

USER GUIDE FOR COMPUTER WARRANTY SCHEME SYSTEM

I. Who can access CWS (Computer Warranty Scheme) system?

Only Computer Warranty Scheme (CWS) administrators (hereafter referred to as administrators) can access the CWS system for enquiring about records and/or subscribing computers to the scheme. Departmental Network Administrators (DNAs) and their Reliefs (RNAs) are the default administrators. DNAs/RNAs can delegate other colleagues from their departments as additional administrators. Each department can have a maximum of 5 administrators.

1. How to delegate CWS administrators?

After logging in the CWS, select “Administrator” tab. In the “Administrator” page, select the staff from the pull-down menu and then press the “Add Administrator” button.

Administrator				
	EID	Name	Phone	Post
Delete	ccyeungm	Mr. YEUNG		Manager

Mr. WONG

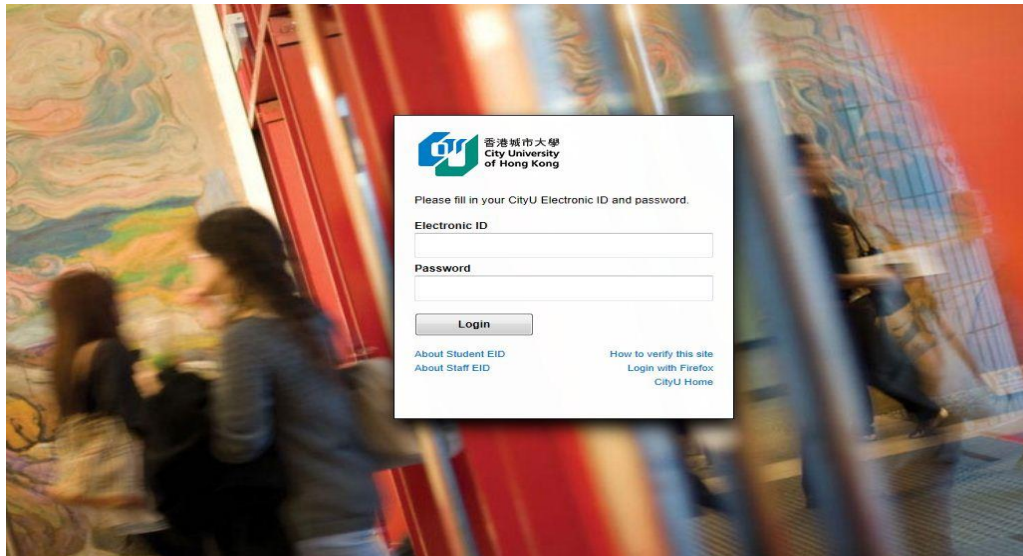
II. How to access CWS system?

- Choose the option “Computer Warranty Scheme” from the Work Desk Menu on a Staff LAN computer.

Work Desk - Tools for Windows 7/8

Administrative Tool Set	Forms
Banner System For Admin. Staff	CDFO Services/Work Request Form
Book Conference Room	Computer Warranty Scheme
Download EDM startup kits	CSC Work Request
Executive Dashboard (ED)	Lynda.com Online Learning

- Enter your EID and AIMS password.



- After successful login, you can access the system by selecting “CWS” if you are a CWS administrator.

