

## Education Bureau Circular Memorandum No. 114/2024

From: Secretary for Education                      To: Supervisors/Heads/Teachers of All  
Primary and Secondary Schools  
(except ESF and international schools)

Ref: 1066-2005-8050-9050-00001  
Date: 31 May 2024

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### **e-Services Portal – Management of Teachers’ Personal Profiles Updating Exercise for the 2024/25 School Year and Briefing on the e-Services Portal**

#### **Summary**

The purposes of this circular memorandum are to remind schools and teachers of the updating exercise of the e-Services Portal for the 2024/25 school year, and invite schools to nominate school administrators or staff coordinating e-Services matters to attend the briefing on the e-Services Portal.

#### **Background**

2. The e-Services Portal <https://eservices.edb.gov.hk> (hereafter called “the Portal”) aims at providing schools and teachers (including principals) with a reliable, secure and user-friendly web-based system with multiple education services. The major services include the management of teacher profiles, web-enrolment of training courses and provision of email services. Teachers’ data collected through the Portal will be used for various educational purposes such as data analysis and compilation of teacher statistics.

3. Schools are required to create e-Services accounts for all monthly-paid teachers, teaching assistants (excluding “Teacher Assistants” of special schools) and other staff with teaching load, including teaching staff who are paid by Salaries Grant, cash grants from the government or schools’ private funding, to report relevant information. For daily-paid supply teachers, schools may decide whether accounts should be created for them on the basis of schools’ operational needs.

#### **Updating and Verification of Teacher Data**

4. Schools should process and complete the relevant data updating for the 2024/25 school year **from 2 September to 20 September 2024**. School administrators should ensure all serving teachers have completed the data updating within the abovementioned period, and properly verify the personal profiles updated/ submitted by the teachers. If there are changes in substantive rank, terms of employment or Full-time Equivalent of serving teachers, school administrators should also update relevant information in their

appointment records. Schools should administer the updating exercise at the earliest to avoid the submission of information nearer the deadline. There may be network congestion and possible delay in related work if a large number of users submit information at the same time. Schools and teachers are required to pay special attention to the following in updating and verifying the information.

## **Serving Teachers**

5. All serving teachers are required to log in to the Portal, accurately input or update their own information in “Teacher Profile”, including (a) residential address, telephone number and personal email address and setting default email address in “Personal Particulars”; (b) academic / degree qualifications in “Qualifications”; (c) teacher training qualifications in “Teacher Training”; (d) Continuing Professional Development (CPD) activities records; and (e) duties / posts, subjects taught and number of teaching periods for the 2024/25 school year in “Serving Schools”. Please note that **language teachers should input their acquired relevant degree qualifications and teacher training for language teachers in (b) and (c) above**. Serving teachers having the result of the Basic Law and National Security Law Test (BLNST) may report and submit them to school for verification as necessary. Furthermore, teachers should check and ensure the records on the Portal about their CPD activities information are accurate and complete, including relevant activities that have not applied via EDB’s Training Calendar System<sup>1</sup>, to facilitate schools and EDB to review the training progress of individual teachers, including whether the requirements of core training have been met.

## **New Teachers / Teachers Transferred from Other Schools**

6. School administrators should add the information of new teachers / teachers transferred from other schools (if any) to schools’ accounts on the Portal. These teachers, like other serving teachers, are also required to input/ update the personal profiles and submit them to school for verification as described in paragraph 5.

7. Starting from the 2023/24 school year, schools should submit the BLNST information of all newly-appointed teachers at the beginning of each school year to EDB through the Portal, including the organising authority of the test, level of the test and date of attaining a pass result in the test and whether schools have verified the relevant test result, etc. For details, please refer to our Letter to Schools dated 18 May 2023 which has been uploaded on EDB webpage (<http://www.edb.gov.hk/en/blnst>).

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<sup>1</sup> Teachers can add the relevant activities records at “Teacher CPD Activities Records > TCPD Activities (Teacher-input)” and submit the records to school for verification and confirmation. In tandem, schools can also add relevant activities records at “CPD Activities > CPD Activities (School-input)” for the teachers who have participated in the professional development activities organised by the schools. Please refer to the video clips uploaded to the “help manual” of e-Services Portal for the procedures to view teachers’ CPD activities records on the Portal.

## Departing Teachers

8. School administrators have to input the end date of employment and the reason of termination in “Termination of Employment” on the Portal for the departing teachers as soon as possible. Schools should also ensure that the CPD activities records<sup>1</sup> (if any) submitted by relevant teachers have been properly verified and confirmed.

## Teachers Teaching Non-language Subjects in English

9. Under the fine-tuned medium of instruction arrangements<sup>2</sup>, non-language subject teachers are required to meet the teacher capability criterion for teaching non-language subjects in English and/or conducting extended learning activities in English. These teachers are hence requested to fill in/ update relevant information in “Teachers Teaching Non-language Subjects in English” of “Serving Schools”. All the information should be submitted to schools for verification.

