



**LONG TERM CARE SERVICES DELIVERY SYSTEM  
SOCIAL WELFARE DEPARTMENT**

**USER GUIDE  
OFFICE ADMINISTRATION  
OF SERVICE PROVIDERS**

Version 1.0

**April 2018**

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# **1 INTRODUCTION**

## **1.1 OVERVIEW**

The Long Term Care Services Delivery System (LDS) of the Social Welfare Department provides a web-based platform with e-forms submission / receiving functions for external system users of NGOs/HA Responsible Workers, Accredited Assessors under Standardised Care Need Assessment Mechanism for Elderly Service and Service Providers in handling Long Term Care (LTC) services application and allocation. The platform provides strengthened data validation, notification and reminder functions through e-mail, workflow guide and record tracking functions.

## **1.2 OBJECTIVE**

The objective of this document is to provide a user guide for the Office Administration of Service Providers to operate the LDS including the management of user accounts and output of transaction log reports.

## **1.3 SERVICE PROVIDER**

The Service Provider described in this document refers to service operators providing subsidised residential care services and / or subsidised community care services for the elderly.

## **1.4 SERVICE PROVIDER OFFICE CODE**

Each Service Provider will be assigned a unique Office Code. Making use of Office Code, User ID and the password, the responsible staff can log in to LDS to access the information and functions in LDS. Office Code, User ID and the initial password will be sent to the Officer-in-charge (Oi/c) of Service Provider for first time login.

## **1.5 FUNCTIONS PERFORMED BY SERVICE PROVIDER**

### **1.5.1 INFORMATION RECEIVED FROM LDS**

User will handle the referrals for admission to either RCS or CCS by receiving the notifications or LDS Forms as follows:

- LDS Form 15 – Referral for Admission to Long Term Care Services (for normal cases)
- LDS Form 16 – Referral for Re-admission to Long Term Care Services / Re-entry to Long Term Care Services (for RCS temporary discharge cases /

CCS cases having been away from service for 90 days or less due to justifiable reasons)

- LDS Form 18 – Referral for Admission – Reminder on Outstanding Case Without Result (for overdue cases)
- LDS Form 28 – Confirmation of Internal Transfer.

## 1.5.2 INFORMATION SUBMITTED TO LDS

User will provide and update the information of Applicants to LDS by submitting the following LDS Forms:

- LDS Form 17 – Result of Long Term Care Services Admission (for normal cases)
- LDS Form 21 – Notification of Temporary Discharge (for residents of RCS only)
- LDS Form 23A – Request for Re-admission (for residents of RCS only)
- LDS Form 23B – Request for Re-entry (for CCS recipients only)
- LDS Form 24A – Notification of Discharge / Reporting Vacancy (for RCS only)
- LDS Form 24B – Notification of Discharge / Request for Referrals (for CCS only)
- LDS Form 29 – CCS User Applying for RCS (for CCS recipients only)
- AQ Form I – Arrangement of Standardised Care Need Assessment for Admission to Care and Attention Places under Agency Quota (for RCIs with Agency Quota capacity)
- AQ Form VI – Notification of Admission / Discharge (for RCIs with Agency Quota capacity)

## 1.6 FUNCTIONS PERFORMED BY OFFICE ADMINISTRATION

The functions performed by Office Administration are as follows:

- to create User accounts to operate the LDS;
- to reset password of User if necessary;
- to output management reports if required; and
- to establish relationship between Responsible Worker (AQ Resopnsible Worker) and Supervisor (AQ Approver) in RCIs with agency quota capacity for approval workflow..

## 1.7 USER PROFILE MAINTENANCE

The Superintendent or Officer-in-charge or his / her assistant is recommended to be the User of Office Administration.

### 1.7.1 USER ID

User ID can be set by own. With maximum length of 8 characters, User ID can be a combination of alphabets and numbers but not special characters such as @, #, % etc.

### 1.7.2 FULL NAME

Full Name allows a maximum of 40 characters either in upper and lower case English letters. It is recommended to adopt the format of surname with all upper case letters first followed by given name such as CHAN Wai Ming or CHEUNG Mary. The Full Name will be printed on outgoing LDS Forms for authorship.

### 1.7.3 POST

The maximum length for Post is 20 characters in a combination of English letters and numbers. It is used to indicate the post title of User.

### 1.7.4 EMAIL ADDRESS

Email Address is a mandatory field allowing a maximum of 50 characters in the format of proper email address such as [xxx@yyy.org](#), [xxx@yyy.com](#), etc. When LDS passes information to Service Provider for action such as sending referrals for admission to LTC service via LDS Form 15, a corresponding notification will be sent through email to alert User to check the form in the In-box.

### 1.7.5 USER ROLE

Nature of Service Provider being RCS or CCS has been pre-set. User can be assigned different roles, including Service Provider, Responsible Worker (Agency Quota) and Supervisor (Agency Quota), in operating LDS. Roles of Responsible Worker (Agency Quota) and Supervisor (Agency Quota) are applicable only to RCIs having agency quota capacity.

### 1.7.6 ACCOUNT EXPIRY DATE

Account Expiry Date is an optional field, usually a future date, which signifies that User cannot log in to the System after the Account Expiry Date. The date can be set according to date of staff resignation, end of contract and change of posting, etc.

### 1.7.7 ACCOUNT ACTIVE

This indicator is to activate or inactivate the account with immediate effect. “Yes” means the account is activated for use. Whereas, “No” means the account is unavailable for use and User cannot log in to LDS. By default, this is set as “Yes”.

### 1.7.8 PASSWORD

The maximum length of the Password is 20 characters. You will be provided with the password for first time login and LDS will demand you to change the password. The password should be at least 8 characters with upper and lower case of English alphabets, numbers and special characters. The previous 5 passwords cannot be used again. LDS allows you to try logging in for 5 times. If all 5 login attempts fail, the account will be locked for security purpose.

### 1.8 USER GROUP MAINTENANCE (FOR RCI WITH AGENCY QUOTA CAPACITY ONLY)

For those RCIs with Agency Quota capacity, LDS allows to set up AQ worker and AQ approver to process and report the admission to LDS.

