

**USER MANUAL**

**FOR**

**THE COMMON LOG-ON (CLO) SYSTEM**

**OF**

**THE EDUCATION BUREAU**

Version: 2.0

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## **1 INTRODUCTION**

The Common Log-On (CLO) System (<https://clo.edb.gov.hk>) of the Education Bureau (EDB) is the one-stop portal for users of schools and other external parties to use a single set of username and password to log on and gain access to various EDB application systems. With the CLO System, school users will no longer be required to remember different user account credentials (i.e. username and password) for different systems.

Designated school user is also allowed to use his/her personal user account (e.g. e-Services user account) and represent a related school to access application systems through CLO.

## 2 LOGON

Users can go to the CLO logon page (as shown below) by visiting <https://clo.edb.gov.hk> using common browsers (e.g. Chrome). Alternatively, users may be redirected to the CLO logon page when trying to log on to EDB application systems.

Education Bureau  
Common Log-On System  
統一登入系統 (CLO)

Username/用戶名稱  
Password/密碼

Logon / 登入

FAQs/常見問題

Forgot Username/Password  
忘記用戶名稱/密碼

官方便登入  
Login with iAM Smart

Self Register/自助註冊

Click [here](#) to register a new e-Services Portal School Account/  
[按此註冊新的電子化服務入門網站學校戶口](#)

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.**

教育局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。
- 使用後立即登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，包括戶口登入、委任學校代表和自行登記戶口等。

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/chinese.html>.

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

Input “**Username**” and “**Password**” and then click the “**Logon**” button to log on to the CLO System. Users can log on with either their existing e-Services, TCS (Training Calendar System) or CLO user accounts.

If a user failed to provide the correct user account password for five consecutive attempts, the relevant user account would be suspended for 10 minutes before the user can retry logging on to the CLO System again.

If a user forgot his/her logon credentials, he/she may click the “**Forgot Username / Password**” link. See [Section 6.3](#) for the detailed steps to reset the user account password.

Users can also log on to CLO with “iAM Smart” by clicking the “**Login with iAM Smart**” button. See [Section 2.1](#) for the detailed steps to log on to CLO using “iAM Smart”.

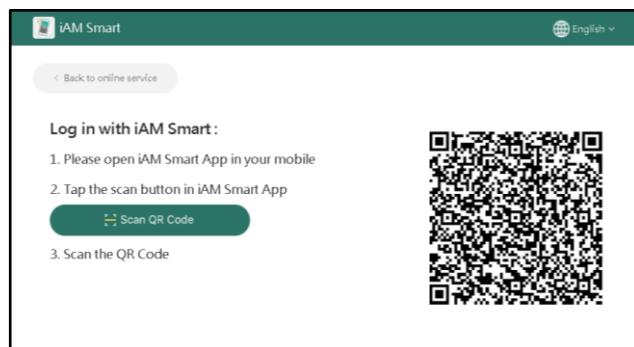
School user may apply for a new CLO user account by clicking the “**Self Register**” button. See [Section 8](#) for more details related to self-registration.

There is also a link for creating a new school account in e-Services and users will be brought to the e-Services Portal by clicking the link. Please note that not all school types are eligible for registering a new school account.

Users may also make use of the “**FAQs**” link to obtain more information regarding the CLO System.

## 2.1 “iAM Smart” Logon

After clicking the “**Login with iAM Smart**” button on the CLO logon page, a QR code will be generated and displayed on the screen.



Open the “iAM Smart” Mobile App on a mobile device and scan the QR code shown on the screen. If the CLO user account has already been bound to “iAM Smart”, the user will log on instantly to the CLO System.

If the “iAM Smart” used is not linked up with any CLO user account, the user will be asked to provide the CLO username and password to link up with “iAM Smart”.

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Education Bureau

This is your first time login with iAM Smart to access EDB Common Log-On System (CLO), please provide your username and password for binding with your existing account in CLO.  
這是你第一次透過智方便登入教育局的「統一登入系統」，請提供用戶名稱及密碼以連結你現有「統一登入系統」內的戶口。

Username/用戶名稱

Password/密碼

[Forgot Password / 忘記密碼](#)

[Continue / 繼續](#)

If you don't have an account in EDB CLO, please refer to Q1 and Q2 in the [FAQ](#) of CLO.  
如你還未持有適用於教育局「統一登入系統」的戶口，請參閱「統一登入系統」[常見問題](#)的Q 1 及 Q 2。


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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.pcpd.org.hk/c/index.html>.

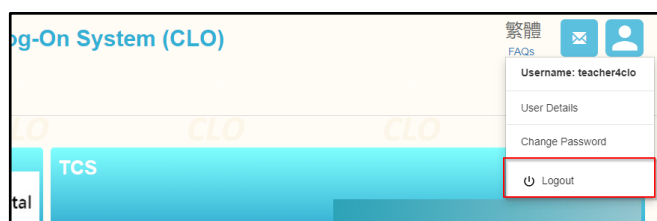
Statement of Privacy Policies and Practices | Personal Information Collection Statement | Security Guidelines | EDB Home  
私隱政策及實踐聲明 | 個人資料收集聲明 | 安全指引 | 教育局網站

If the provided username and password are correct, the user will be successfully logged on to the CLO System and the user's CLO account will be bound to his/her "iAM Smart" to facilitate future logon.

See [Section 6.1](#) for more details related to managing the binding with "iAM Smart".

### 3 LOGOUT

Users can log out of the CLO System by clicking the  icon at the top-right corner and then selecting “Logout” in the drop-down menu.



When the system message “Are you sure you want to log out of the CLO System?” is prompted, click the “Yes” button to confirm logging out of the CLO System.

Users are reminded that logging out of the CLO System may not log out of all previously logged-in EDB application systems at the same time. To ensure that all the EDB application systems are logged out, users should log out of each EDB application system according to the logout procedures of individual application systems, followed by logging out of the CLO portal homepage as described above and then closing all browser windows.

Users will be automatically logged out of the CLO portal homepage if no activity on the CLO System has been detected for over 30 minutes. In this case, users have to log on again in order to use the services provided by CLO.