Computing Services Centre
User Services

Home Staff Account Work Request **CWS** Help Logout

Computer Warranty Scheme of Department: CSC

Enquire/Subscribe Computer Warranty Scheme

Discard Change Save Change Submit Subscription

All Records Desktop in CWS Notebook in CWS

Administrator

Supplementary Sheet Excel File

User Guide

115 records are retrieved

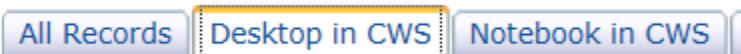
Subscribe All Subscribe None Export

Service Tag No	Brand	Model	PO	Shipment Date	CWS End Date	CWS Status	Continue to subscribe CWS?
9NG8GT1	Dell	VOSTRO 3360	562590	16 Sep 2012	31 Jan 2016	Current	<input type="radio"/> Yes <input type="radio"/> No
9MG8GT1	Dell	VOSTRO 3360	562590	16 Sep 2012	31 Jan 2016	Current	<input type="radio"/> Yes <input type="radio"/> No
DGG8GT1	Dell	VOSTRO 3360	562590	16 Sep 2012	31 Jan 2016	Current	<input type="radio"/> Yes <input type="radio"/> No
2PG8GT1	Dell	VOSTRO 3360	562590	16 Sep 2012	31 Jan 2016	Current	<input type="radio"/> Yes <input type="radio"/> No
FLG8GT1	Dell	VOSTRO 3360	562590	16 Sep 2012	31 Jan 2016	Current	<input type="radio"/> Yes <input type="radio"/> No

III. How to enquire about CWS records?

CWS administrators can enquire about their department’s desktop/notebook computers subscription records at any time.

There are 3 tabs to choose from – “All Records”, “Desktop in CWS”, and “Notebook in CWS”



1. "All Records" – This will show the historical CWS records of the department, including all desktops and notebooks under the current and the previous subscriptions. A list of desktops and notebooks which are eligible for the scheme but are currently not subscribing to it is also shown, and the department can consider adding them to the scheme, as appropriate, in the coming subscription period.
2. "Desktop in CWS" – This will show all the currently subscribed desktop computers.
3. "Notebook in CWS" – This will show all the currently subscribed notebook computers.

For example, if you want to enquire about the desktop computers currently covered by the CWS, you can click "Desktop in CWS".

Service Tag No	Brand	Model	Type Of Computer	PO	Shipment Date	Warranty End Date	CWS End Date
11W1VBX	Dell	OPTIPLEX 990,EPA,MT,KATSIKI	Desktop	555123	24 Jun 2011	24 Jun 2014	31 Jan 2016
12ZDVBX	Dell	Dell Optiplex 990DT: with Intel Core 15-2500 CPU,	Desktop	T00013A	01 Dec 2011	30 Nov 2014	31 Jan 2016
13ZDVBX	Dell	Dell Optiplex 990DT: with Intel Core 15-2500 CPU,	Desktop	T00013A	01 Dec 2011	30 Nov 2014	31 Jan 2016
14ZDVBX	Dell	Dell Optiplex 990DT: with Intel Core 15-2500 CPU,	Desktop	T00013A	01 Dec 2011	30 Nov 2014	31 Jan 2016

The total number of records retrieved is shown at the top left-hand corner of the list.

You can sort (both in ascending and descending sequence) the list by clicking any one of the column headings ('Service Tag No' is used in the above example). If you need to export the list to an Excel file, you can click the "Export" button at the top right-hand corner of the list.

TypeOfComputer	PO	ShipmentDate
Desktop	555123	6/24/2011 12:00:00 AM
Desktop	T00013A	12/1/2011

IV. How to renew CWS subscription?

During the CWS subscription period, 3 more tabs will be shown in the tab panel. There are up to 3 types of subscription lists depending on whether your department has computers falling into these categories.

1. Desktop computers between their 1st and 3rd year
2. Desktop computers between their 4th and 6th year
3. Notebook computers between their 1st and 6th year

Subscribe for Desktop (1-3 year)	Subscribe for Desktop (4-6 year)	Subscribe for Notebook (1-6 year)
----------------------------------	----------------------------------	-----------------------------------

Please note that the 3 above-mentioned subscription lists will show (i) new eligible computers received after the last CWS subscription exercise (CWS Status “New”), and (ii) the computers under the current subscriptions (CWS Status “Current”).

To facilitate the subscription, the “Subscribe All” and “Subscribe None” buttons will enable you to make all your respective choice with one click. Please note that your choice will NOT be saved until you have clicked the “Save Change” button. You can revert any individual choice before pressing the “Save Change” button.



Below are the step- by- step procedures. For example, you want to review and renew subscription for the desktop computers between 1st and 3rd year.