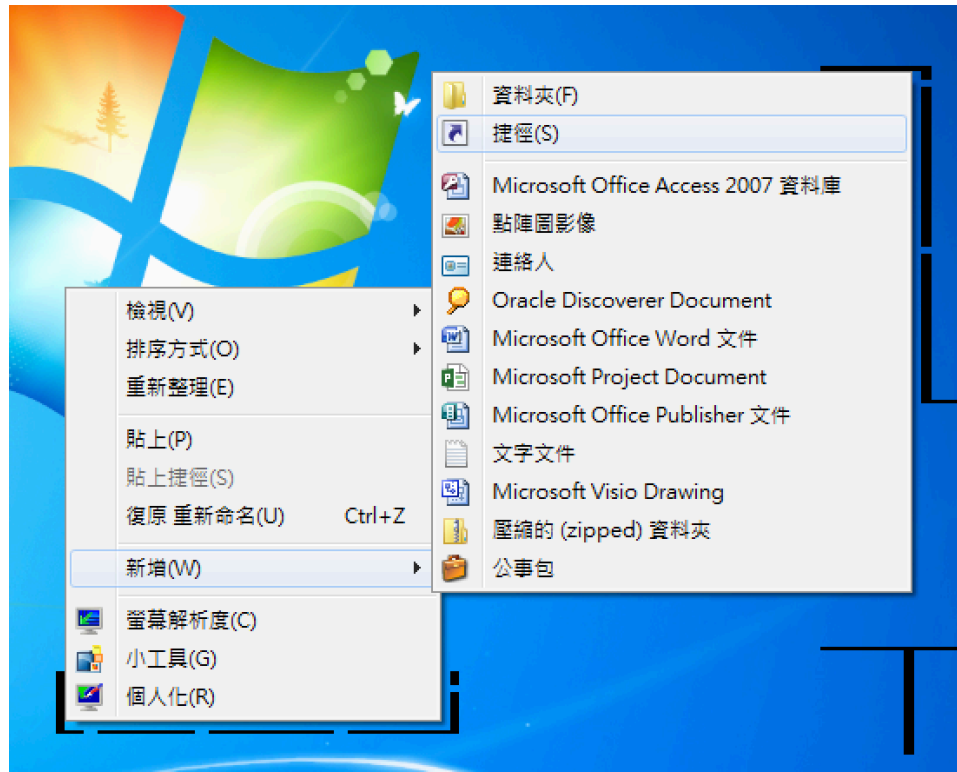
### 1.9 TRANSACTION LOG

Transaction log in MS Excel format is available in LDS. This report facilitates User to view the number of forms received or submitted by selecting a LDS Form number in a specified date range.

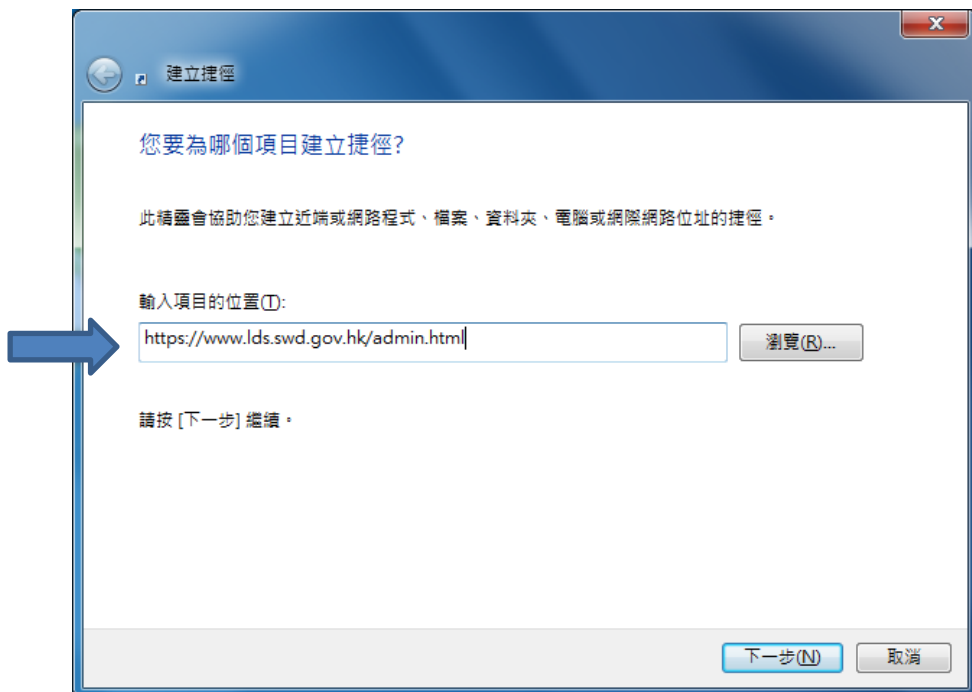
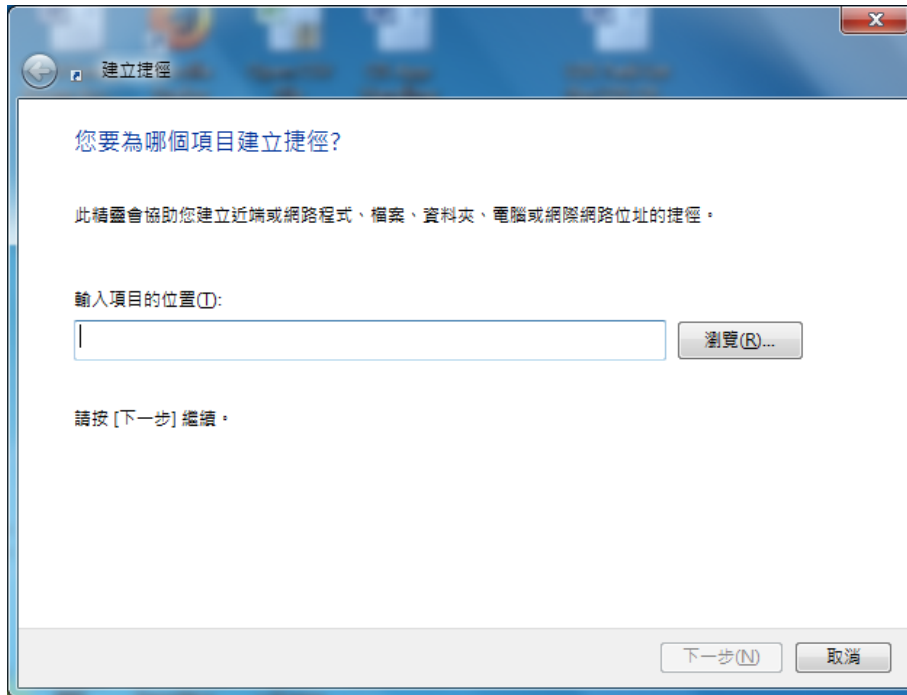
## 2

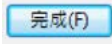
## CREATE DESKTOP SHORTCUT TO LDS ADMINISTRATION

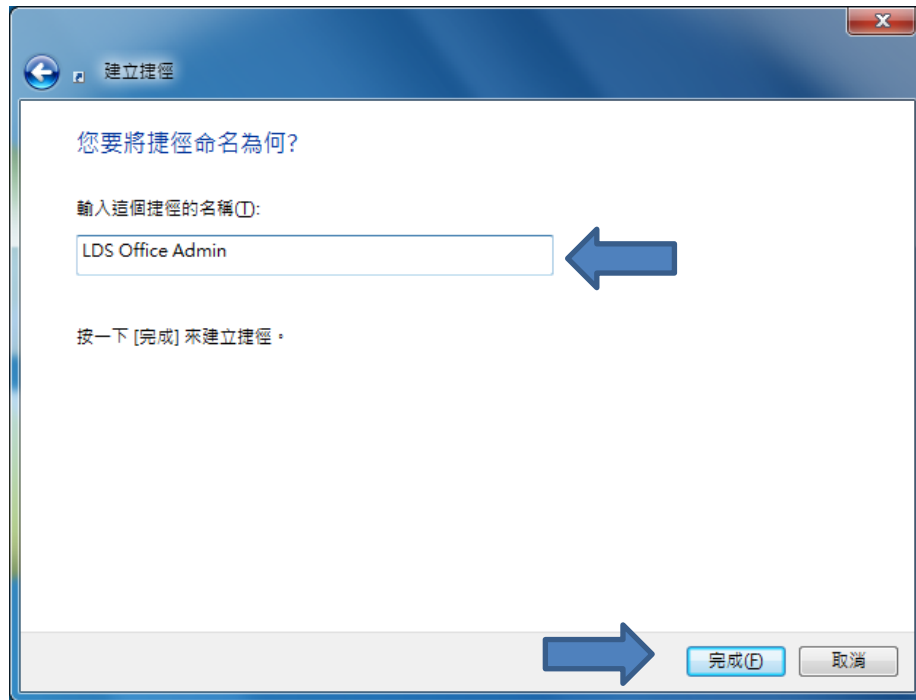
1. User may create a shortcut to LDS on Desktop to facilitate easy access. Right click any space at Desktop, select 'New' > 'Shortcut'.