## 4 GENERAL NAVIGATION

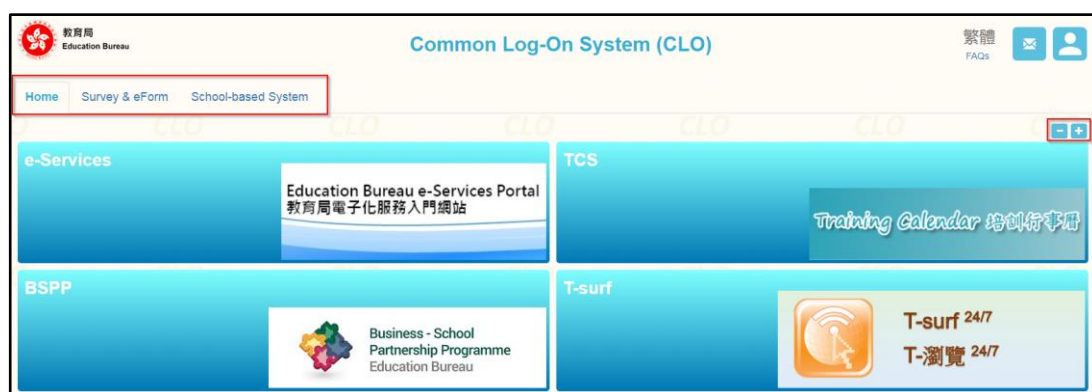
### 4.1 Display Language

After a user has successfully logged on to CLO, the CLO portal homepage is displayed. The display language can be toggled between English and Traditional Chinese by clicking “ENG” or “繁體” at the top-right corner. In addition, users can always visit the portal homepage by clicking the EDB logo at the top-left corner.



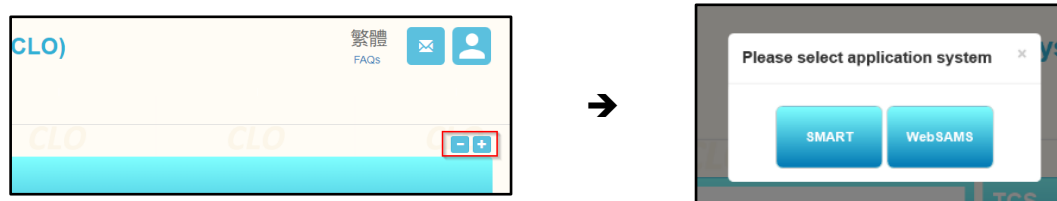
### 4.2 Application System Shortcut

Shortcuts to EDB application systems applicable to the logged on user are mainly shown in the “**Home**” tab. Depending on users’ authorities, application system shortcuts may also appear in other tab pages such as “**Survey & eForm**” or “**School-based System**”. Users can click the shortcut to sign on to the corresponding application system. Please refer to [Section 5](#) for details on signing on to application systems.




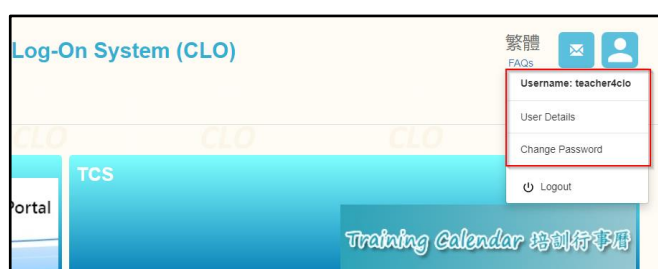


The shortcut to some specific application systems (e.g. WebSAMS, SMART, etc.) can be added to the “Home” tab by clicking the “+” button. The available application systems will then be displayed for selection. Users can also use the “-” button to remove the added application system shortcut when it is no longer required.




### 4.3 Function Menu

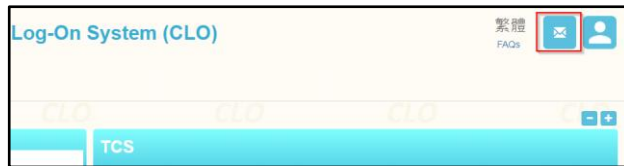
Users can click the  icon at the top-right corner to open the drop-down menu for more user functions. (Note that items available in the drop-down menu may vary according to users' authorities.)



The username of the logged on user is displayed in the drop-down menu and users can select “**User Details**” to view/manage his/her user profile in CLO (refer to [Section 6.1](#)) or select “**Change Password**” to change the password (refer to [Section 6.2](#)).

### 4.4 School Messages

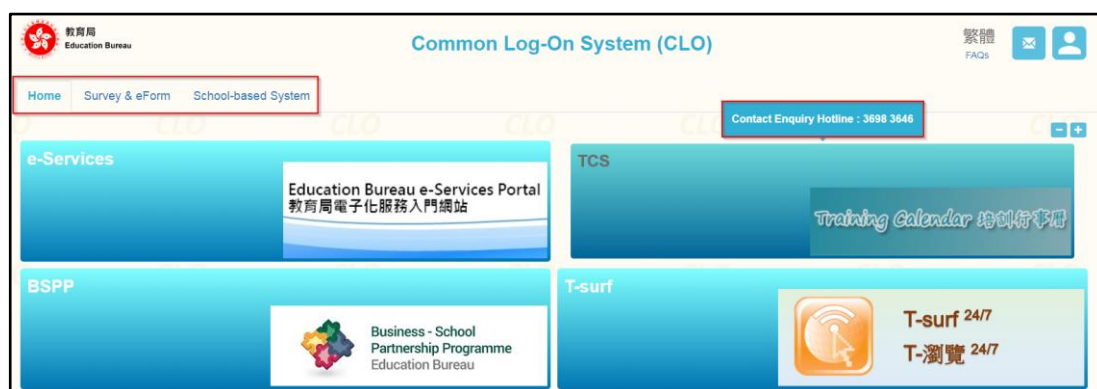
Designated users can click the  icon at the top-right corner to go to the School Messaging Module (SMM) of Fast Information Transmission System (FITS). Please refer to the User Manual of SMM for details on using the school messaging functions in SMM.



## 5 SIGN ON APPLICATION SYSTEMS

As users' identities have already been authenticated by CLO, users can simply sign on to EDB application systems by clicking the shortcuts on the portal homepage. The EDB application systems will be launched in new browser windows and users are not required to provide their credentials again in order to gain access to these systems. *(Note that a first-time registration may be required by some application systems such as WebSAMS, SMART, etc. After successfully registered, users will not be required to provide their credentials in subsequent accesses through CLO.)*

Support information of individual application systems can be found by putting the mouse cursor over the corresponding shortcut.



When clicking the shortcuts of some of the application systems (or directly accessing the application system URLs), designated users (school representatives) may be asked to select and confirm the school to be represented. After selecting the school, click the “**Access**” button to enter the corresponding application system.

