

Online Application System for School-Based Support Services

User Manual

V1.1

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1. System Overview

1.1 Service hours

The service hours of the Online Application System (OAS) for School-based Support Services (SBSS) are as follows:

- Monday to Friday: 7:00 a.m. to 11:59 p.m.
- Saturday: 7:00 a.m. to 3:00 p.m.
- Sunday and Public Holiday: Not in service

1.2 Logon to the OAS for SBSS

Users can access the OAS through EDB Common Log-on System (CLO) <https://clo.edb.gov.hk>.

Users should access the OAS using Master School Administrator (MSA) account or CLO School Administrator (CSA) account. To facilitate the application process, users are advised to get ready the following information:

- the SBSS to be applied
- relevant information, e.g. manpower arrangement, school's expectations towards the SBSS and support areas
- the information of the overall contact person, e.g. name, post in school and email address

Users should read the Education Bureau Circular Memorandum concerning SBSS that issued every year before starting the application.

1.3 Support

For technical support on the OAS, please contact SBPS Section at 2152 3604. For enquiries about the CLO, please contact the CLO Helpdesk at 3464 0592 or by email at clo@edb.gov.hk.

2. Operational Steps

2.1 Logon

2.1.1 Logon via CLO

EDB application systems contain sensitive personal information which should be handled with care. Suggested preventive measures are as follows:

- Avoid logging on system using public/shared computers or through unsecured networks.
- After logging on, do not leave the computer unattended without proper security measures.
- **Log out after used and close all browsers immediately so that others cannot gain unauthorized access.**

教育网應用系統存有敏感的個人資料，必須小心處理。建議預防措施如下：

- 請勿使用公共 / 共用電腦或透過不可靠的網絡登入。
- 登入後，請勿在沒有合適保安措施下離開你的電腦。
- **使用後立即退出並關閉所有瀏覽器，以防止其他人士非法登入。**

Schools may click [here](#) for details of using CLO, including logging on, delegating school user to be school representative and registering a CLO User account, etc.
學校可[按此](#)瀏覽有關「統一登入系統」的操作說明，包括用戶登入、委任學校代表和自行登記用戶等。

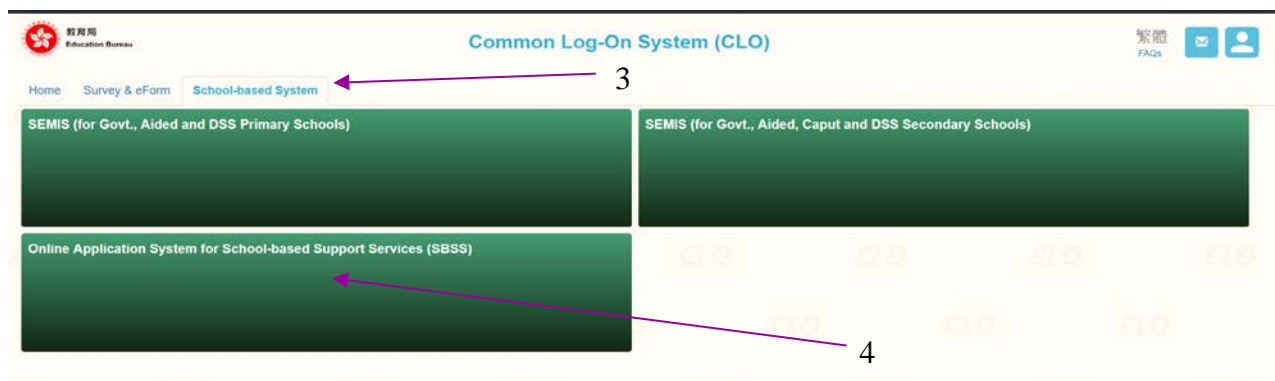
You are reminded to comply with the Personal Data (Privacy) Ordinance in handling personal data. For details, please visit the website of the Office of the Privacy Commissioner for Personal Data at <https://www.pco.gov.hk>.
請注意：處理個人資料時應遵守《個人資料(私隱)條例》的規定。有關詳情可瀏覽個人資料私隱專員公署網站：<https://www.pco.gov.hk/ico/index.html>