2. Type the URL - <https://www.lds.swd.gov.hk/admin.html> in the box and click .








3. Type “[LDS Office Admin](#)” in the box and click . The shortcut icon will be saved on the desktop.

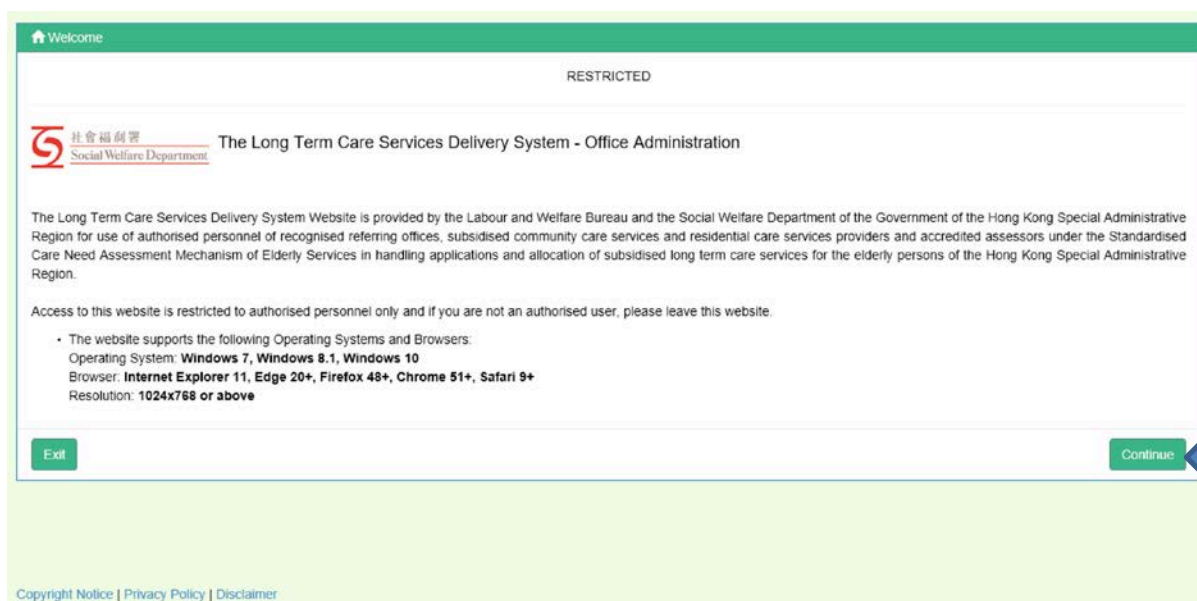


### 3 LOGIN LDS OFFICE ADMINISTRATION PORTAL

1. Click a shortcut icon  created on the desktop to start the Administration logon;


OR

2. Open the browser such as Internet Explorer , Edge , Firefox , Chrome  or Safari ;
3. Type the URL - <https://www.lds.swd.gov.hk/admin.html> to start the Office Administration logon;
4. The LDS - Office Administration ‘Welcome’ page will be loaded.



5. Click  to go to the Login page.

***N.B. The colour theme of the LDS-Office Administration portal is Green while the colour theme of the LDS is Blue. Please ensure that you are logging on the correct portal.***

 Long Term Care Services Delivery System - Office Administration RESTRICTED

**User Manual**

**FAQs**

**Related Information**

**Help Desk**  
(852) 2892 5295  
or email us at  
ldspt1@swd.gov.hk

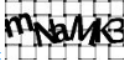
**Login to Office Administration:**

Office Type:  Referring Office  Service Provider

Office Code:

User ID:

Password:

Please enter the letter(s) and number(s) as shown right in this box:  CAPTCHA

If you can't see the letter(s) and number(s) above clearly, please click  to get another set of letter(s) and number(s).

**Terms & Conditions:**

This website contains information on long term care service applications and hence personal data of applicants and/or their family members. In using and handling the personal data contained in this website, users must comply with the relevant provisions of the Personal Data (Privacy) Ordinance (Cap. 486), including the six Data Protection Principles as set out in Schedule 1 of the Ordinance ([https://www.pcpd.org.hk/english/data\\_privacy\\_law/6\\_data\\_protection\\_principles/principles.html](https://www.pcpd.org.hk/english/data_privacy_law/6_data_protection_principles/principles.html)).

By logging into this website, you agree to abide by the following terms and conditions:

- Users shall take all practicable steps to ensure that personal data obtained through this website are protected against unauthorised or accidental access, processing, erasure, loss or use.
- Users are prohibited to use public computers or mobile devices to log in this website to handle long term care service applications.
- Users must not use the personal data obtained from this website for any purpose other than handling long term care service applications and its directly related purpose(s).
- Users must destroy the data or printed reports obtained through this website once they have ceased to serve their legitimate purpose.

I have read, understood and agreed to the above terms and conditions.

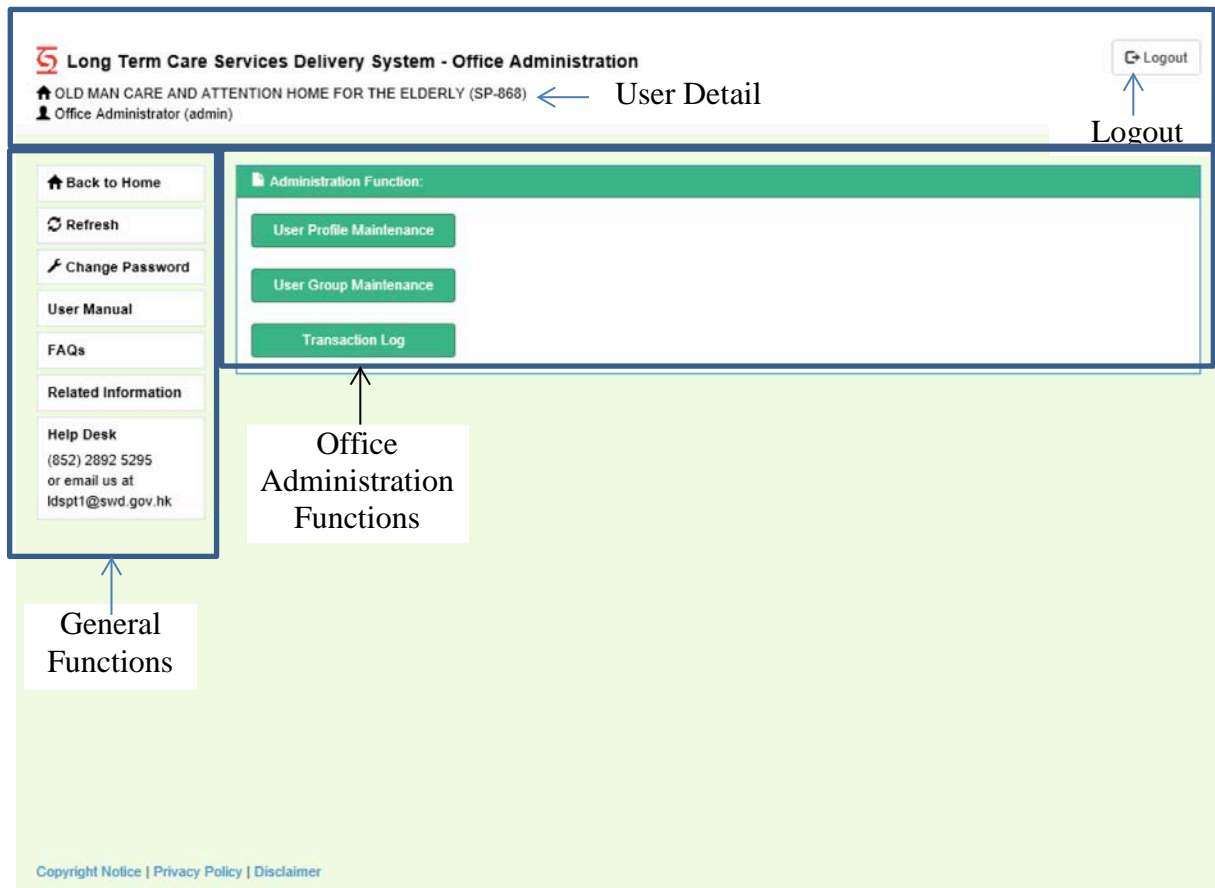
In the LDS-Office Administration Login Screen,

