

Who can access CWS (Computer Warranty Scheme) system?

Only CWS administrators can access the system for enquiring and subscribing computer warranty records belonged to their departments. Department DNA and RNA are automatically included into the administrator list. The DNA/RNA can also add other colleagues from their departments into the administrator list. Altogether there are no more than 5 CWS administrators in each department.



The screenshot shows a web interface for managing CWS administrators. At the top, there is a tab labeled 'Administrator'. Below it is a table with the following columns: EID, Name, Phone, and Post. The table contains one row with the following data: EID: ccyeungm, Name: Mr. YEUNG, Phone: (partially obscured), Post: Manager. To the left of the table is a 'Delete' button. Below the table, there is a dropdown menu showing 'Mr. WONG' and an 'Add Administrator' button.

	EID	Name	Phone	Post
Delete	ccyeungm	Mr. YEUNG		Manager

Mr. WONG

How to access CWS system?

At the Work Desk menu of a Staff LAN PC, choose the option "Computer Warranty Scheme"



Work Desk - Tools for Windows (64-bit)



The screenshot shows a web interface for 'Work Desk - Tools for Windows (64-bit)'. It has two main panels. The left panel is titled 'Administrative Tool Set' and contains a list of tools: 'Banner System For Admin. Staff' and 'Bank Conference Room'. The right panel is titled 'Forms' and contains a list of forms: 'Computer Warranty Scheme' (which is underlined in red) and 'CCC Staff Data Management System Development'.

Administrative Tool Set	Forms
Banner System For Admin. Staff	Computer Warranty Scheme
Bank Conference Room	CCC Staff Data Management System Development

Then enter your EID and password

File Edit View History Bookmarks Tools Help

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https://auth.cityu.edu.hk

Connecting to CityU

Sign In

Sign in with your Electronic ID

Password

☐ Remember me

Sign In

Need help signing in?

After successful login, you can enter the system provided that you are CWS administrator.

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Online Services Computing Services Centre

Account Management Booking CWS Work Request 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

Subscribe for Notebook (1-6 year) Subscribe for Desktop (4-6 year) Subscribe for Desktop beyond 6 years

Request for Adding Computers to CWS Administrator

2,986 records are retrieved Service Tag No:

Export

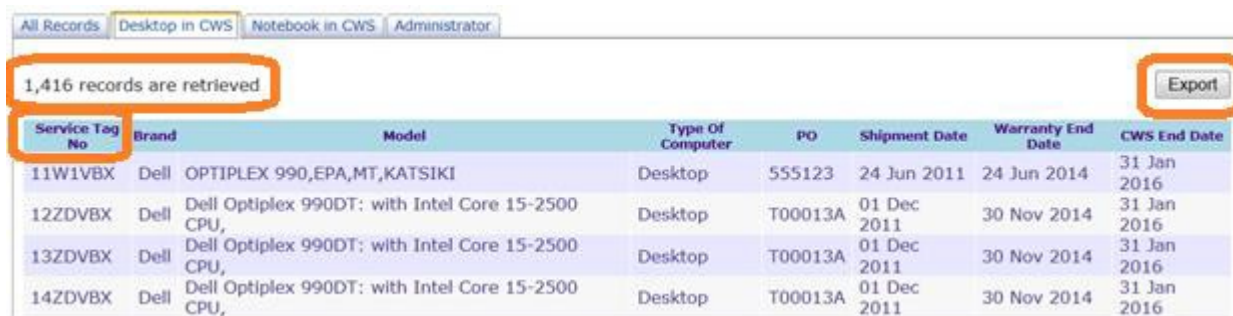
Service Tag No	Brand	Model	Type Of Computer	PO	Shipment Date	Warranty End Date	CWS End Date
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How to retrieve CWS records?

There are two types of computer records namely Desktop and Notebook. You can retrieve your department desktop and notebook which are still under CWS by choosing the corresponding tabs.



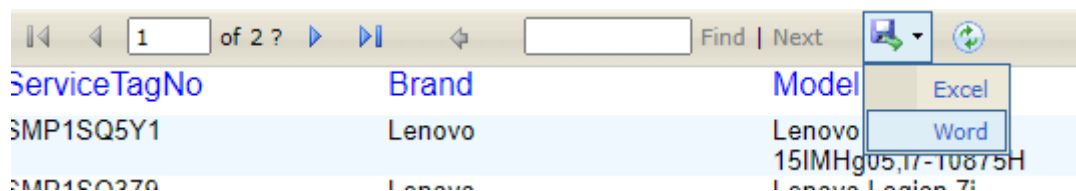
If you click the “All Records” tab, you can get all your department computer records (including old and current records) which have been entered into CWS, but some of the computers might not be still under CWS today.



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 i5-2500 CPU,	Desktop	T00013A	01 Dec 2011	30 Nov 2014	31 Jan 2016
13ZDVBX	Dell	Dell Optiplex 990DT: with Intel Core i5-2500 CPU,	Desktop	T00013A	01 Dec 2011	30 Nov 2014	31 Jan 2016
14ZDVBX	Dell	Dell Optiplex 990DT: with Intel Core i5-2500 CPU,	Desktop	T00013A	01 Dec 2011	30 Nov 2014	31 Jan 2016

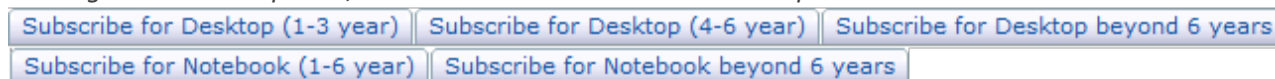
The total number of records retrieved is shown above the top left-hand corner of the list.