Statement of Privacy Policies and Practices | Personal Information Collection Statement | Security Guidelines | EDB Home
私隱政策及實務聲明 | 個人資料收集聲明 | 安全指引 | 教育局網站

Steps:

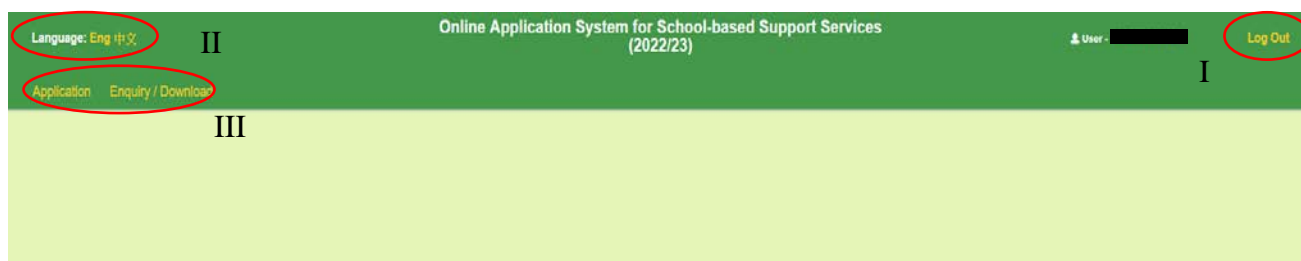
1. Input MSA or CSA account username and password
2. Click the “Logon” button, a new screen will appear after authentication

2.1.2 Logon to Main Menu



Steps:

3. Click “School-based System” tab
4. Click “Online Application System for School-based Support Services (SBSS)”, the main menu of OAS¹ will appear (see the screen capture below)



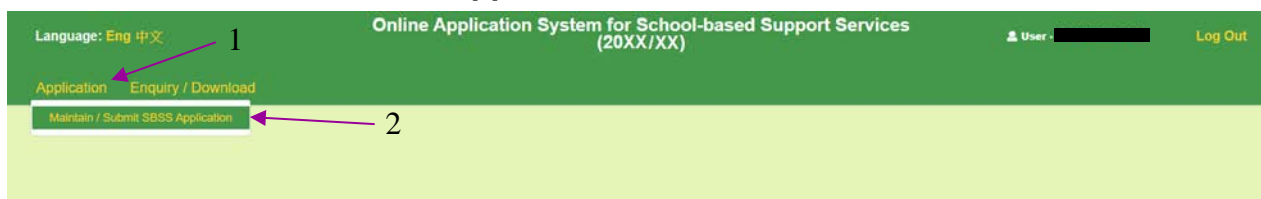
Remarks :

- I Log out of the OAS
- II Switch display language between English and Chinese
- III Main menu items, including “Application” and “Enquiry/Download”. The item “Application” is only available during the SBSS application period

¹ If the MSA or CSA account represents multiple schools, user should select the SCRNs of the school that would apply for SBSS.