6. click  **Service Provider** radio button in “Office Type” and enter Office Code (Provided by SWD), User ID (Provided by SWD) and Password;
7. resolve the CAPTCHA;
8. User should read, understand and click the <Terms and Conditions> check-box to acknowledge acceptance of the terms and conditions; and
9. click  to log in the LDS-Office Administration. If the logon is successful, the LDS Office Administration Main Page will be displayed, or
10. click  at the bottom to exit.

***N.B. For security reason, the User ID will be temporarily suspended after five unsuccessful logon attempts. Please call Help Desk when **Office Administration Account** is locked.***

## 4

# FEATURES OF OFFICE ADMINISTRATION MAIN SCREEN



### Description of Features

#### User Detail


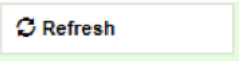
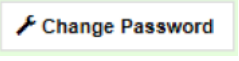


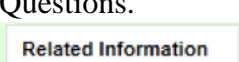
It shows the Service Provider Office Name, Office Code and Administration information of the login User.

#### Logout button



To log out from LDS and exit to the Login page.

#### General Functions

-  - go back to Home page.
-  - refresh the current page.
-  - change Administrator's account password.
-  - download the user guide.
-  - go to FAQ page to read the Frequently Asked Questions.
-  - go to Related Information page.

### Office Administration Functions

- **User Profile Maintenance** To maintain the user profile such as User ID, User Name, Post, Email Address, User Role, Password, etc.
- **User Group Maintenance** To establish a group composed of supervisor and Responsible Workers for handling Agency Quota cases.
- **Transaction Log** To generate the transaction log of incoming and outgoing LDS Forms received and sent.


## 5 FUNCTIONS PERFORMED BY OFFICE ADMINISTRATION

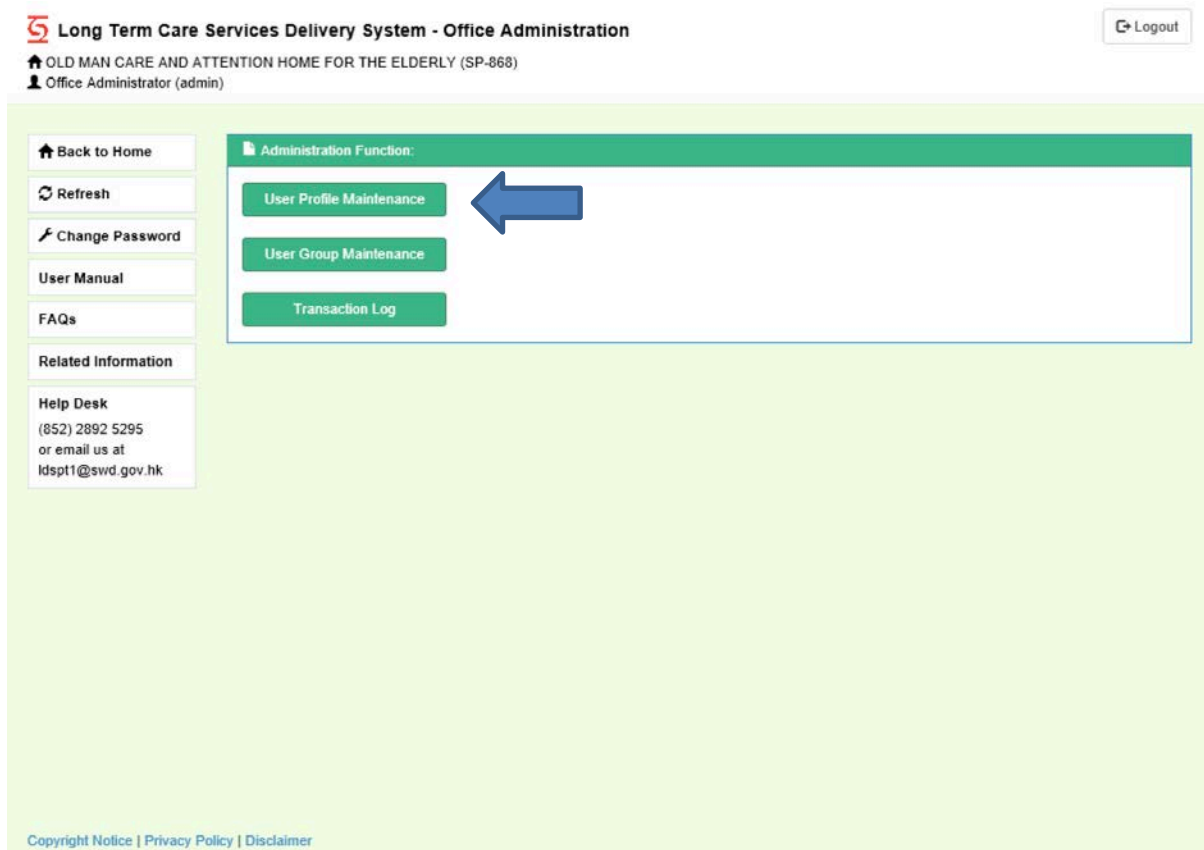
### 5.1 USER PROFILE MAINTENANCE

#### 5.1.1 CREATE USER PROFILE

**Purpose:** To create a new user profile.

**Procedures:**

1. Click  to go to “User Profile Maintenance” page to create user.



**Long Term Care Services Delivery System - Office Administration** Logout


OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
Office Administrator (admin)