Access SEMIS (for Govt., Aided and DSS Primary Schools) ([seninfo.edb.gov.hk](http://seninfo.edb.gov.hk))  
 進入特殊教育資訊管理系統 (官立、資助及直接資助計劃小學專用) ([seninfo.edb.gov.hk](http://seninfo.edb.gov.hk))


Confirm/Select school to represent:  
 確認/選擇所代表學校:

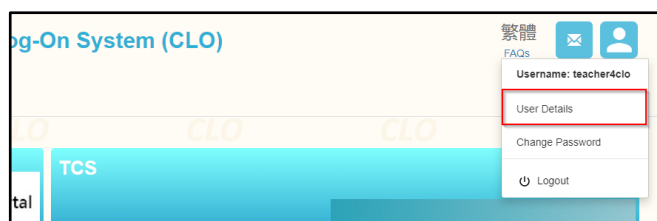
Account Name/用戶名稱	School Name/學校名稱	Level/級別	Session/授課時間
● S123456000123	TESTING SCHOOL 測試學校	Primary/小學	WHOLE DAY/全日制

[Access / 進入](#)

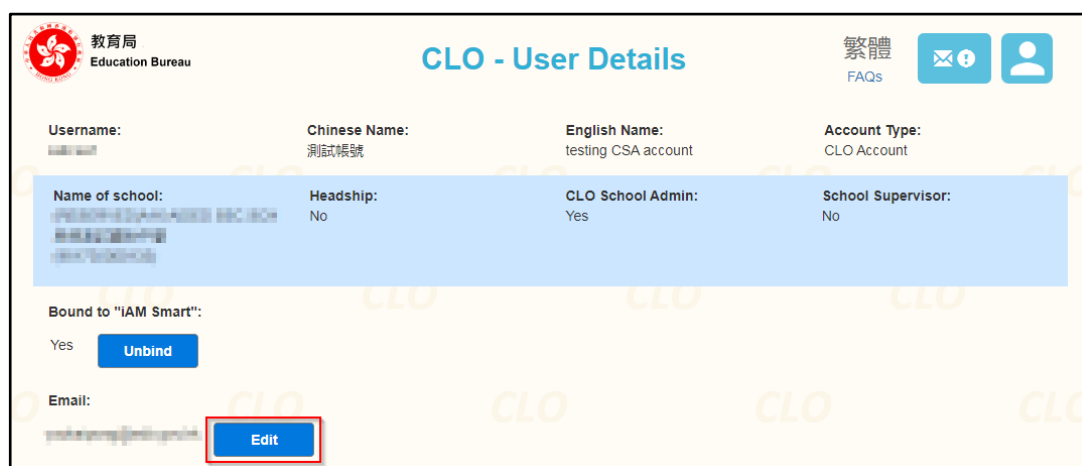
## 6 GENERAL USER FUNCTIONS

### 6.1 User Details

Users can view their user profile in CLO by clicking the  icon at the top-right corner and then selecting “User Details” in the drop-down menu.



User's information will be displayed on the User Details page, including the Chinese and English Name, the Account Type (i.e. e-Services, TCS or CLO), the serving school(s) details (if applicable) and the Email Address for communication.


 A screenshot of the 'CLO - User Details' page. The page header includes the Education Bureau logo and the title 'CLO - User Details'. The user information is displayed in a grid:
 

Username: 測試帳號	Chinese Name: 測試帳號	English Name: testing CSA account	Account Type: CLO Account
Name of school: 香港中文大學	Headship: No	CLO School Admin: Yes	School Supervisor: No

 Below the grid, there is a section 'Bound to "IAM Smart":' with a 'Yes' status and an 'Unbind' button. At the bottom, the 'Email:' field is shown with a red box around the 'Edit' button.

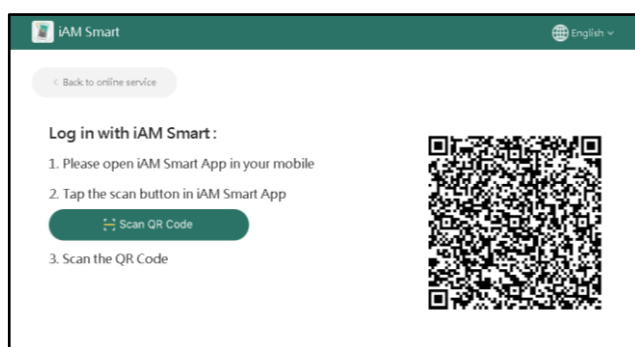
For CLO user accounts (i.e. accounts not created in e-Service nor TCS), users can click the “**Edit**” button to change the Email Address. Users can then input the new email address in the pop-up window and then click the “**Save**” button. (For security reason, an email notification will be sent to the original email address informing that the email address has been changed.)



The binding status of “iAM Smart” is also displayed on the User Details page.



If a user account is not bound to “iAM Smart” and the user wants to log on to the CLO System using “iAM Smart”, the user can click the “**Bind**” button. A QR code will then be generated and displayed on the screen for scanning by the “iAM Smart” Mobile App on the user’s mobile device.



A system message will be displayed upon successful binding of the user account to “iAM Smart”, and the binding status will be updated accordingly.

If a user wants to unbind the user account from “iAM Smart”, the user can click the “**Unbind**” button. A system message will be displayed upon successful unbinding of the user account from “iAM Smart”, and the binding status will be updated accordingly.



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CLO - User Details

繁體

FAQs




Username:

測試帳號

Chinese Name:

測試帳號

English Name:

testing CSA account

Account Type:

CLO Account

Name of school:

香港中文大學

香港中文大學

香港中文大學

Headship:

No

CLO School Admin:

Yes

School Supervisor:

No

Bound to "IAM Smart":

Yes


Unbind

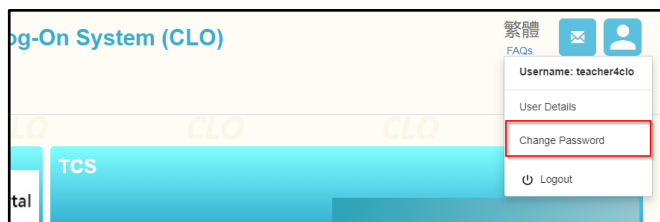
Email:

test@ed.gov.hk

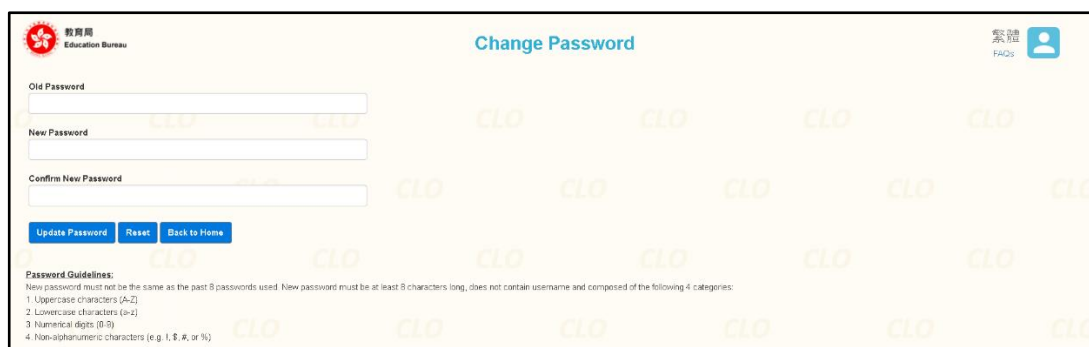
Edit

## 6.2 Change Password

Users can change their password by clicking the  icon at the top-right corner and then selecting “**Change Password**” in the drop-down menu.