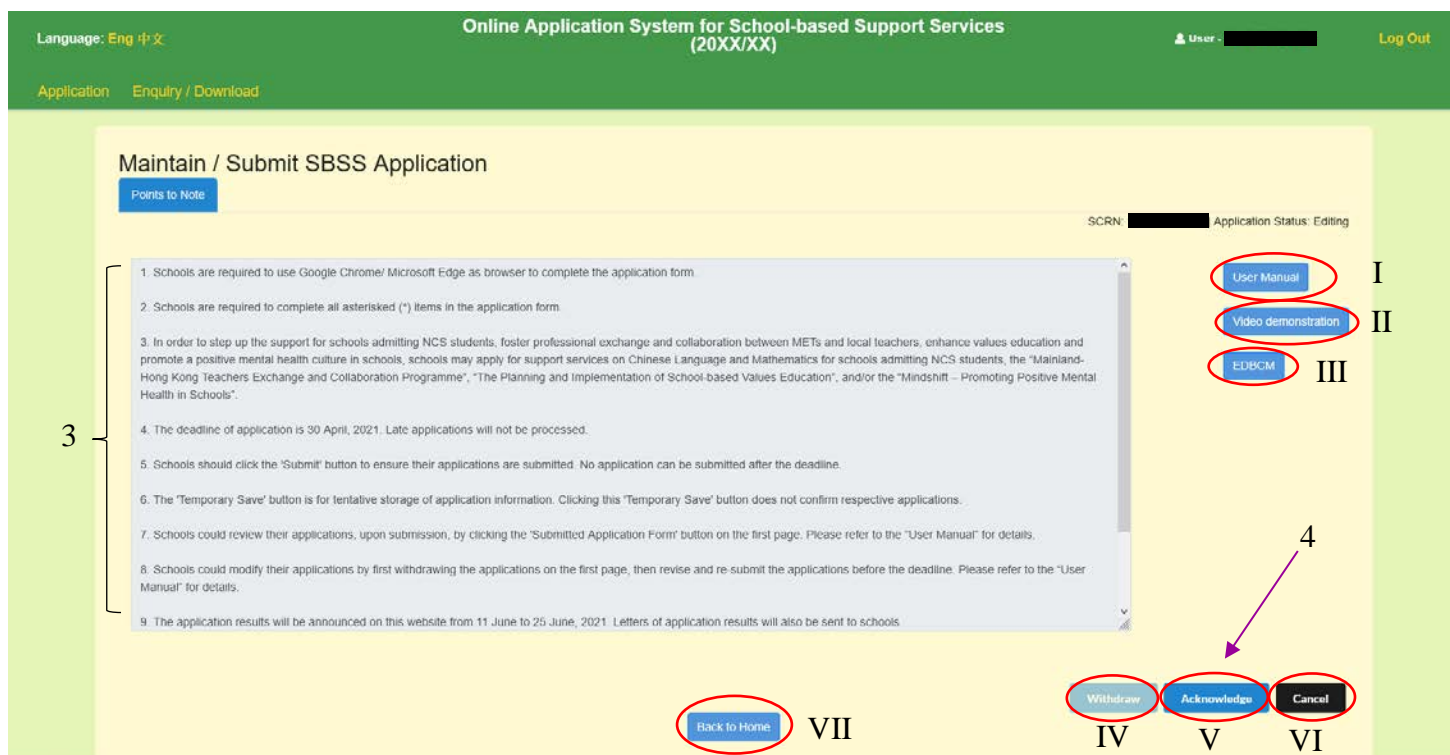
2.2 Application for SBSS

2.2.1 Maintain/Submit SBSS Application



Steps:

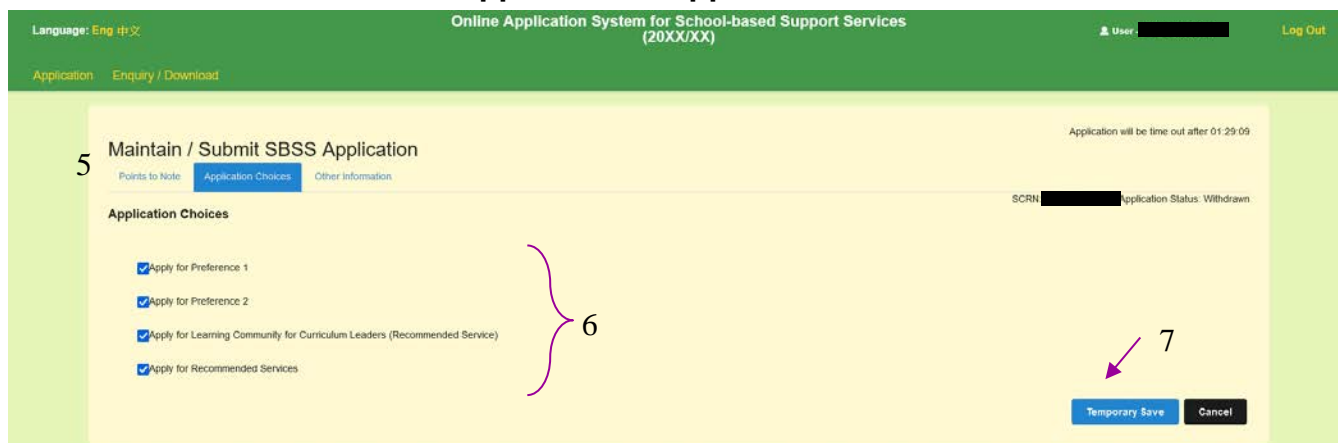
1. Mouse over the tab “**Application**” on the main menu
2. Click “**Maintain / Submit Application**”, the window “Maintain / Submit Application – Points to Note” will appear (see the screen capture below)
3. Read the notes carefully
4. Click “**Acknowledge**” to begin the application process