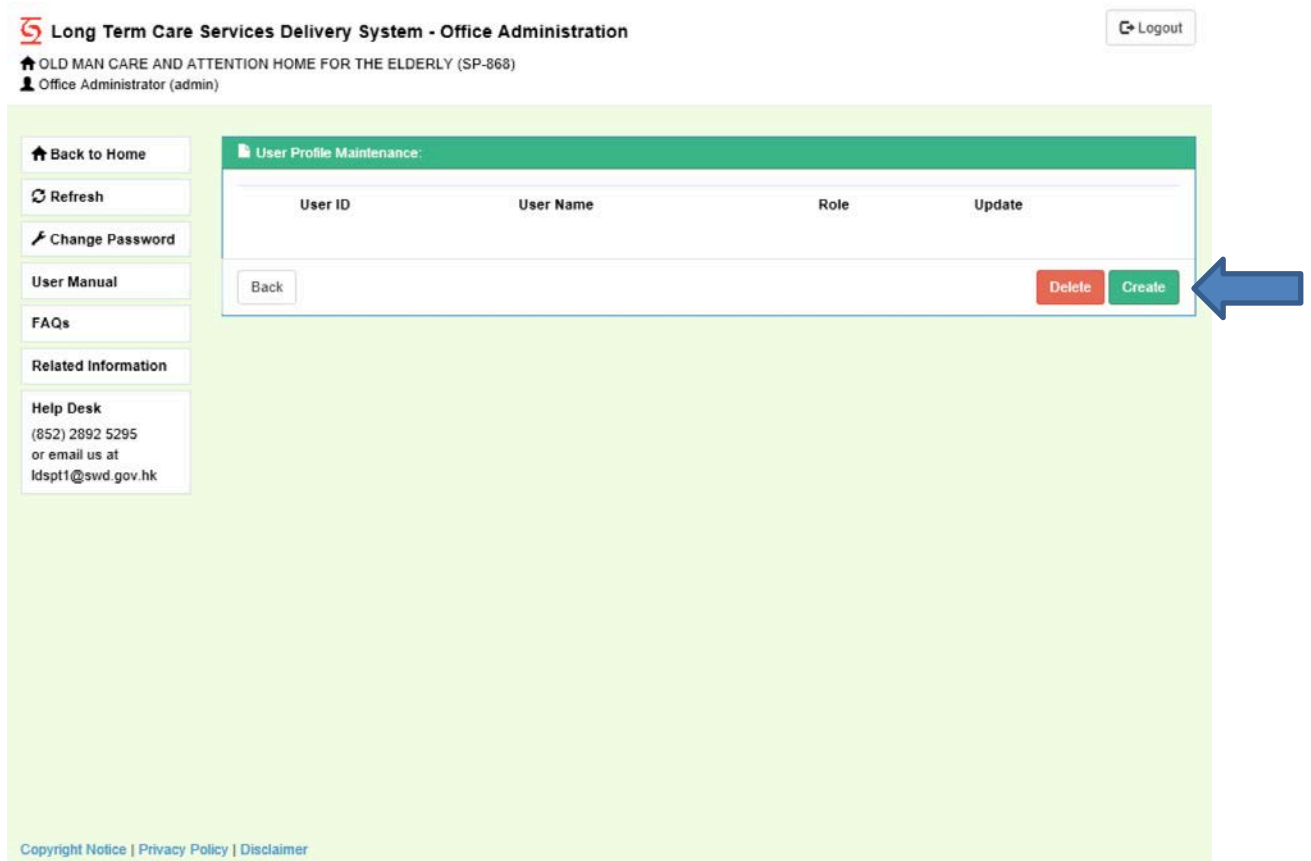
**Administration Function:**

- User Profile Maintenance
- User Group Maintenance
- Transaction Log

Back to Home  
Refresh  
Change Password  
User Manual  
FAQs  
Related Information  
Help Desk  
(852) 2892 5295  
or email us at  
ldspt1@swd.gov.hk

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2. All the Users created under the service provider, if any, will be listed in the “**User Profile Maintenance**” box.
3. Click  to go to “**Create User**” page.



4. Enter the User Profile’s details:
  - a. Enter a User ID. The User ID must be 8 characters or fewer, in lowercase English alphabets or numbers.
  - b. Enter Full name in English. It should be Surname + First Name. This name will be printed on outgoing LDS Forms for authorship.
  - c. Enter Email Address. The format of email address must be [xxx@yyy.org](#), [xxx@yyy.com](#), etc. The LDS will send message to the User’s email account to alert User to check new LDS Form in the In-box.
  - d. Enter User Role of User. The LDS will assign function rights to a User according to his / her role(s) defined by the Service Provider. A User may have multiple roles. The different roles of a staff of a Service Provider include RCS Service Provider, CCS Service Provider, Responsible Worker (Agency Quota), Supervisor (Agency Quota).



i. The function rights to be assigned are as follows:

	Office Administration	RCS Service Provider	CCS Service Provider	Responsible Worker (AQ)	Supervisor (AQ)
User Account Maintenance	✓	✗	✗	✗	✗
Password Management	✓	✗	✗	✗	✗
Case Enquiry	✗	✓	✓	✓	✓
Submission and Receiving of LDS Forms	✗	✓	✓	✗	✗
Submission of AQ Form I	✗	✗	✗	✓	✓
AQ Form I Approval	✗	✗	✗	✗	✓
Submission of AQ Form VI	✗	✓	✗	✗	✗

ii. Description of Function Rights:

- User Account Maintenance: To create a user account and to update, delete, activate / in-activate the accounts as instructed by the Officer-in-charge of a Service Provider.
  - Password Management: To assign first time login password to User and re-set password for User who forgets his / her password.
  - Case Enquiry: To enquire applicant's application status on the Central Waiting List.
  - Submission and Receiving of LDS Forms: To submit and receive LDS Forms to and from LDS for processing applicant's LTC applications.
  - Submission of AQ Form I: To submit AQ Form I to LDS for processing applicant's Agency Quota applications.
  - AQ Form I Approval: Supervisor to review and approve the AQ Form I for issue.
  - Submission of AQ Form VI: To submit AQ Form VI to LDS for processing Agency Quota admission and discharge.
- e. Enter **Account Expiry Date**: if required. The User account will be automatically disabled after the expiry date.
- f. System default is "Yes". Check **Account Active**:\* radio button to inactivate the account when necessary.
- g. Set the initial account Password. The System will require User to