You can sort (both ascending and descending sequence) the list by clicking a column heading (‘Service Tag No’ is used in the above example). If you need to export the list into a file, you can click the “Export” button above top right-hand corner of the list. Then you can choose to save it into a Word or Excel file.



How to renew CWS subscription?

During CWS renewal period, 5 more tabs will be shown in the tab panel.



By choosing the corresponding tab, you can indicate if you want to renew your CWS subscription for each computer.

Computer Warranty Scheme of Department: **CSC**

[Discard Change](#)
[Save Change](#)
[Submit Subscription](#)

[All Records](#)
[Desktop in CWS](#)
[Notebook in CWS](#)
[Subscribe for Desktop \(1-3 year\)](#)
[Subscribe for Desktop \(4-5 year\)](#)
[Subscribe for Desktop beyond 5 years](#)

[Subscribe for Notebook \(1-6 year\)](#)
[Subscribe for Notebook beyond 6 years](#)
[Request for Adding Computers to CWS](#)
[Administrator](#)

78 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?
3B8C6Z1	Dell	OPTIPLEX 9020	569817	14 Nov 2013	31 Jan 2016	Current	<input checked="" type="radio"/> Yes <input type="radio"/> No
3BQSHY1	Dell	OPTIPLEX 9020	568282	15 Aug 2013	31 Jan 2016	Current	<input type="radio"/> Yes <input checked="" type="radio"/> No
4ZKVHY1	Dell	PRECISION T5600	568659	06 Sep 2013	31 Jan 2016	Current	<input type="radio"/> Yes <input checked="" type="radio"/> No
6CR42598WG	HP	HP ED 800G1 SFF C17-4770 H2TBx2R16-W7HPC	573615	27 Jun 2014	31 Jan 2016	Current	<input checked="" type="radio"/> Yes <input type="radio"/> No

For your convenience, the “Subscribe All” and “Subscribe None” buttons are there to allow you in making all your choice in one button. All your choices will NOT be saved until you have pressed the “Save Change” or “Submit Subscription” button.

Once you have made any change in subscription, the “Save Change” button will turn to **red** in reminding you to press the button to save the change you have made. If you want to discard all the changes you have just made, you can press the “Discard Change” button.

After saving your subscription option, you can continue to change it until you have pressed the “Submit Subscription” button.

When the “Submit Subscription” button is pressed, your subscription request will be sent to Computing Services Centre (CSC) and you are not allowed to change it. At the same time, the system will send a CWS Reply Form with subscription sheet through email to you and other CWS administrators. Please print the Reply Form, ask your department Head to sign it. Then return it to CSC within 5 days to confirm your CWS subscription.

Description	No of Computers	Unit Rate* (HK\$)	Total (HK\$)
List 1 - Desktop computers between their 4th and 6th year			
List 2 - Desktop computers between their 1st and 3rd year			
List 3 - Notebook computers between their 1st and 6th year			
List 4 - Desktop computers beyond 6 years			
List 5 - Notebook computers beyond 6 years			
Total amount to be paid			
Account code			

*These are the reference half-year subscription fee. We will further notify departments of the exact charges if the costs would be borne by departments.

Authorized Signature: _____ Date: _____

Contact Staff: _____ Ext _____ E-mail: _____

New Computer for Joining CWS

Please select the "Request for Adding Computers to CWS" tab and click the "Add New CWS"

AI Records

Desktop in CWS

Notebook in CWS

Subscribe for Desktop (1-3 year)

Subscribe for Desktop (4-6 year)

Subscribe for Desktop beyond 6 years

Subscribe for Notebook (1-6 year)

Subscribe for Notebook beyond 6 years

Request for Adding Computers to CWS

Administrator

36 records are retrieved

Add New CWS

Export

	Service Tag No	Brand	Model	Type Of Computer	PO	Shipment Date	Warranty End Date	Creation Date	Status Code
Select	SMP1SQ5Y1	Lenovo	Lenovo Legion 7i 15IMHg05,i7-10875H	Notebook	616611	19 Oct 2020	18 Oct 2023	10 May 2021	Accepted
Select	SMP1SQ379	Lenovo	Lenovo Legion 7i 15IMHg05,i7-10875H	Notebook	616423	19 Oct 2020	18 Oct 2023	10 May 2021	Accepted

Add New CWS

Service Tag No:

PC1DPV7XX

Type Of Computer:

Desktop

'All-In-One' computer is considered as 'Notebook' in CWS

Brand:

Dell

Model:

7050

* include all submodels

PO:

P023456

Shipment Date:

06/03/2020

PCs aged 6 or above are ineligible for CWS

Warranty Date:

05/03/2023

Remark:

please validate and confirm my new CWS record

Add New CWS

Quit

After submitting your CWS new computer request, it will be reviewed by CSC to see if it is eligible to join CWS.