Remarks:

- I Click “**User Manual**” to read the user manual
- II Click “**Video demonstration**” to watch the video demonstration of the operation of OAS
- III Click “**E-DBC**” to read the Education Bureau Circular Memorandum.
- IV Click “**Withdraw**” to cancel the submitted application. A submitted application can be withdrawn within the application period. A new application can be re-submitted after withdrawal
- V Click “**Acknowledge**” to proceed with the application
- VI Click “**Cancel**” and you will be re-directed back to main menu **WITHOUT** saving any changes
- VII Click “**Back to Home**” and you will be re-directed back to main menu **WITHOUT** saving any changes

2.2.2 Maintain/Submit SBSS Application – Application Choices



Steps:

5. After clicking “**Acknowledge**”, the “Maintain/Submit SBSS Application” page will appear
6. Select the application choices²
7. Click “**Temporary Save**”, the next page of application form will appear

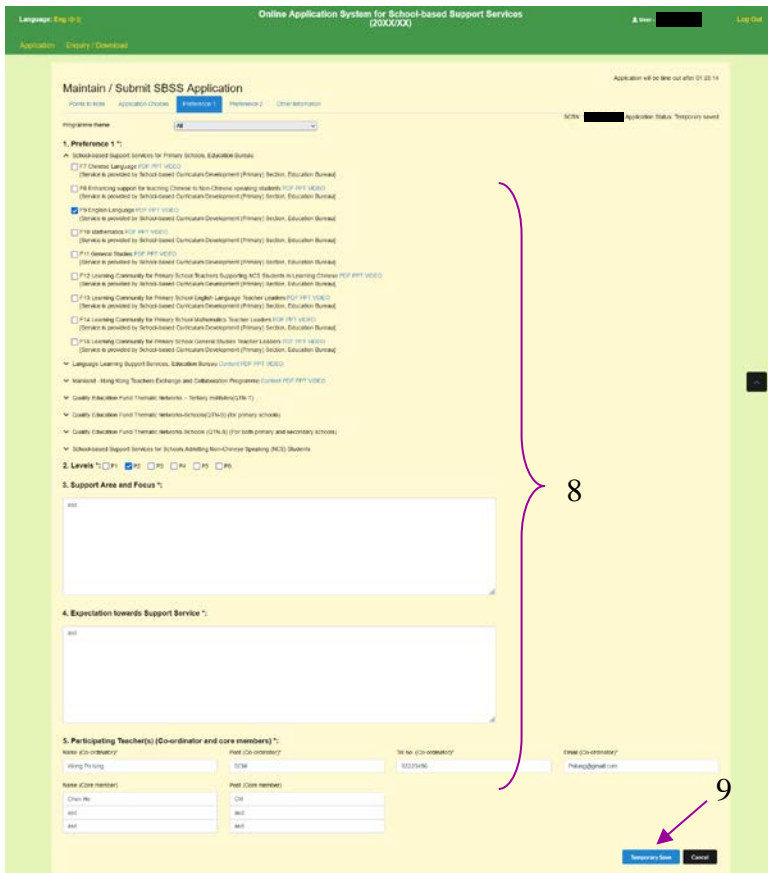


Remark:

- I Click “**Points to Note**” to read “Points to Note” again. A pop-up message will be shown to alert user to save the input data
- II Click “**Application Choices**” to refresh the current screen. A pop-up message will be shown to alert user to save the input data.
- III The time left before the auto-logout of the system. The system will logout automatically after being idle for 1 hour 30 minutes
- IV Click “**Temporary Save**” to proceed with the application
- V Click “**Cancel**” and you will be re-directed back to main menu WITHOUT saving any changes

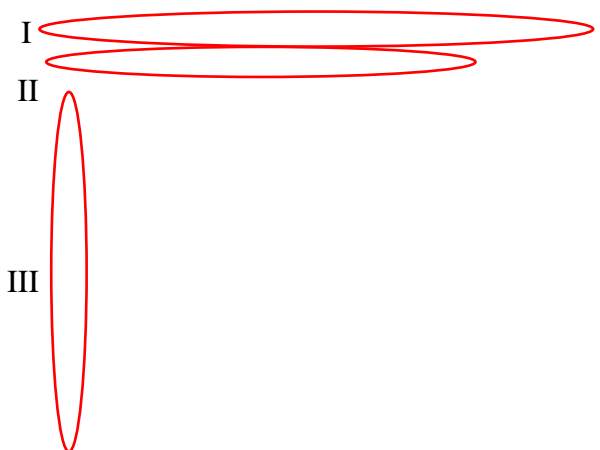
² “Apply for Learning Community for Curriculum Leaders” is only applicable to primary schools.

2.2.3 Maintain/Submit SBSS Application – Preference 1



Steps:

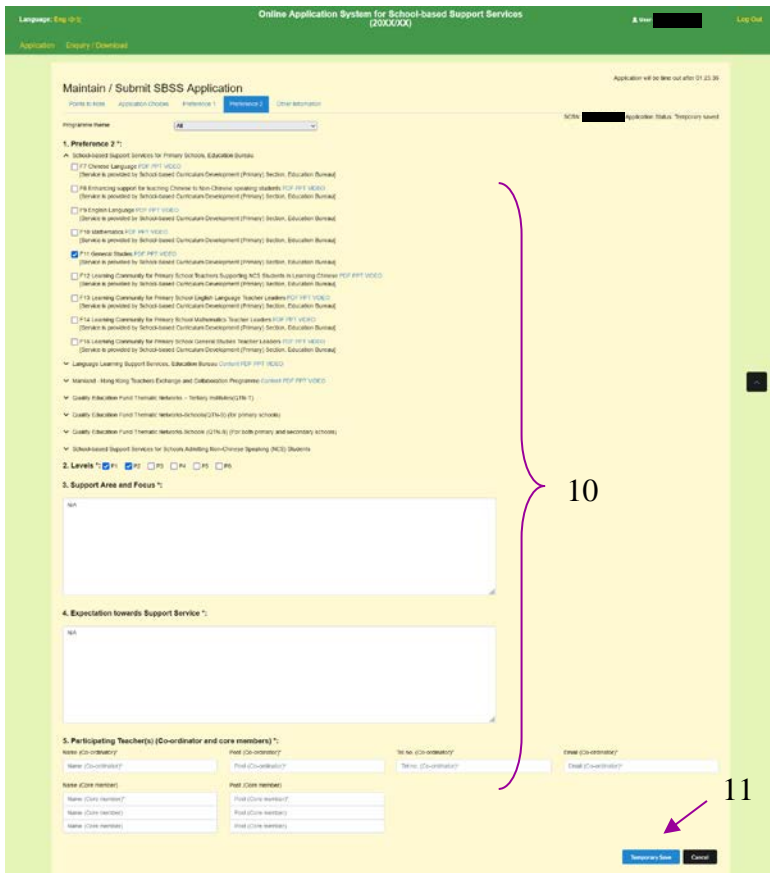
- 8. Input necessary information for items 1 – 5. Mandatory fields are marked with “*”
- 9. Click “Temporary Save”, the next page of application form will appear



Remarks:

- I Click the tabs to navigate across different screens. The number of available tabs depends on the options selected in Step 6. A pop-up message will be shown to alert user to save the input data
- II Click the dropdown menu to filter the SBSS choices by themes
- III Click the down arrow to expand and display the SBSS choices.