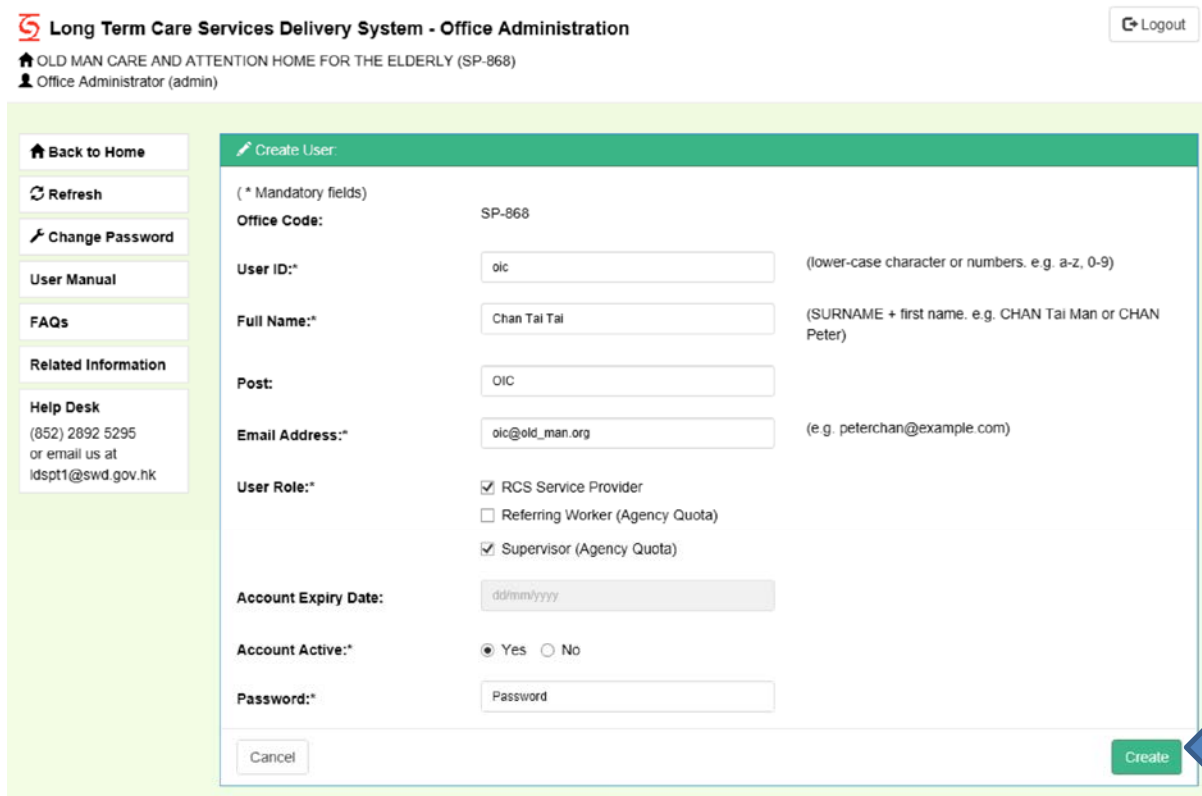
create password of his / her own upon first time login.

5. After the User profile information is entered, click  to store the record into the database. Message “User has been created successfully” will appear at the top message line if the record is successfully saved. Otherwise, an error message will be displayed.
6. To exit without saving any changes, click  button.

***N.B.***

***Items with \* are mandatory fields that require input of information by User.***

Example:



**Long Term Care Services Delivery System - Office Administration** Logout

🏠 OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
👤 Office Administrator (admin)

- 🏠 Back to Home
- 🔄 Refresh
- 🔑 Change Password
- 📖 User Manual
- 📄 FAQs
- ℹ️ Related Information
- 🛎️ Help Desk  
(852) 2892 5295  
or email us at  
ldspt1@swd.gov.hk

### Create User

(\* Mandatory fields)

Office Code: SP-868

User ID:\*  (lower-case character or numbers. e.g. a-z, 0-9)

Full Name:\*  (SURNAME + first name. e.g. CHAN Tai Man or CHAN Peter)

Post:

Email Address:\*  (e.g. peterchan@example.com)

User Role:\*  
 RCS Service Provider  
 Referring Worker (Agency Quota)  
 Supervisor (Agency Quota)

Account Expiry Date:

Account Active:\*  Yes  No

Password:\*

7. The following screen shows the user profile created.

The screenshot displays the 'Long Term Care Services Delivery System - Office Administration' interface. At the top, it shows the system name and a 'Logout' button. Below this, the user's current location is identified as 'OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)' and the user role as 'Office Administrator (admin)'. A sidebar on the left contains navigation links: 'Back to Home', 'Refresh', 'Change Password', 'User Manual', 'FAQs', 'Related Information', and 'Help Desk' (with contact details: (852) 2892 5295 or email us at ldspt1@swd.gov.hk). The main content area features a green success message: 'User profile has been created successfully'. Below this is a 'User Profile Maintenance' section with a table containing one user profile:

	User ID	User Name	Role	Update
<input type="checkbox"/>	oic	Chan Tai Tai	RCS Service Provider	<a href="#">Update</a>


At the bottom of the table, there are three buttons: 'Back', 'Delete', and 'Create'. A blue arrow points to the 'Create' button.

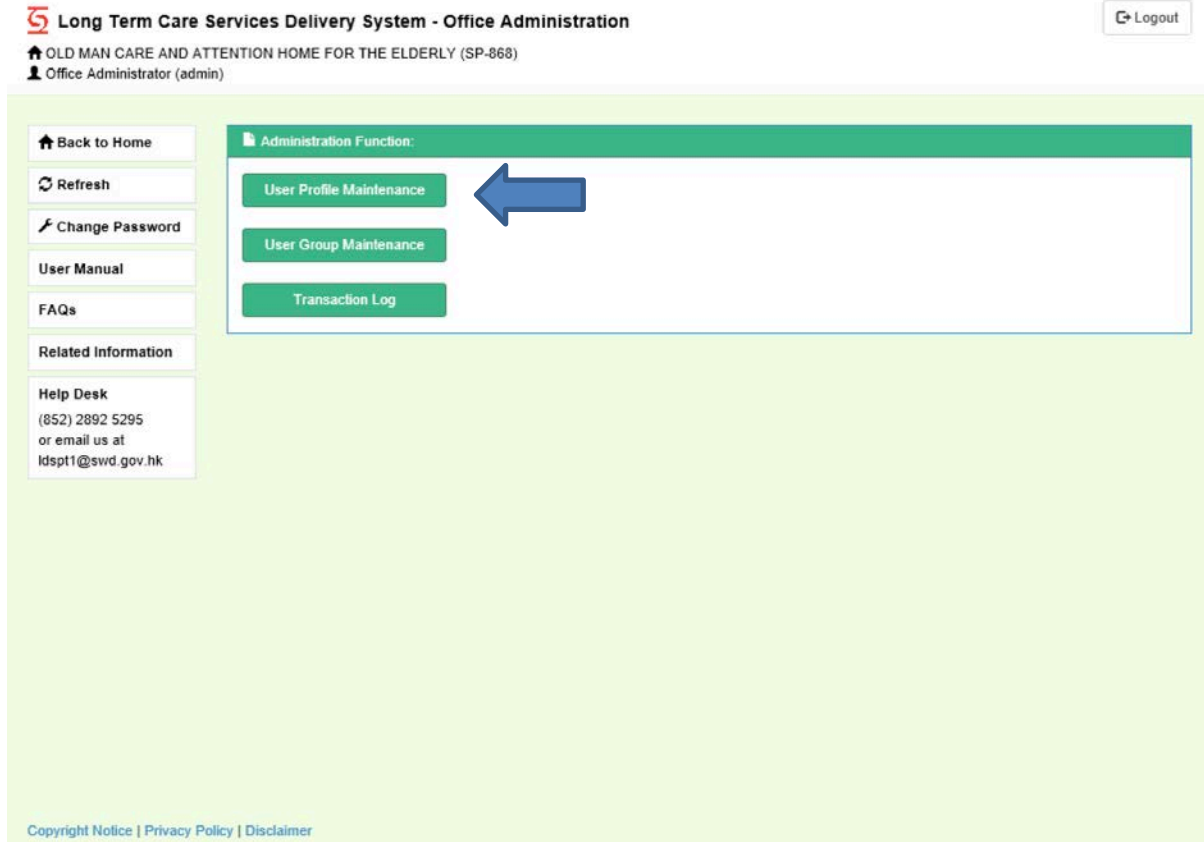
8. To create another new User, click [Create](#) and follow the procedures set out above.

