

SOCIAL WELFARE DEPARTMENT

SWD ELDERLY INFORMATION WEBSITE USER GUIDE FOR MANAGING USER ACCOUNTS FOR RECOGNISED SERVICE PROVIDERS OF THE PILOT SCHEME ON COMMUNITY CARE SERVICE VOUCHER FOR THE ELDERLY

VERSION 0.3

(Updated in July 2022)

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1. OBJECTIVES

Recognised Service Providers (RSPs) of the Pilot Scheme on Community Care Service Voucher (CCSV) for the Elderly are invited to update the vacancy position(s) of day care places and/or home care places in the web content management system of the SWD Elderly Information Website to enhance information transparency and promote informed choice of elderly persons and/or their carers in selecting the RSPs that meet their individual needs.

This user guide targets at guiding CCSV RSPs to manage their user accounts in terms of

- updating the vacancy position(s) for day care places and/or home care places; and**
- resetting their password and/or email address affiliated to their user accounts.**

2. PROCEDURES OF UPDATING VACANCY POSITION(S)

Step 1: Login the web content management system in SWD Elderly Information Website

Login path: <https://elderlyinfo.swd.gov.hk/cmsuser>

Step 2: Enter the Username and Password distributed to RSP by separate email; and wordings and/or numeric displayed in the CAPTCHA(驗證碼)



主頁 > 用戶帳號

用戶帳號

登錄

重設密碼

用戶名稱 *

輸入你社署長者資訊網的用戶名稱

密碼 *

輸入你的用戶名稱附帶的密碼。

驗證碼



在圖像上顯示了什麼文字? *

輸入圖片中顯示的字符或使用揚聲器圖標來獲得的音頻版本。

登錄

For successful login, users would be able to access the front page of the web content management system.



For unsuccessful login, users would be required to re-enter the username, password and CAPTCHA in the login page in accordance with the system alert messages displayed.

Step 3: Click “Manage” on the top-left corner after successful login

The screenshot shows the user interface of the Social Welfare Department's Senior Information Network. At the top left, there is a navigation menu with a red box highlighting the "Manage" option. To its right, the user's name "SU-" is displayed. Below the name are two buttons: "View profile" and "Log out". A green navigation bar contains several menu items: "關於我們", "長期護理", "院舍照顧", "牌照及服務質素", "社區照顧", "服務券", and "服務搜尋". Below this is a large banner image of an elderly couple smiling, with the text "社署長者資訊網" overlaid in large green characters. Underneath the banner, the breadcrumb "主頁 > SU-" is visible. The user's name "SU-" is shown again, followed by two buttons: "檢視" and "更改". Below this, there is a section titled "安老院及 / 或社區券計劃認可服務提供者:" followed by a blacked-out area. The next section is titled "帳戶歷史" and contains the text "此帳戶已啟用時間" and "1 星期 3 日".

Manage

SU-

View profile Log out

關於我們 | 長期護理 | 院舍照顧 | 牌照及服務質素 | 社區照顧 | 服務券 | 服務搜尋

社署長者資訊網

主頁 > SU-

SU-

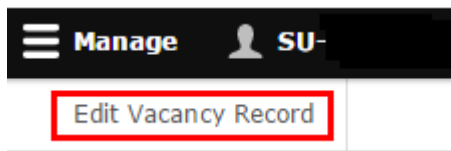
檢視 更改

安老院及 / 或社區券計劃認可服務提供者:

帳戶歷史

此帳戶已啟用時間
1 星期 3 日

Step 4: Click “Edit Vacancy Record” under “Manage”



Step 5: Click “Edit Vacancy of (Portal Code of CCSV Recognised Service Provider) (Name of CCSV Recognised Service Provider)”



Step 6: Enter the vacancy position(s) for day care places and/or home care places

Manage ★ 捷徑 👤

Edit Vacancy Record

中華人民共和國香港特別行政區政府
社會福利署長者資訊網

輸入查詢字串 🔍

GovHK 香港政府一站通 A A English 簡體 網頁指南

關於我們 | 長期護理 | 院舍照顧 | 牌照及服務質素 | 社區照顧 | 服務券 | 服務搜尋



主頁 > [Redacted]

[Redacted]

長者社區照顧服務券試驗計劃日間護理空缺 *
空缺數目必須小於或等於現有名額：100

長者社區照顧服務券試驗計劃家居照顧空缺 *
空缺數目必須小於或等於現有名額：100

Step 7: Click “Submit”

Remarks: The vacancy position(s) for day care places and home care places entered shall not exceed their respective capacities.

Step 8: To review the published vacancy position(s), click “Search Engine”.



Step 9: Click “Recognised Service Providers of Community Care Service Voucher”. Enter the name of the Recognised Service Provider in the keyword search box and Click “Search”.