2.2.4 Maintain/Submit SBSS Application – Preference 2



Steps:

- 10. Repeat Step 8 for Preference 2 application if “Preference 2” has been selected in Step 6. Preference 2 cannot be the same as Preference 1
- 11. Click “**Temporary Save**”, the next page of application form will appear

2.2.5 Maintain/Submit SBSS Application – Learning Community for Curriculum Leaders (applicable to primary schools only)

Language: Eng 中文 Online Application System for School-based Support Services (20XX/XX) User [redacted] Log Out

Application Enquiry / Download

Maintain / Submit SBSS Application Application will be time out after 01:28:24

Points to Note Application Choices Preference 1 Preference 2 Learning Community for Curriculum Leaders Other Information SCR#: [redacted] Application Status: Withdrawn

Recommended Service:

1. P6 Learning Community for Curriculum Leaders [service provided by School-based Curriculum Development (Primary) Section, Education Bureau] PDF PPT VIDEO

Name of Participant * CHAN TAI MAN

Post * PSMCD

Tel no. * 21523219

Email * chantaiman@gmail.com

2. Available session (Choice 1) * Tuesday Morning

3. Available session (Choice 2) * Thursday Afternoon

Temporary Save Cancel

Steps:

12. Input necessary information for items 1 – 3. Mandatory fields are marked with “*”
13. Click “**Temporary Save**”, the next page of application form will appear

2.2.6 Maintain/Submit SBSS Application – Recommended Services

The screenshot shows a web application interface for submitting SBSS applications. The main heading is 'Maintain / Submit SBSS Application'. The form is divided into two main sections, 'Recommended Service 1' and 'Recommended Service 2'. Each section contains a list of recommended services with checkboxes, a 'Levels' section with radio buttons, a 'Support Area and Focus' text area, and an 'Expectation towards Support Service' text area. Below these are fields for 'Participating Teacher(s)' with name, email, and phone number inputs. A purple bracket labeled '14' groups the first four sections of 'Recommended Service 1'. A second purple bracket labeled '15' groups the first three sections of 'Recommended Service 2'. A purple arrow labeled '16' points to the 'Temporary Save' button at the bottom right of the form.

Steps:

14. Input necessary information for items 1 – 5. Recommended Services cannot be the same as Preference 1 or Preference 2
15. There are more than one choices available under “Recommended Services”. Schools may apply for the SBSS according to their needs. For the choices that are not applicable, leave the fields blank
16. Click “**Temporary Save**”, the next page of application form will appear

2.2.7 Maintain/Submit SBSS Application – Other Information

The screenshot shows the 'Other Information' tab of the SBSS application form. It contains the following elements:

- 17:** A question: "Has your school enrolled NCS children in this school year?" with radio buttons for "YES" (selected) and "NO".
- 18:** A "Contact Person" section with fields for Name, Email, Phone, and Fax. Below this is a large text area for "How will your school facilitate the implementation of the programmes applied?".
- 19:** Action buttons at the bottom: "Submit", "Export", "Temporary Save", and "Cancel".

Steps:

17. Select whether the school admits non-Chinese speaking students
18. Input necessary information. Mandatory fields are marked with “*”
19. Click “**Submit**” to save and submit the application. A receipt of acknowledgement email will be sent to the contact person input in Step 18

This diagram highlights key UI elements:

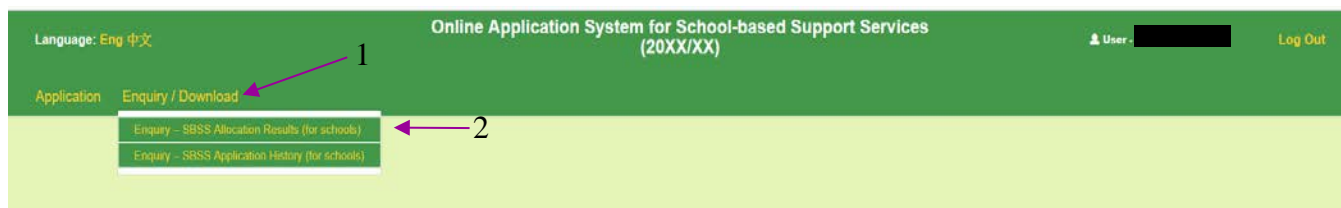
- II:** The "Temporary Save" button at the bottom right.
- I:** The "Export" button at the bottom left.
- III:** The "Submit" button at the bottom left.

Remarks:

- I Click “**Export**” to generate the completed application form in pdf format for download
- II Click “**Temporary Save**” to save the changes temporarily on the OAS. The application HAS NOT BEEN SUBMITTED YET. User can click the tabs to navigate across different screens to edit the application information
- III Click “**Submit**” to save and submit the application. A receipt of acknowledgement email will be sent to the contact person input in Step 18