## 5.1.2 UPDATE USER PROFILE

**Purpose:** To update user profile information.

**Procedures:**

1. Click  to go to “User Profile Maintenance” page.



**Long Term Care Services Delivery System - Office Administration** Logout



OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
Office Administrator (admin)

**Administration Function:**

- User Profile Maintenance
- User Group Maintenance
- Transaction Log

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2. All the Users created under this Service Provider will be displayed.
3. Select the User and click  to go to “Edit User Profile” page.




 Long Term Care Services Delivery System - Office Administration 

↑ OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
 👤 Office Administrator (admin)

- [Back to Home](#)
- [Refresh](#)
- [Change Password](#)
- [User Manual](#)
- [FAQs](#)
- [Related Information](#)
- [Help Desk](#)  
(852) 2892 5295  
or email us at  
ldspt1@swd.gov.hk



User Profile Maintenance:

	User ID	User Name	Role	Update
<input type="checkbox"/>	oic	Chan Tai Tai	RCS Service Provider, Supervisor (Agency Quota)	
<input type="checkbox"/>	rw01	Lee Tai Yan	Referring Worker (Agency Quota)	

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4. After updating the profile, click  to save the record in the LDS.

 Long Term Care Services Delivery System - Office Administration 

↑ OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
 👤 Office Administrator (admin)

- [Back to Home](#)
- [Refresh](#)
- [Change Password](#)
- [User Manual](#)
- [FAQs](#)
- [Related Information](#)
- [Help Desk](#)  
(852) 2892 5295  
or email us at  
ldspt1@swd.gov.hk

Edit User:

(\* Mandatory fields)

Office Code: SP-868

User ID:\* oic (lower-case character or numbers. e.g. a-z, 0-9)

Full Name:\*  (SURNAME + first name. e.g. CHAN Tai Man or CHAN Peter)

Post:



Email Address:\*  (e.g. peterchan@example.com)

User Role:\*  
 RCS Service Provider  
 Referring Worker (Agency Quota)  
 Supervisor (Agency Quota)

Account Expiry Date:

Account Active:\*  Yes  No

Change Password:  Yes  No





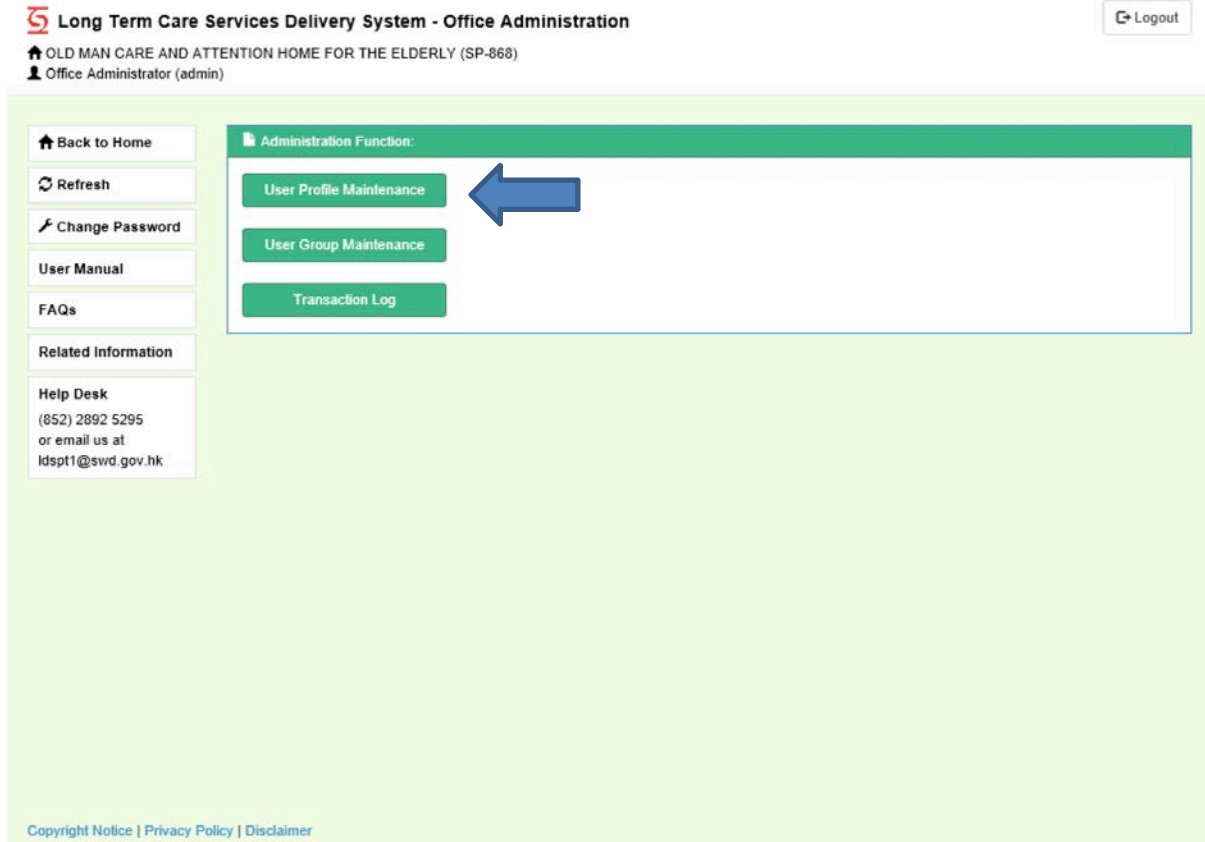
5. Message “User has been updated successfully” will appear at the top message line if the record is successfully saved. Otherwise, an error message will be displayed.

### 5.1.3 DELETE USER PROFILE

**Purpose:** To delete a user profile.

**Procedures:**

1. Click  to go to “User Profile Maintenance” page.



- To delete user profile, click the **User ID** check box to mark the User for deletion.

Long Term Care Services Delivery System - Office Administration

Logout

OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-068)

Office Administrator (admin)

Back to Home

Refresh

Change Password

User Manual

FAQs

Related Information

Help Desk  
(852) 2892 5295  
or email us at  
ldsp11@swd.gov.hk

User Profile Maintenance:

User ID	User Name	Role	Update
<input type="checkbox"/> oic	Chan Tai Tai	RCS Service Provider, Supervisor (Agency Quota)	<a href="#">Update</a>
<input checked="" type="checkbox"/> rw01	Lee Tai Yan	Referring Worker (Agency Quota)	<a href="#">Update</a>

Back

[Delete](#) [Create](#)