For e-Services or TCS user accounts, users will be brought to the change password page of e-Services or TCS respectively. Users should then follow the steps in the respective systems and complete the change password process. For CLO user accounts, the following page will be displayed for users to change their password in CLO.

A screenshot of the 'Change Password' page in the CLO system. The page has a yellow background with a repeating 'CLO' watermark. At the top left is the Education Bureau logo. The title 'Change Password' is at the top right. Below the title are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Below these fields are three buttons: 'Update Password', 'Reset', and 'Back to Home'. At the bottom, there is a 'Password Guidelines' section with a note and four numbered rules: 1. Uppercase characters (A-Z), 2. Lowercase characters (a-z), 3. Numerical digits (0-9), and 4. Non-alphanumeric characters (e.g. !, @, #, or %).

## 6.3 Forgot Username/Password

If a user forgot his/her logon credentials, he/she may click the “**Forgot Username / Password**” link.

A pop-up window will be shown for the user to select the type of his/her user account from the list. User can then click the “**Next Step**” button after selecting the user account type.



### e-Services School/Teacher Account / School Supervisor Account

For e-Services user accounts and School Supervisor accounts, users will be brought to the reset password page in e-Services. Users should follow the steps in e-Services and complete the reset password process.

### e-Services DSA(A) Account

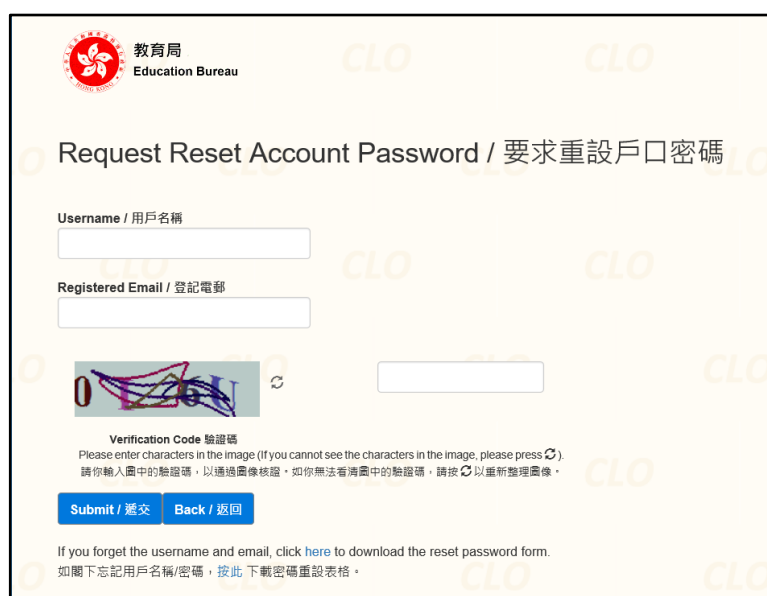
For DSA user accounts, users will be informed to contact their Master School Administrator for resetting password.

### TCS User Accounts

For TCS user accounts, users will be informed to contact their TCS school administrators for resetting password.

### CLO CSA Account and Self-Registered Account

For CLO user accounts, the Request Reset Account Password page will be displayed. A user can identify himself/herself by providing the Username and registered Email Address, and then input the Verification Code and click the “**Submit**” button.






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**Request Reset Account Password / 要求重設戶口密碼**

Username / 用戶名稱

Registered Email / 登記電郵



Verification Code 驗證碼  
Please enter characters in the image (If you cannot see the characters in the image, please press ).  
請你輸入圖中的驗證碼，以通過圖像核證。如你無法看清圖中的驗證碼，請按  以重新整理圖像。

[Submit / 提交](#) [Back / 返回](#)

If you forget the username and email, click [here](#) to download the reset password form.  
如閣下忘記用戶名稱/密碼，[按此](#) 下載密碼重設表格。

After the details provided are verified, the user's registered email address will receive an email embedding a password reset link. By clicking the link embedded in the email, the user can input a new password for future logons.

If necessary, e.g. when a user forgets his/her username as well, he/she can download the reset password form by clicking the link at the bottom of the Request Reset Account Password page. After submitting the completed form to EDB, EDB will provide assistance to reset the user account password.

### User Type Not Sure (Don't Know)

In case a user is not sure of his/her user account type, he/she can select the “**Don't Know**” option and then click the “**Next Step**” button. He/she will then be asked to provide his/her HKID Card Number and then click the “**Next Step**” button to check the user account type.

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### Forgot Username / Password 忘記用戶名稱 / 密碼

For CLO School Administrator (CSA) account users, please [click here](#) if you forgot your username / password. Users of other account types, please follow the instructions below to reset password.  
若你是「統一登入系統」學校行政戶口用戶並且忘記了密碼，請[按此](#)。其他類別用戶，請按以下指示重設密碼。

HKID Card Number/香港身份證號碼\*:  (  )  
(Example / 例子 : A1234567)

[\\*Personal Information Collection Statement / 個人資料收集聲明](#)




Verification Code 驗證碼  
Please enter characters in the image (if you cannot see the characters in the image, please press ).  
請你輸入圖中的驗證碼，以通過圖像核證。如你無法看清圖中的驗證碼，請按  以重新整理圖像。

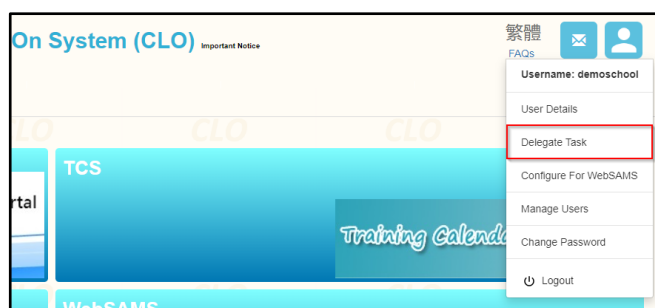
[Next Step/下一步](#)

After the user account type is determined, the user should follow the procedures of the respective application systems and complete the reset password process.