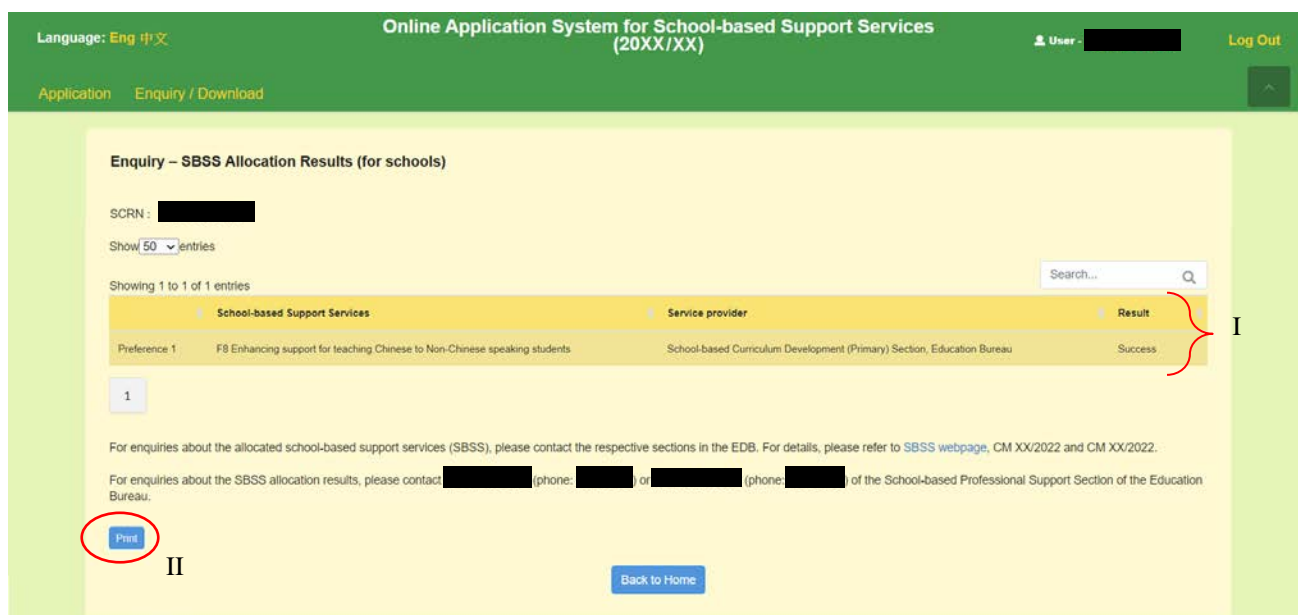
2.3 Enquiry / Download

2.3.1 Enquiry – SBSS Allocation Results (for schools)



Steps

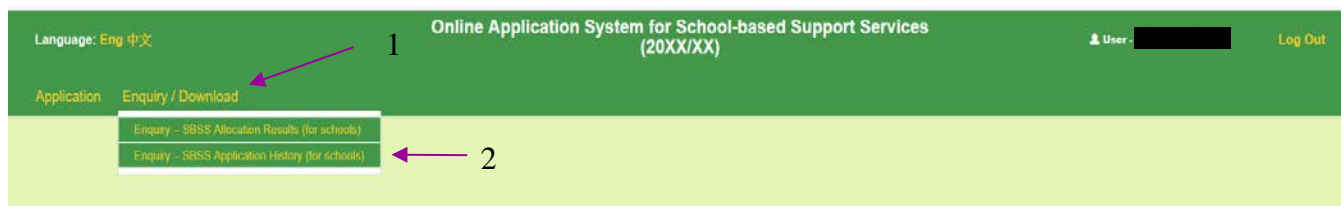
1. Mouse over the “**Enquiry / Download**” in the main menu
2. From the date of release of SBSS allocation results until 31 December of the same year, “**Enquiry – SBSS Allocation Results (for schools)**” will be available for schools to view their successful application results (see the screen capture below)



Remarks:

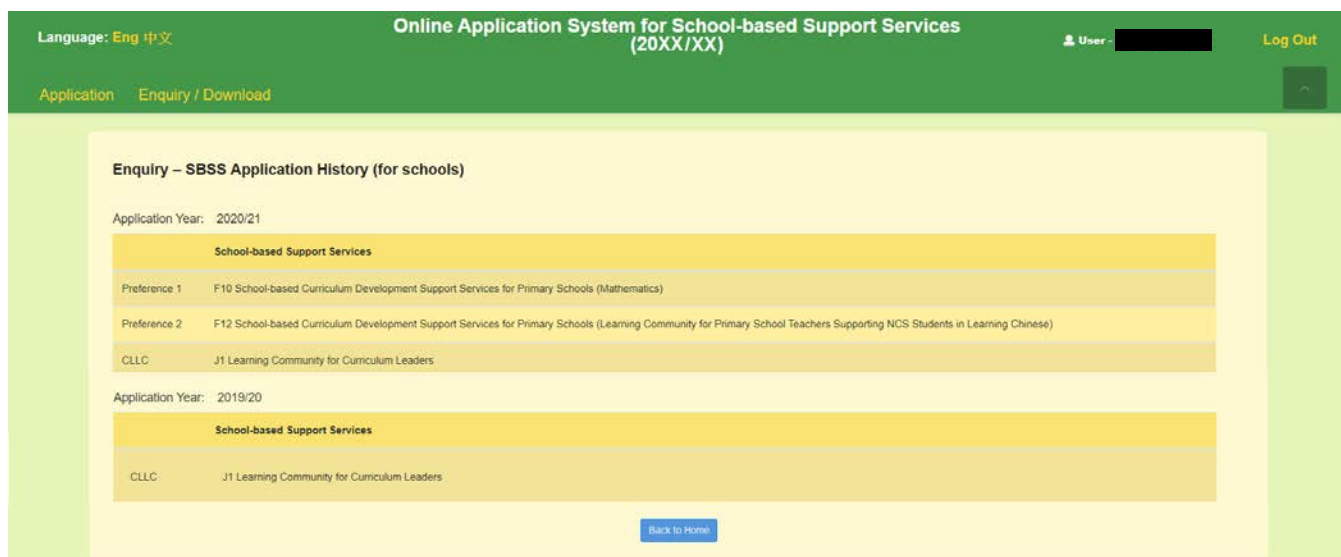
- I The successful application result(s) will be shown here
- II Click “**Print**” to generate the successful application results in pdf format for download. Schools are strongly encouraged to download and save the results for their future reference. No letters of allocation results will be sent to schools

2.3.2 Enquiry – SBSS Application History (for schools)



Steps:

1. Mouse over “**Enquiry / Download**” in the main menu
2. Click “**Enquiry – SBSS Application History (for schools)**” to check the application history of SBSS of the school in the past 6 school years (see the screen capture below)



-The End-