18/07/2023 | 7 | 0 | 7 | |
| 57836047 | RWM Plqr Lqaw | 14/07/2023 | 15/07/2023 | 7 | 0 | 7 | hello |

Download attendance record 下載點名記錄

If you would like to overwrite your uploaded record, simply upload again to replace your old record.

## 3.3 Write feedback form

After the end of the activity, please complete our feedback form on CSRS for SDS staff to follow-up.

| Details 詳情 | Participants 參與者 | Attendance 出席記錄 | **Feedback 提交反饋** |

**Feedback 提交反饋**

Please indicate your evaluation of the students in the following attributes of competencies by using the 5-point scale:
請選擇合適空格內以顯示您對學生服務表現的評估:

Q1.     他們能表露對服務社會的熱誠。
They show their passions in serving the community.
○ Strongly agree 十分同意     ○ Agree 同意     ○ Neutral 中立     ○ Disagree 不同意
○ Strongly disagree 十分不同意     ○ N/A

Q2.     他們有良好的團隊合作以致活動能有效地進行。
They have good team spirit to perform an effective programme.
○ Strongly agree 十分同意     ○ Agree 同意     ○ Neutral 中立     ○ Disagree 不同意
○ Strongly disagree 十分不同意     ○ N/A

Q3.     他們主動並樂於幫助服務受眾。
They are initiative and helpful towards service recipients.
○ Strongly agree 十分同意     ○ Agree 同意     ○ Neutral 中立     ○ Disagree 不同意
○ Strongly disagree 十分不同意     ○ N/A

Q4.     他們擁有足夠的知識和技能應付所負責的任務。
They possess sufficient technical knowledge or skill to carry out their tasks.
○ Strongly agree 十分同意     ○ Agree 同意     ○ Neutral 中立     ○ Disagree 不同意
○ Strongly disagree 十分不同意     ○ N/A

Q5.     我欣賞學生們整體的表現。
I am satisfied with the overall performance of the students.
○ Strongly agree 十分同意     ○ Agree 同意     ○ Neutral 中立     ○ Disagree 不同意
○ Strongly disagree 十分不同意     ○ N/A

Any other comments / suggestions?
其他意見?

[ ]

[ Save feedback 提交反饋 ]

## 3.4 View media

If SDS has shared resources to you, you may visit "Media Sharing" tab to access to the medias.

| Details 詳情 | Participants 參與者 | Attendance 出席記錄 | Feedback 提交反饋 | **Media Sharing 媒體分享** |

Click "Visit" to visit the resource page.

**Photo Sharing**

You can view/share activity photos in:

https://beaverton.sharepoint.com/:f:/s/sdscsrs/EiMTHnRgM6dEkXCyUundlgAB7dq2_wghr4IFCOgDg4ugfr

[ Visit 前往頁面 ]     [ Copy link 複製鏈接 ]

# 4. Help & Support

If you need any technical assistances, please contact Enterprise Solution Office.

| Name | Email |
|------|-------|
| Mr. Dave YU | dave.yu@cityu.edu.hk |
| Mr. Siu LO | siu.lo@cityu.edu.hk |

If you need assistances related to Community Engagement Programme, please contact SDS.

| Email |
|-------|
| sds.cep@cityu.edu.hk |