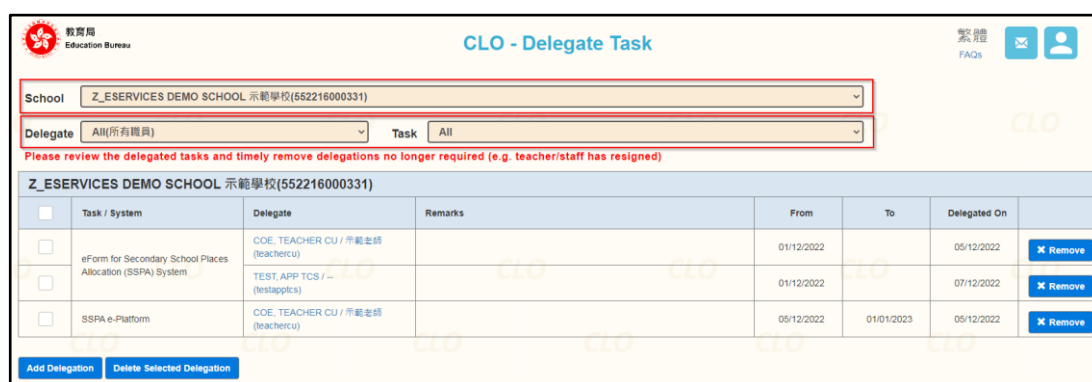
## 7 SCHOOL HEAD / MASTER SCHOOL ADMINISTRATOR / CLO SCHOOL ADMINISTRATOR ACCOUNT FUNCTIONS

### 7.1 Delegate Task

School Heads, Master School Administrators (MSAs) and CLO School Administrators (CSAs) can assign other users in school(s) under their administration to access application systems on behalf of the school. Such delegation can be maintained by clicking the  icon at the top-right corner and then selecting “Delegate Task” in the drop-down menu.



Delegated tasks of the school will be listed on the Delegate Task page. School Heads, MSAs and CSAs can select a different school under their administration (if applicable) to show the delegated tasks of the selected school. School Heads, MSAs and CSAs can further filter the delegated tasks by selecting Delegate and Task.



**CLO - Delegate Task**

School: Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

Delegate: All(所有職員) Task: All

Please review the delegated tasks and timely remove delegations no longer required (e.g. teacher/staff has resigned)

<input type="checkbox"/>	Task / System	Delegate	Remarks	From	To	Delegated On	
<input type="checkbox"/>	eForm for Secondary School Places Allocation (SSPA) System	COE, TEACHER CU / 李麗芝 (teacher cu)		01/12/2022		05/12/2022	<a href="#">✕ Remove</a>
<input type="checkbox"/>		TEST_APP TCS / ... (testapps)		01/12/2022		07/12/2022	<a href="#">✕ Remove</a>
<input type="checkbox"/>	SSPA e-Platform	COE, TEACHER CU / 李麗芝 (teacher cu)		05/12/2022	01/01/2023	05/12/2022	<a href="#">✕ Remove</a>

[Add Delegation](#) [Delete Selected Delegation](#)

## 7.1.1 Add New Delegation

School Heads, MSAs and CSAs can click the “Add Delegation” button to add a new delegation for the selected school.

**CLO - Delegate Task**

School: Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

Delegate: All(所有職員) Task: All

Please review the delegated tasks and timely remove delegations no longer required (e.g. teacher/staff has resigned)

	Task / System	Delegate	Remarks	From	To	Delegated On	
<input type="checkbox"/>	eForm for Secondary School Places Allocation (SSPA) System	COE, TEACHER CU / 李麗全 (teachercu)		01/12/2022		05/12/2022	<a href="#">✖ Remove</a>
<input type="checkbox"/>		TEST, APP TCS / -- (testapptcs)		01/12/2022		07/12/2022	<a href="#">✖ Remove</a>
<input type="checkbox"/>	SSPA e-Platform	COE, TEACHER CU / 李麗全 (teachercu)		05/12/2022	01/01/2023	05/12/2022	<a href="#">✖ Remove</a>

[Add Delegation](#) [Delete Selected Delegation](#)

In the Add Delegation page, School Heads, MSAs and CSAs can select the “Task” to be delegated (e.g. an application system, eForm or survey, etc.), input the “Remarks” and specify the effective period of the delegation. School Heads, MSAs and CSAs can then select a school under their administration in the “School Options” drop-down list and the related teachers/staff will be listed under “Delegate User” for selection.

**CLO - Add Delegation**

Target School: Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

Task: CDS (Non-WebSAMS School)

Remarks:

Effective From:  To:

School Options: Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

Delegate User:

☐ CLO Self Register / 自我註冊 (closelregister)

☐ CLO Self Register / -- (closelregister2)

☐ TAM, DEMO PASSWORD / -- (teachertc)

☐ TEST, APP TCS / -- (testapptcs)

☐ TESTING, TEACHER FA / 陳大文 (teacherfa)

☐ TONG, DEMO PASSWORD / -- (demotm0207)

[Add Delegation](#) [Back](#)

After selecting delegate(s), click the “**Add Delegation**” button at the bottom to confirm adding the new delegation.

## 7.1.2 Update Delegated Task

In the list of delegated tasks, School Heads, MSAs and CSAs can click the delegate link to update the delegation details in the Update Delegation page

**CLO - Delegate Task**

School: Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

Delegate: All(所有職員) Task: All

Please review the delegated tasks and timely remove delegations no longer required (e.g. teacher/staff has resigned)

<input type="checkbox"/>	Task / System	Delegate	Remarks	From	To	Delegated On	
<input type="checkbox"/>	eForm for Secondary School Places Allocation (SSPA) System	CDE, TEACHER CU / 示範老師 (teachercu)		01/12/2022		05/12/2022	<a href="#">✖ Remove</a>
<input type="checkbox"/>		TEST, APP-TCS / - (testappics)		01/12/2022		07/12/2022	<a href="#">✖ Remove</a>
<input type="checkbox"/>	SSPA e-Platform	CDE, TEACHER CU / 示範老師 (teachercu)		05/12/2022	01/01/2023	05/12/2022	<a href="#">✖ Remove</a>

[Add Delegation](#) [Delete Selected Delegation](#)

School Heads, MSAs and CSAs can change the “Remarks” and effective period of the delegation, and then click the “**Update Delegation**” button to save the changes.

**CLO - Update Delegation**

Target School: Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

Task: eForm for Secondary School Places Allocation (SSPA) System

Remarks:

Effective From: 2022-12-01 To: 2022-12-01

Delegate User: CDE, TEACHER CU / 示範老師 (teachercu)

[Update Delegation](#) [Back](#)

## 7.1.3 Remove Delegated Task

In the list of delegated tasks, School Heads, MSAs and CSAs can click the “**Remove**” button to remove the corresponding delegated task. School Heads, MSAs and CSAs can also select multiple delegated tasks by checking their checkboxes on the left and then click the “**Delete Selected Delegation**” button to remove them in one go.