10. When there are subsequent changes in teacher information in the school year, teachers and schools should update and process relevant records in e-Services Portal as soon as possible. Please refer to [Appendix 1](#) and [Appendix 2](#) for a flowchart of updating schools’ information and a summary of the major tasks. For details of handling the personal data, please refer to [“Personal Information Collection Statement”](#) on the Portal (<https://eservices.edb.gov.hk>).

## Briefing for School Administrators

11. To provide better services for schools and teachers, EDB will continually enhance the functions of the Portal and update the online Help Manual accordingly. To familiarise school administrators with the functions of the Portal as well as the updating procedures for the 2024/25 school year, EDB will conduct four identical briefing sessions for school administrators in July 2024. Please visit EDB Training Calendar System at <https://tcs.edb.gov.hk> (Course ID: PDT020240182) for the enrolment details. Schools please arrange the school administrators or staff coordinating the information updates to attend the briefing sessions as follows:

Event	Date	Time
1	3 July 2024 (Wednesday)	9:30 a.m. – 12:15 p.m.
2		2:15 p.m. – 5:00 p.m.
3	8 July 2024 (Monday)	9:30 a.m. – 12:15 p.m.
4	11 July 2024 (Thursday)	2:15 p.m. – 5:00 p.m.

<sup>2</sup> In accordance with EDB Circular No. 6/2009 dated 5 June 2009 on Fine-tuning the Medium of Instruction for Secondary Schools, the fine-tuned medium of instruction arrangements have taken effect from the 2010/11 school year, starting with Secondary 1 level and progressing each year to a higher form at junior secondary levels.

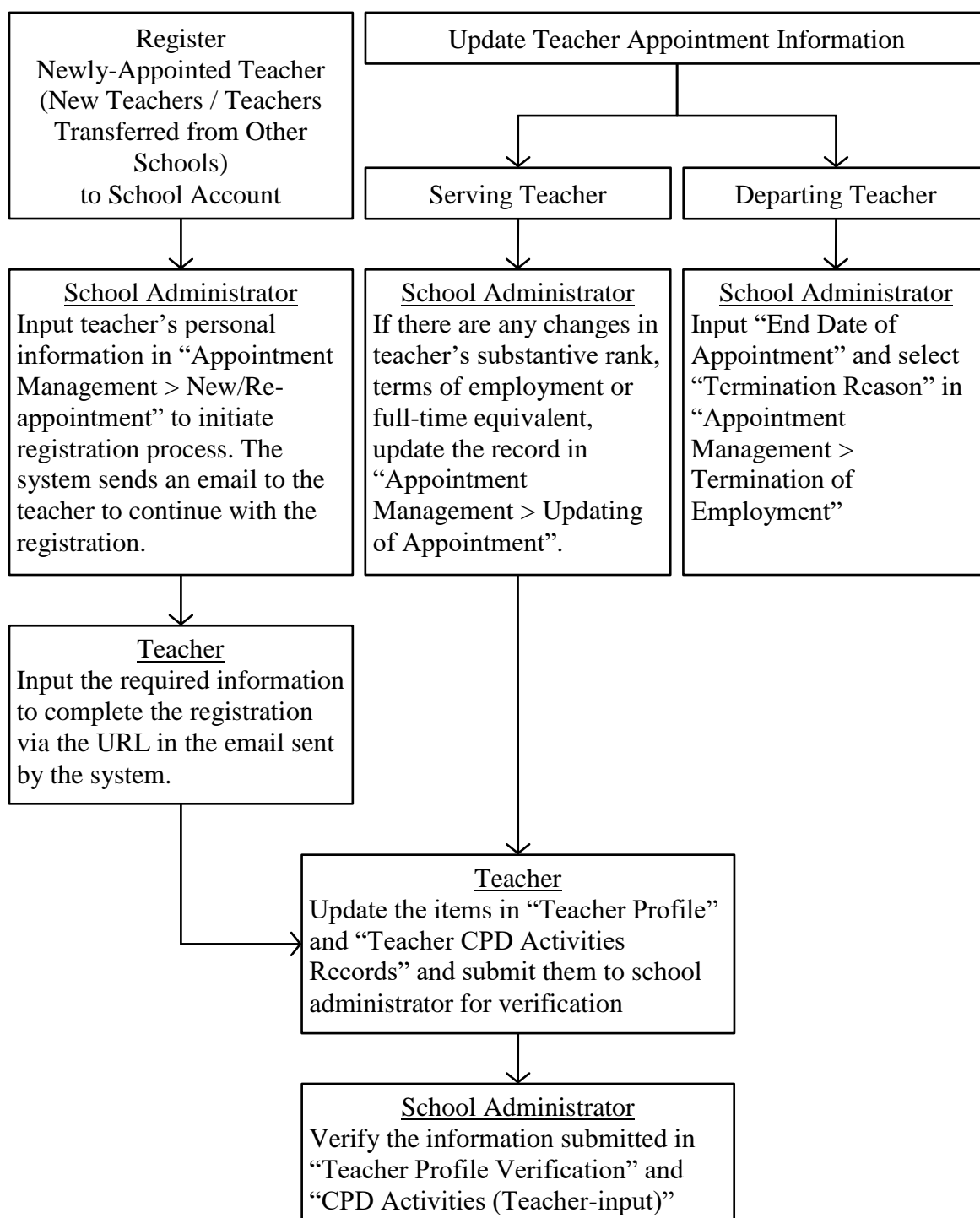
## **Enquiries**

12. If you have any enquiries, please contact the e-Services Team by phone at 3698 3640, by fax at 2119 9826 or through email at [eservices@edb.gov.hk](mailto:eservices@edb.gov.hk).

