

Dear Colleagues and Students,

This is a formal reminder from the IMTS Cybersecurity Uplift Programme (CSUP), dated 10 November 2025, regarding access to UOW IT systems (all devices including mobile phone, tablet and notebook connecting with UOW accounts) while travelling outside of Hong Kong, including visits to Mainland China.

To prevent account lockout and ensure uninterrupted access to UOW resources, you are required to submit an **Overseas Travel Notification** to IMTS a **minimum of ten (10) business days** in advance of scheduled overseas travel if you intend to use any UOW systems while abroad.

Key Action Required:

If you plan to access UOW systems, email, or data during overseas travel, you **must log** a travel notification in advance. Failure to do so may result in your UOW account being temporarily locked, restricting access to essential systems and information.

How to Submit Your Notification:

1. Click the following link: [Log a Support Request](#)
- ~~2. Select "IT" in the *Topic* field.~~
3. Select "Security" in the Category field.
4. Select "3-Low" in the Urgency field.
5. Enter "**Overseas Travel Notification**" in the *Short Description* field.
6. In the *Description* field, provide the following details:
 - o Travel dates
 - o Countries to be visited (including transit locations)
 - o Reason for travel
 - o Types of University information or systems you will need to access while away (e.g., email, Microsoft Office, SMP, VPN)

For more detailed information, you can refer to the full article in the **12th November Universe** <https://uowmailedu.sharepoint.com/sites/intranet?newsId=2906>.

Example Entry:

Below is a sample submission for a traveller to Japan. Fields marked in yellow indicate required information:

- **Travel dates:** 21 December 2025 – 26 December 2025
- **Countries visited (including transit):** Japan
- **Reason for travel:** Vacation & Leisure

Other options -

Vacation & Leisure / Family Visits / Special Occasions / Health & Wellness / Business Trips / Training & Education / Relocation / Cultural Exploration / Events & Festivals / Volunteering / Outdoor Activities / Bucket List Destinations / Others, please specify

- **University information/systems to be accessed:** Email, Microsoft Office

Other Options-

Email / Ms Office / SMP / VPN / Webex / Ms Teams / Zoom / Moodle / UOWCHK Intranet / Terminal Four CMS / Argos Reports / Outside Practice Systems (OPSD) / SugarCRM / UOW Blue Explorance / Ellucian Banner / UOW Gartner / UOW SOLS / Others, please specify

Get IT Support



Create an Incident record to report and request assistance with an issue you are having



Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

* Category

Security

Who does this IT Issue affect?



[Redacted]



Business phone

Email

Location

* Urgency

3 - Low

* Short description

Overseas Travel Notification

* Please describe your issue below

Campus Location: Hong Kong
Travel dates: 21 December 2025 – 26 December 2025
Countries visited (including transit): Japan
Devices will be used in the trip: Personal Devices
Installed Cisco Secure Client in the devices (for UOW / UOWCHK devices only): No
Reason for travel: Vacation & Leisure
University information/systems to be accessed: Email, Microsoft Office

Thank you for your attention and cooperation in maintaining the security and accessibility of UOW systems.

Best regards,

UOW College Hong Kong