**CLO - Delegate Task**

School: Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

Delegate: All(所有職員) Task: All

Please review the delegated tasks and timely remove delegations no longer required (e.g. teacher/staff has resigned)

Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

<input type="checkbox"/>	Task / System	Delegate	Remarks	From	To	Delegated On	<input type="button" value="Remove"/>
<input type="checkbox"/>	eForm for Secondary School Places Allocation (SSPA) System	COE, TEACHER CU / 示範老師 (teachercu)		01/12/2022		05/12/2022	<input type="button" value="Remove"/>
<input type="checkbox"/>		TEST APP TCS / ... (testappics)		01/12/2022		07/12/2022	<input type="button" value="Remove"/>
<input type="checkbox"/>	SSPA e-Platform	COE, TEACHER CU / 示範老師 (teachercu)		05/12/2022	01/01/2023	05/12/2022	<input type="button" value="Remove"/>

Add Delegation Delete Selected Delegation

## 7.1.4 About Resignation/Transfer of School Representative


### School Head

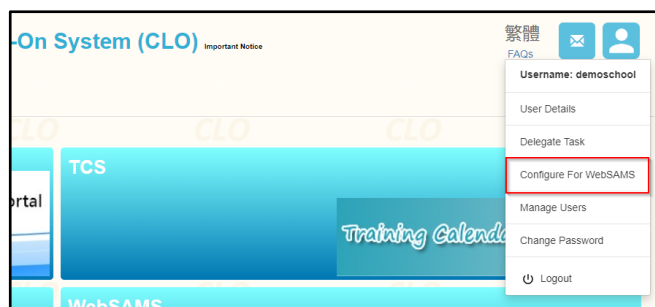
When appointment information regarding the change of School Head is updated in e-Services, CLO will automatically update the relevant privileges as school representative according to the information from e-Services. Relevant user (i.e. the original School Head) will not be able to represent the original serving school, **therefore schools should timely update the appointment information in e-Services.** (Please note that the tasks delegated in the original serving school by the original School Head will remain effective. For resignation/transfer of delegates, please refer to the following paragraph.)

### Teacher/Staff Delegate

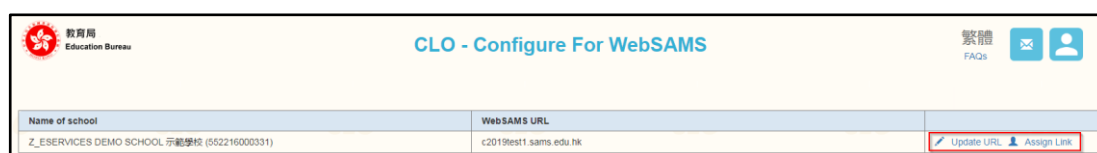
As the school which teacher/staff is delegated to represent may not be the same as the school he/she is serving, CLO will not automatically change the delegations even though the appointment status of the delegate is changed. **School Heads, MSAs and CSAs should timely review and remove delegations no longer required.**

## 7.2 Configure for WebSAMS

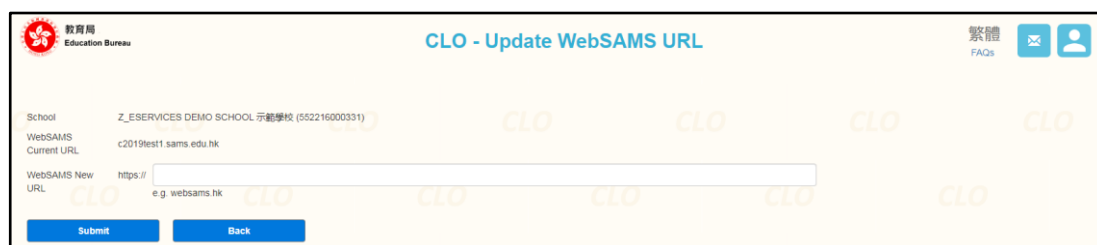
School Heads, MSAs and CSAs can manage the configuration of single sign-on to WebSAMS of their schools by clicking the  icon at the top-right corner and then selecting “**Configure For WebSAMS**” in the drop-down menu.



WebSAMS URL of schools under the administration of the logged on user will be displayed. Users can click the “**Update URL**” link of a school to enter (for the first time) or update the corresponding WebSAMS URL. Users can also click the “**Assign Link**” link to assign the WebSAMS shortcut to the teacher/staff of the school.



## 7.2.1 Update WebSAMS URL




On the Update WebSAMS URL page, the selected school and the current WebSAMS URL will be displayed. Users can update the URL by inputting the new URL in the “WebSAMS New URL” box and then click the “**Submit**” button. *Please note that it will take about two working days for the new WebSAMS URL to be effective in CLO.*

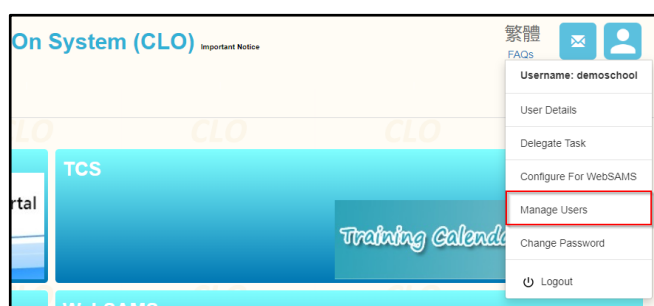


## 7.2.2 Assign WebSAMS Shortcut


On the Assign WebSAMS Link page, the selected school will be displayed and all teachers/staff of the school with CLO user account will be listed. In order to show the WebSAMS shortcut to a teacher/staff when he/she logs on to CLO, users can check the checkbox of the teacher/staff (or check the “All” checkbox to assign to all teachers/staff) and then click the “Save” button. *Individual teachers/staff can manage their WebSAMS shortcuts themselves by using the “+”/“-” button on the CLO portal homepage.* (Please refer to [Section 4.2](#) for details.)

## 7.3 Manage Self-registered Users

School Heads, MSAs and CSAs can click the  icon at the top-right corner and then select “Manage Users” in the drop-down menu to manage the CLO user accounts of the school created by self-registration. (Please refer to [Section 8](#) for details on applying for a CLO user account by self-registration.)




CLO user accounts of the school created by self-registration will be listed on the Manage Self Registered Users page. School Heads, MSAs and CSAs can select a different school under their administration (if applicable) to show the user accounts of the selected school.



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

CLO - Manage Self Registered Users

繁體  
FAQs



School

Z\_ESERVICES DEMO SCHOOL 示範學校(552216000331)

User Name	Chinese Name	English Name	Post Description	Email	Date of Application	Status	
closeifregister	自助註冊	CLO Self Register	Test	testselfregister@demo.gov.hk	11/11/2020	Normal	
closeupport		CLO Support	IDP Health Check	clo_support@demo.gov.hk	27/09/2021	Normal	
test20220105ssss		eng	post	test20220105@demo.gov.hk	05/01/2022	Deleted	
test20220214ss		eng	post	test20220214@demo.gov.hk	14/02/2022	Normal	
smmigrate2	高教二	SMM Migration	SMM Migration Testing	smm_migrate2@demo.gov.hk	29/12/2022	Normal	

### 7.3.1 Approve/Reject Self-registered User Account Application

The pending application can be found in the list of CLO user accounts created by self-registration (with “**Pending**” status), School Heads, MSAs and CSAs can click the “**Approve**” or “**Reject**” button as appropriate to complete the application process.