Step 10: Search result(s) would show the Recognised Service Provider requested. Click “Detail” to enter the service profile.

主頁 > 服務搜尋 > 社區券試驗計劃 > 搜尋結果

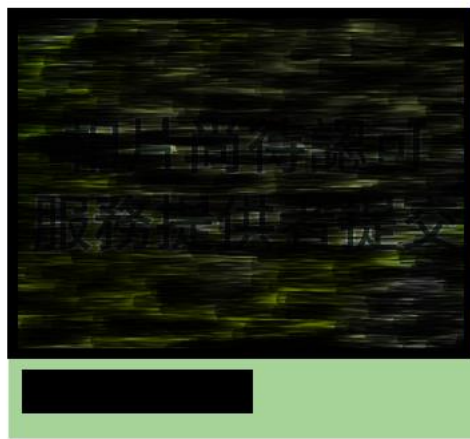
搜尋結果

安老院

社區券試驗計劃

長者社區照顧服務券試驗計劃認可服務單位共有238間
 預設搜尋結果按服務單位的英文字母排序
 每頁顯示： 10 30 50

◀ 返回服務搜尋



Tel: [Redacted]

Tel: [Redacted]

詳情

詳情

Step 11: Click “Pilot Scheme on Community Care Service Voucher (CCSV) for the Elderly” to view and check the published vacancy position(s)

 下載安老院宣傳刊物 (不適用)

 下載院舍券計劃宣傳刊物 (不適用)

 下載社區券計劃宣傳刊物

 下載安老院收費表 (不適用)

 下載院舍券計劃認可服務機構收費表 (不適用)

 下載社區券計劃附加資料 (不適用)

聯絡方法

地區: 黃大仙區
 地址: [Redacted]
 電話號碼: [Redacted]
 附加電話號碼: [Redacted]
 傳真號碼: [Redacted]
 電子郵箱: [Redacted]
 網址: [Redacted]

長者社區照顧服務券試驗計劃 (社區券計劃) +

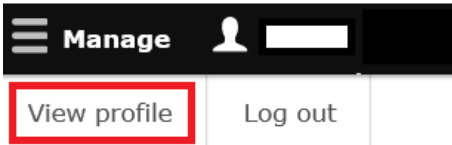
免責條款: 社署長者資訊網內個別安老院及/或認可服務單位的服務概覽所提供的資料只供參考之用。雖然社會福利署(社署)將定期更新服務概覽內的資料並盡力確保這個網頁上的資料準確無誤, 但社署並不對該等資料的準確性作出任何明示或隱含的保證。部份資料由安老院及/或認可服務單位提供和核實。如欲索取更多服務資料, 請與個別安老院及/或認可服務單位聯絡或瀏覽個別安老院及/或認可服務單位網頁。

3. PROCEDURES OF CHANGING PASSWORD/ EMAIL ADDRESS

Step 1: Click Username on the top navigation bar



Step 2: Click “View profile”



Step 3: Click “Edit”

主頁 > SU- [REDACTED]

SU- [REDACTED]

檢視

更改

安老院及 / 或社區券計劃認可服務提供者:

帳戶歷史

此帳戶已啟用時間

1 星期 3 日

Step 4: Enter your current password and your new email address/ new password, if applicable. Save your changes by clicking “Save”

主頁 > [blurred]



檢視

更改

舊密碼

輸入你的舊密碼去更改 電郵地址 或 新密碼。

電郵地址 *

請你輸入有效的電子郵件地址。社署長者資訊網內與本帳會相關的電子郵件都將發送到此地址。電子郵件地址不會被公開。

新密碼

不能以最近五次使用過的密碼作為新密碼。

密碼質量 :

確認新密碼

安老院及 / 或社區券計劃認可服務單位

儲存

Remarks: Password policies should be adhered to. The new password must include enough variation to be secure. Password must be:

1. with at least 8 characters in length;
2. with at least 1 digit (i.e. 0-9);
3. with at least 1 uppercase character (i.e. A-Z);
4. with at least 1 lowercase character (i.e. a-z);
5. with at least 1 special character (not whitespace or an alphanumeric) (i.e. ? / ; / ! / : / , etc.); and
6. not identical to one of the last 5 passwords that were used for the account.

4. PROCEDURES OF RESETTING PASSWORD

Step 1: Click the following link: <https://elderlyinfo.swd.gov.hk/cmsuser>

Step 2: Click “reset password”

主頁 > 用戶帳號

用戶帳號

登錄

重設密碼

用戶名稱 *

輸入你社署長者資訊網的用戶名稱

密碼 *

輸入你的用戶名稱附帶的密碼。

驗證碼



顯示不同的圖片

在圖像上顯示了什麼文字？ *

輸入圖片中顯示的字符或使用揚聲器圖標來獲得的音頻版本。

登錄

Step 3: Enter the Username/ Registered email address and wordings and/or numeric displayed in the CAPTCHA(驗證碼). Click “Request a reset password email”.