Ms W P LEE  
for Secretary for Education

c.c. Heads of Sections – for information

**Flowchart on Updating Schools' Information**



**Please note: When there are subsequent changes in teacher information in the school year, teachers and schools should update and process relevant records on e-Services Portal as soon as possible.**

## **Summary of Major Tasks**

### **(A) Major Tasks of School Administrators**

#### **Task 1: End Appointment Records of Departing Teachers**

- School administrators should input the “End Date of Appointment” and the “Termination Reason” for the teachers who will leave or have left the school in “Termination of Employment” of “Appointment Management”.

#### **Task 2: Register Newly-Appointed Teachers' Accounts**

- School administrators should register to the e-Services Portal the personal accounts of newly-appointed teachers (new teachers or teachers transferred from other schools). In principle, schools are required to create e-Services accounts for all monthly-paid teachers, teaching assistants (excluding “Teacher Assistants” of special schools) and other staff with teaching load, including teaching staff who are paid by Salaries Grant, cash grants from the government or schools’ private funding, to report relevant information. For daily-paid supply teachers, schools may decide whether accounts should be created for them on the basis of schools’ operational needs.

#### **Task 3: Update Staff Appointment Information**

- If there is a change in substantive rank, terms of employment or “Full-time Equivalent” of any serving teachers, school administrators should update the staff appointment information in “Updating of Appointment” of “Appointment Management”.

#### **Task 4: Verify Staff Profiles**

- School administrators have to verify the personal profiles submitted by teachers in “Teacher Profile Verification” and ensure that important information including subjects taught, number of teaching periods per cycle / week and duties / posts have been provided by teachers.

#### **Task 5:**

- Schools should ensure that the CPD activities records (if any) submitted by teachers have been properly verified and confirmed.

### **Task 6: Verify and Submit BLNST information of Newly-Appointed Teachers**

- School administrators have to verify and submit BLNST information of all newly-appointed teachers. Relevant details and the Portal User Manual can be downloaded from EDB webpage (<http://www.edb.gov.hk/en/blnst>).

### **Task 7: Reset Password for Staff Who Have Forgotten the Login Password**

- In case teachers forget the login password and they have not provided alternative email address<sup>3</sup> in the e-Services Portal, they can reset the password via school administrators, who can approve the requests in “Teacher Password Reset Approval” of “Appointment Management”.
- Teachers who are transferred from other schools and cannot reset the password by themselves should contact the e-Services Team at 3698 3640.

### **Task 8: Creation of New School Account (if applicable)**

#### New Schools

- For newly operated schools, school heads should approach the e-Services Team as soon as possible for provision of a school registration key to activate the Master School Administrator (MSA) account.

#### Changed Locations (e.g. Re-provisioning) or Sessions (e.g. Whole-day Schooling)

- Schools may retain their existing MSA accounts. For schools converting from half-day to whole-day operation, the school head may choose either the account from AM session or PM session as the new account and inform the e-Services Team for arrangement of account transfer.

## **(B) Major Tasks of Teachers**

### **Task 1: New Account or Transfer of Account**

- When a teacher is going to change school in the new school year, please remind the school administrator of the serving school to “end” the employment record in the Portal. Please note that even the process has not been completed, the teacher can still register the e-Services account with the new school.

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<sup>3</sup> “Alternative email address” refers to an additional email address input to the Portal by the teachers themselves, NOT the email address provided by the Portal (xxxx@eservices.hkedcity.net).

- New teachers and teachers transferred from other schools may register an e-Services account via the school administrators of the new schools before the commencement of the school year.

### **Task 2: Update Personal Profiles**

- For information at “Serving Schools”, teachers have to update their duties / posts, subjects taught and the number of teaching periods at the beginning of the school year. Other appointment information is to be updated by school administrators.
- Teachers are requested to update their personal profiles as early as possible when there are changes in personal particulars, qualifications and training. If teachers have entered qualification that is being sought, please submit it to school for verification as soon as the qualification is obtained.
- Newly-appointed teachers are required to provide BLNST information, including the organising authority of the test, level of the test and date of attaining a pass result in the test, and submit them to school for verification. Serving teachers having the result of BLNST may report and submit them to school for verification as necessary.
- Teachers should check and ensure the records on the Portal about their CPD activities information are accurate and complete, including relevant activities that have not applied via EDB’s Training Calendar System, to facilitate schools and EDB to review the training progress of individual teachers, including whether the requirements of core training (if any) have been met.

### **Task 3: Reset Password**

- If teachers have forgotten their password, they can reset it by clicking “Reset Password > Teacher” in the e-Services Portal login page.
- Teachers transferred from other schools who cannot log in to the Portal should contact the e-Services Team at 3698 3640.