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FAQs




School

(RESERVED)A16 AIDED SEC SCH 呂祺測試資助中學(981735000133)

User Name	Chinese Name	English Name	Post Description	Email	Date of Application	Status	
uatself1	陳太文	Chan Tai Man	staff	uatself1@demo.gov.hk	08/09/2021	Normal	
uatself2	陳小文	chan siu man	teacher	uatself2@demo.gov.hk	24/09/2021	Normal	
uatself3	陳小文	chan siu man	teacher	uatself3@demo.gov.hk	27/09/2021	Normal	
uatself4	陳小文	chan siu man	teacher	uatself4@demo.gov.hk	29/09/2021	Deleted	
uatself5	陳小文	chan siu man	teacher	uatself5@demo.gov.hk	25/10/2021	Deleted	
uatself6	陳小文	chan siu man	teacher	uatself6@demo.gov.hk	11/11/2021	Deleted	
tests20211116a	測試人員	Tester	Tester	tests20211116a@demo.gov.hk	16/11/2021	Pending	<div>  Approve            Reject         </div>

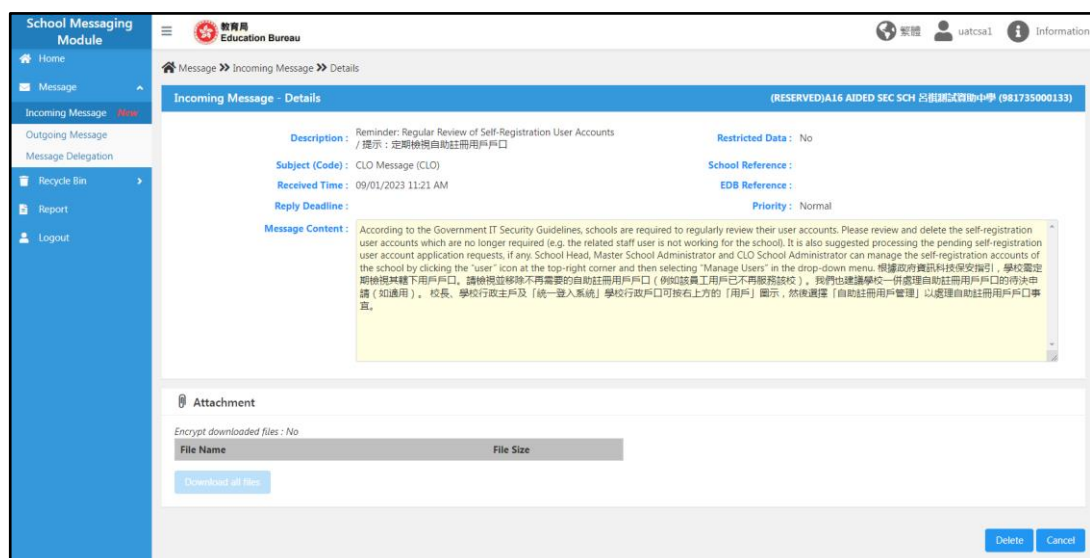
### 7.3.2 Remove Self-registered User Account

In the list of CLO user accounts created by self-registration, School Heads, MSAs and CSAs can click the “Delete” button to remove the corresponding user account.



User Name	Chinese Name	English Name	Post Description	Email	Date of Application	Status	Action
uatself1	陳太文	Chan Tai Man	staff	uatself1@edu.gov.hk	08/09/2021	Normal	<a href="#">Delete</a>
uatself2	陳小文	chan siu man	teacher	uatself2@edu.gov.hk	24/09/2021	Normal	<a href="#">Delete</a>
uatself3	陳小文	chan siu man	teacher	uatself3@edu.gov.hk	27/09/2021	Normal	<a href="#">Delete</a>
uatself4	陳小文	chan siu man	teacher	uatself4@edu.gov.hk	29/09/2021	Deleted	
uatself5	陳小文	chan siu man	teacher	uatself5@edu.gov.hk	25/10/2021	Deleted	
uatself6	陳小文	chan siu man	teacher	uatself6@edu.gov.hk	11/11/2021	Deleted	
testh20211116a	測試人員	Tester	Tester	testh20211116a@edu.gov.hk	16/11/2021	Pending	<a href="#">Approve</a> <a href="#">Reject</a>

Reminder message (as shown below) is sent regularly to remind School Heads, MSAs and CSAs to review the CLO user accounts of the school under their administration and delete the user accounts which are no longer required (e.g. the related staff user is not working for the school).



**School Messaging Module**

Home | Message | Incoming Message | Outgoing Message | Message Delegation | Recycle Bin | Report | Logout

**Incoming Message - Details**

(RESERVED)A16 AIDED SEC SCH 呂振洲試驗中學 (981735000133)

**Description:** Reminder: Regular Review of Self-Registration User Accounts  
/ 提示：定期檢視自助註冊用戶戶口

**Subject (Code):** CLO Message (CLO)

**Received Time:** 09/01/2023 11:21 AM

**Reply Deadline:**

**Restricted Data:** No

**School Reference:**

**EDB Reference:**

**Priority:** Normal

**Message Content:** According to the Government IT Security Guidelines, schools are required to regularly review their user accounts. Please review and delete the self-registration user accounts which are no longer required (e.g. the related staff user is not working for the school). It is also suggested processing the pending self-registration user account application requests, if any. School Head, Master School Administrator and CLO School Administrator can manage the self-registration accounts of the school by clicking the "user" icon at the top-right corner and then selecting "Manage Users" in the drop-down menu. 根據政府資訊科技保安指引，學校應定期檢視其轄下用戶戶口。請檢視並刪除不再需要的自助註冊用戶戶口（例如該員工用戶已不再服務該校）。我們也建議學校一併處理自助註冊用戶戶口的待決申請（如適用）。校長、學校行政主戶及「統一登入系統」學校行政戶口可按右上方的「用戶」圖示，然後選擇「自助註冊用戶管理」以處理自助註冊用戶戶口事宜。

**Attachment**

Encrypt downloaded files: No

File Name	File Size
<a href="#">Download all files</a>	

[Delete](#) [Cancel](#)

## 8 SELF REGISTER CLO USER ACCOUNT

*(Note: This function is only for users not eligible for e-Services or TCS user account and approval by the School Head, MSA and CSA of related school is required.)*

If a user is required to create an account in CLO, he/she may click the “**Self Register**” button on the CLO logon page.