主頁 > 用戶帳號

用戶帳號

登錄

重設密碼

用戶名稱或電子郵件地址 *

驗證碼



顯示不同的圖片

在圖像上顯示了什麼文字？ *

輸入圖片中顯示的字符或使用揚聲器圖標來獲得的音頻版本。

電郵新的密碼資料

Check your email inbox. System will immediately send an email with password reset link to your account's email address.

Step 4: Click the password reset link (the first link in the email)

Dear [REDACTED],
[REDACTED], 你好,

Your request for resetting the password for your account with SWD Elderly Information Website has been received.
我們收到了你重設長者資訊網帳戶密碼的申請。

Please follow steps below to reset your password:
請按照以下步驟重設你的密碼:

Step 1: Connect the reset password page via

步驟一 請點選以下連結以重設你的帳戶密碼:

<https://elderlyinfo.swd.gov.hk/tc/cmsuser/reset/523/1542861525/1kcZ79xivqWcVozInKKBIGv05JQH2LwIolide4CfbjY>

Step 2: Login the web content management system with your new password via

步驟二 請點選以下連結並使用新密碼登入長者資訊網的網頁內容管理系統:

<https://elderlyinfo.swd.gov.hk/tc/cmsuser/>

The hyperlink connected to the reset password page will be expired 1 day after receipt of this email. If this hyperlink has been expired, please generate a new one by clicking:

重設密碼的連結將於你收到這封電子郵件的 1 天後失效。當連結失效後，你可以點選以下連結重新送出新的密碼重設申請:

<https://elderlyinfo.swd.gov.hk/tc/cmsuser/>

Disclaimer:

免責聲明:

1. This e-mail message is for the designated recipient only. It may contain information that is privileged for the designated recipient. If you are not the intended recipient, you are hereby notified that any use, retention, disclosure, copying, printing, forwarding or dissemination of the message is strictly prohibited. If you have received the message in error, please erase all copies of the message from your system and notify the Chief Site Administrator of SWD Elderly Information Website via: elderlyinfo@swd.gov.hk

1. 此電子郵件所含的內容均屬機密，僅供指定收件人使用，如你並非此郵件的指定收件人，禁止使用、保存、公開、複製、列印、轉寄或散播其所載的任何資料。若你誤收了此電子郵件，請立刻將此郵件及所有副本從系統中永久刪除，並電郵至 elderlyinfo@swd.gov.hk 通知我們的網站管理員。

2. Please do not reply to this email as it is generated from an automated mailbox. For enquiries, please contact the Chief Site Administrator of SWD Elderly Information Website via: elderlyinfo@swd.gov.hk

2. 這是自動發送的系統訊息，請勿直接回覆本訊息。如果你有任何疑問，請電郵至 elderlyinfo@swd.gov.hk 聯絡我們的網站管理員。

Step 5: Click “Login” to enter the password reset page

Home | 關於我們 | 長期護理 | 院舍照顧 | 牌照及服務質素 | 社區照顧 | 服務券 | 服務搜尋

社署長者資訊網

主頁 > 重置密碼

重置密碼

這是 [] 的一次性登錄，將在 Fri, 11/23/2018 - 11:03 過期。點擊此按鈕登錄網站並更改密碼。

此登錄只能使用一次。

登錄

Step 6: Choose a new password and enter your email address (if any changes are needed). The password must adhere to the password policies to be secure. Save your changes by clicking “Save”.

主頁 > [blurred]

[blurred]

✔ 一次性登錄鏈接已被使用。請更改您的密碼。

檢視

更改

電郵地址 *

請你輸入有效的電子郵件地址。社署長者資訊網內與本帳戶相關的電子郵件都將發送到此地址。電子郵件地址不會被公開。

新密碼

不能以最近五次使用過的密碼作為新密碼。

密碼質量：

弱

確認新密碼

你的密碼必須符合安全原則，請按照以下提示設定高強度的密碼：

- 有八個字元或以上；
- 包含至少一個數字；
- 包含至少一個大寫英文字母；
- 包含至少一個小寫英文字母；
- 包含至少一個特殊符號(如? / ; / ! / : / ,等，不可是空格、數字或英文字母) 及
- 不能以最近五次使用過的密碼作為新密碼。

安老院及 / 或社區券計劃認可服務單位

儲存

After this is done, the following message will be shown indicating the successful password change.

[blurred]

✔ 社署長者資訊網已儲存更改的欄目。

檢視

更改

5. CONTACT INFORMATION

For enquiries on this user guide, please seek technical support through the following means:

Telephone Number: 3107 3221 / 2989 1418

Fax Number: 2117 1264

Email Address: ae26@swd.gov.hk / elderlyinfo@swd.gov.hk