- Select “Subscribe for Desktop (1-3 year)” tab
- Select “Yes” if subscription is needed; otherwise choose “No”
- **Press “Save Change” to save the change.** Otherwise, no change will be saved (the “Save Change” button will turn red to remind you to save the change)
- If there are discrepancies between the CWS records and yours, please notify the Computing Services Centre (CSC) in the following ways.

a. **For eligible computers not on the lists**

New



- Select “Request for Adding Computers to CWS” tab and click “Add New Computer” on the right hand corner. A table will appear for users to add new computer.
- Fill in all the fields where “PO” (please fill in PO number if any) and “Remark” are optional.

Add New CWS

Service Tag No: CC20015

Type Of Computer: Desktop 'All-In-One' computer is considered as 'Notebook' in CWS

Brand: Dell

Model: Dell Optiplex * * include all submodels

PO: 562345

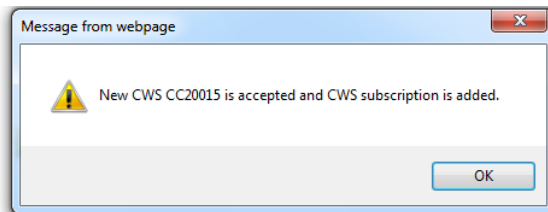
Shipment Date: 27/10/2015 PCs aged 6 or above are ineligible for CWS

Warranty Date: 26/10/2018

Remark: type your remark here

Add New CWS Quit

- The “Shipment Date” and “Warranty Date” should be entered in the format of “dd/mm/yyyy”.
- After entering the data, click “Add New CWS”. If the to-be-added computer has met all requirements for joining the CWS, A message similar to the following will pop up.



- The system will automatically approve the request and add the record to the corresponding subscription list with the “Yes” button for “Continue to Subscribe CWS?” turned on.

All Records Desktop in CWS Notebook in CWS Subscribe for Desktop (1-3 year) Subscribe for Desktop (4-6 year) Subscribe for Notebook (1-6 year)

Request for Adding Computers to CWS Administrator

90 records are retrieved Subscribe All Subscribe None Export

Service Tag No	Brand	Model	PO	Shipment Date	CWS End Date	CWS Status	Continue to subscribe CWS?
CC20015	Dell	Dell Optiplex	562345	27 Oct 2015		New	<input checked="" type="radio"/> Yes <input type="radio"/> No

- If the to-be-added computer has failed to meet any one of the requirements (e.g. age 6 or above, manufacturer’s warranty less than 3 years, etc.), the request for adding the computer to the CWS will not be accepted.
- If the model of the to-be-added computer is not on the model list, choose “Others” and specify the model for the CSC to verify if it is a supported model.

Add New CWS

Service Tag No: CC20019

Type Of Computer: Desktop 'All-In-One' computer is considered as 'Notebook' in CWS

Brand: HP

Model: [Empty] Please type model number for CSC's verification or its eligibility

PO: 562345

Shipment Date: 27/10/2015 PCs aged 6 or above are ineligible for CWS

Warranty Date: 26/10/2018

Remark: type your remark here

- The request will be sent to the CSC for verification and consideration.
- If the record is approved by the CSC, the Status of the record will be updated as “Accepted” and the record will be added to the corresponding subscription list with the “Yes” button for “Continue to Subscribe CWS?” turned on.
- If the record is disapproved by the CSC, the Status of the record will be updated as “Rejected” and will not be added to the corresponding subscription list.
- An email message on the progress status of all new requests will be sent to all administrators in your department for information. They may also enquire the status under the tab “Request for Adding Computers to CWS”.

b. For incorrect information on the subscription list

Please send email to “cscw@cityu.edu.hk” and provide details such as Service Tag No., etc. The CSC will verify the data and update the information in the CWS system.

- After all discrepancies have been rectified in the on-line system, and **ALL** the subscription lists been duly completed, press “Submit Subscription” for on-line submission. After submission, NO change is allowed.
- The system will send a CWS Reply Form with the finalized subscription list(s) through email to you and other administrators in your department. Please complete and sign the Reply Form with the authorized signature, and send it to the CSC within 5 working days to confirm your CWS subscription.