Education Bureau  
Common Log-On System  
統一登入系統 (CLO)

Username/用戶名稱  
Password/密碼

Logon / 登入      FAQs/常見問題

[Forgot Username/Password](#)  
忘記用戶名稱/密碼

智方便登入  
Login with IAM Smart      [More Info/了解更多](#)

**Self Register/自助註冊**

Click [here](#) to register a new e-Services Portal School Account/  
[按此註冊新的電子化服務入門網站學校戶口](#)

### Step 1 – Select School

On the School Search page, an applicant can specify search criteria and then click the “**Search**” button to find the school which he/she is serving. (Note: Only schools with school account in CLO can be searched.) Schools matching the search criteria will be listed in the Search Result table and the applicant can select a school by clicking the corresponding School Name.

**User Registration - School Search**

Please input one or more item(s) and click the Search button to retrieve the required school list.

School English Name  
Demo

School Chinese Name

School Number

School Level  
ALL

Session  
ALL

Search Clear Reset

**Search Result:**

School Number	Location	Level	Session	School Name
123456	0001	PRIMARY	WHOLE DAY	DEMOSCHOOL

Previous Next

## Step 2 – Input User Details

After selecting the school, input “Post Description”, “Chinese Name”, “English Name”, “Username”, “Password”, “Confirm Password”, “Email” and “Apply Reason”. At the bottom of the page, input the Verification Code and then click the “**Submit**” button.

**User Registration**

Please input information below and press “Submit” to continue the registration process.

School Name: DEMOSCHOOL  
測試學校

Level: PRIMARY Session: WHOLE DAY

Post Description:

Chinese Name:

English Name:

User Name:

Password:

Confirm Password:

Email:

Apply Reason:

Verification Code

Please enter characters in the image (if you cannot see the characters in the image, please press ↺)

Reset Submit

CLO will then send an email to the applicant's registered Email Address for verification.



### Step 3 – Verify Email Address

Click the link in the verification email to continue with the user account registration. In the Email Verification page, input the registered “Username” and “Password” again, and then click the “**Submit**” button.

### Step 4 – Submit to School Head/MSA/CSA for Approval

The user account registration will be sent to the School Head, MSA and CSA for approval as a message.

Description	Subject (Code)	Received Time	EDB Reference	Reply Deadline	Replied	Priority
<input type="checkbox"/> Approve Self registration: tmchan20230127	CLO Message (CLO)	27/01/2023 03:17 PM			No	Normal
<input type="checkbox"/> Reminder: Regular Review of Self-Registration User Accounts / 提示：定期檢視自助註冊用戶戶口	CLO Message (CLO)	09/01/2023 11:21 AM			No	Normal

The School Head, MSA and CSA will receive the approval request message in SMM. The School Head, MSA and CSA may review the application details and then click the “**Approve**” button or “**Reject**” button as appropriate. (The School Head, MSA and CSA can also use the “Manage Self-registered Users” function to process the application, please refer to [Section 7.3.1](#) for details.)

**Incoming Message - Details** (RESERVED)A16 AIDED SEC SCH 呂祺測試資助中學 (981735000133)

**Description :** Approve Self registration: tmchan20230127  
**Subject (Code) :** CLO Message (CLO)  
**Received Time :** 27/01/2023 03:17 PM  
**Reply Deadline :**  
**Message Content :** SchoolName (RESERVED)A16 AIDED SEC SCH 呂祺測試資助中學  
Post Description teacher  
English Name chan tai man  
Chinese Name  
Username tmchan20230127  
Email tmchan20230127@edb.gov.hk  
Apply Reason test  
**Restricted Data :** No  
**School Reference :**  
**EDB Reference :**  
**Priority :** Normal

### Step 5 – Notify Application Result

After approval or rejection by the School Head, MSA and CSA, the applicant will receive a notification email informing him/her of the application result. If the application is approved, the user can click the link embedded in the email to go to the CLO logon page.

#### (Approval)

**[EDB CLO] Approval of User Registration / 用戶戶口成功註冊**  
**clo\_noreply@edb.gov.hk**  
2019/07/23 下午 03:12  
[Hide Details](#)

From: "CLO UAT" <clo\_noreply@edb.gov.hk>  
To: **Please respond to clo\_noreply@edb.gov.hk**

Attention: This email is sent out by computer system, please do not reply to this mail.  
請注意：此電子郵件由電腦系統發出，請不要就此郵件回覆。

Please be informed that your CLO user account (username) application has been approved. Please click the link below to log on CLO.  
閣下之「統一登入系統」用戶戶口(username)申請已被接納，請點擊下面連結以登入「統一登入系統」。

[CLO / 「統一登入系統」](#)

For enquiries, please contact CLO Helpdesk at 3464 0592 or email to clo@edb.gov.hk.  
如有查詢，請致電3464 0592或電郵至clo@edb.gov.hk與「統一登入系統」小組聯絡。

CLO Support Team, Education Bureau  
教育局「統一登入系統」小組

#### (Rejection)

<b>[EDB CLO] User Registration Rejected / 用戶戶口註冊失敗</b>		2019/07/23 下午 06:32
<b><a href="mailto:clo_noreply@edb.gov.hk">clo_noreply@edb.gov.hk</a></b>		<a href="#">Hide Details</a>
From:	"CLO UAT" < <a href="mailto:clo_noreply@edb.gov.hk">clo_noreply@edb.gov.hk</a> >	
To:	<b>Please respond to <a href="mailto:clo_noreply@edb.gov.hk">clo_noreply@edb.gov.hk</a></b>	
<p>Attention: This email is sent out by computer system, please do not reply to this mail 請注意：此電子郵件由電腦系統發出，請不要就此郵件回覆。</p> <p>Please be informed that your CLO user account (username) application has been rejected by your school, please contact your school administrator for details. For other enquiries, please contact CLO Helpdesk at 3464 0592 or email to <a href="mailto:clo@edb.gov.hk">clo@edb.gov.hk</a>. 閣下之「統一登入系統」用戶戶口(username)申請不獲接納，請聯絡有關學校行政人員了解詳情。其他查詢可電3464 0592或電郵至<a href="mailto:clo@edb.gov.hk">clo@edb.gov.hk</a>與「統一登入系統」小組聯絡。</p> <p>CLO Support Team, Education Bureau 教育局「統一登入系統」小組</p>		



## 9 ENQUIRY

For enquiries on CLO, please contact CLO Helpdesk at 3464 0592 or e-mail to [clo@edb.gov.hk](mailto:clo@edb.gov.hk).

For enquiries on individual application systems, please contact the enquiry hotline of the respective application system. The contact information can be found by putting the mouse cursor over the corresponding shortcut. (Please refer to [Section 5](#) for details.)