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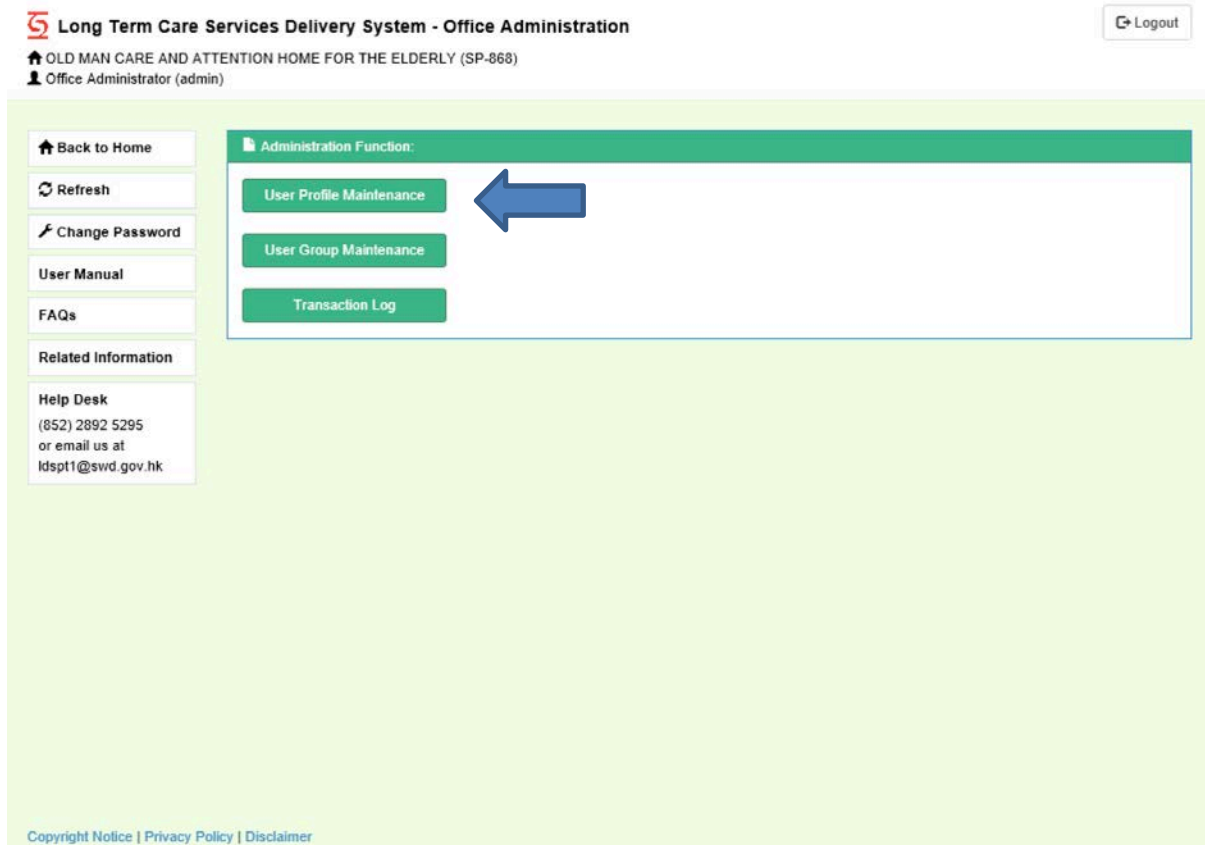
- Click [Delete](#) to delete the User.
- Message “User has been successfully deleted” will appear at the top message line if the record is successfully saved. Otherwise, an error message will be displayed.


#### 5.1.4 RESET USER PASSWORD

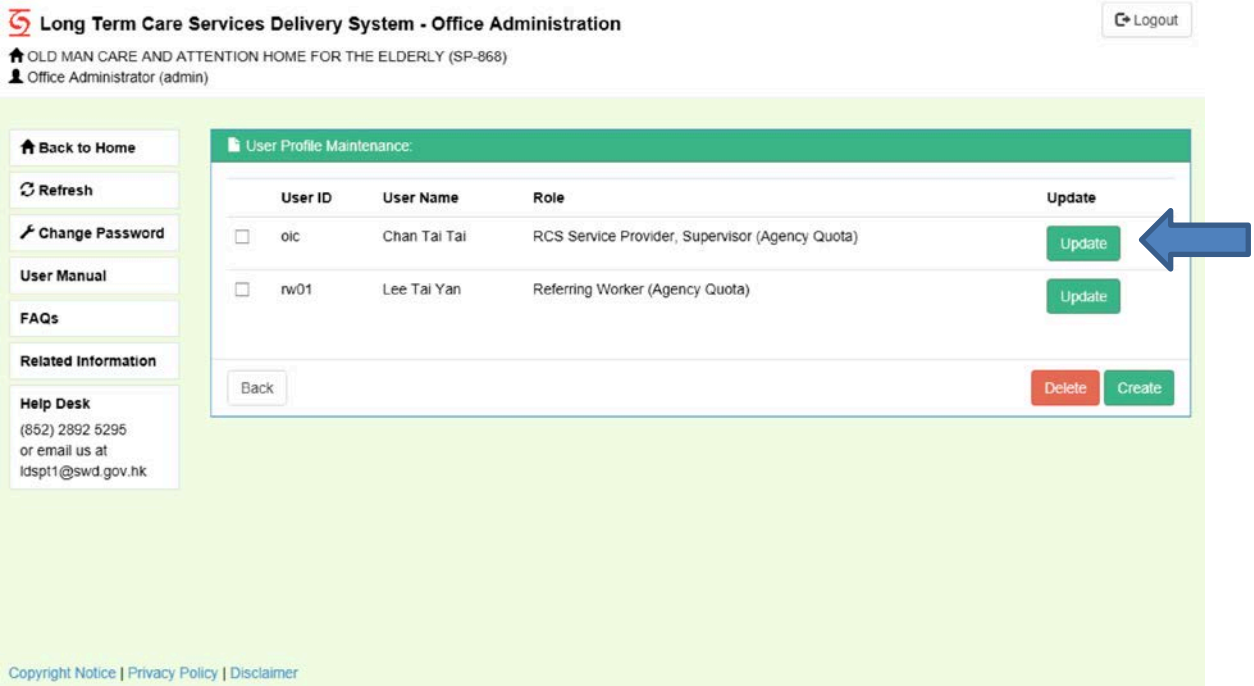
**Purpose:** To reset user password if User forgets his /her password.

**Procedures:**

1. Click  to go to “User Profile Maintenance” page.





2. To reset user password, select a User and click  to go to the “Edit User Profile” page.



**Long Term Care Services Delivery System - Office Administration** Logout


↑ OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
👤 Office Administrator (admin)



**User Profile Maintenance:**

	User ID	User Name	Role	Update
<input type="checkbox"/>	oic	Chan Tai Tai	RCS Service Provider, Supervisor (Agency Quota)	
<input type="checkbox"/>	nw01	Lee Tai Yan	Referring Worker (Agency Quota)	




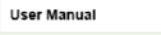


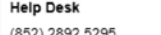
Back Delete Create

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3. Click radio button in “**Change Password**”.
4. Set the reset password of the account as “**Password**”. The User will be required to change the password when logging in for the first time.
5. Click  to store the record into the database.

 Long Term Care Services Delivery System - Office Administration 

🏠 OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
👤 Office Administrator (admin)

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-   
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or email us at  
ldspt1@swd.gov.hk

### Edit User

(\* Mandatory fields)

**Office Code:** SP-868

**User ID:\*** oic (lower-case character or numbers. e.g. a-z, 0-9)

**Full Name:\***  (SURNAME + first name. e.g. CHAN Tai Man or CHAN Peter)

**Post:**

**Email Address:\***  (e.g. peterchan@example.com)

**User Role:\***

- RCS Service Provider
- Referring Worker (Agency Quota)
- Supervisor (Agency Quota)

**Account Expiry Date:**

**Account Active:\***  Yes  No

**Change Password:\***  Yes  No

6. Message “User has been updated successfully” will appear at the top message line if the record is successfully saved. Otherwise, an error message will be displayed.


## 5.2 USER GROUP MAINTENANCE

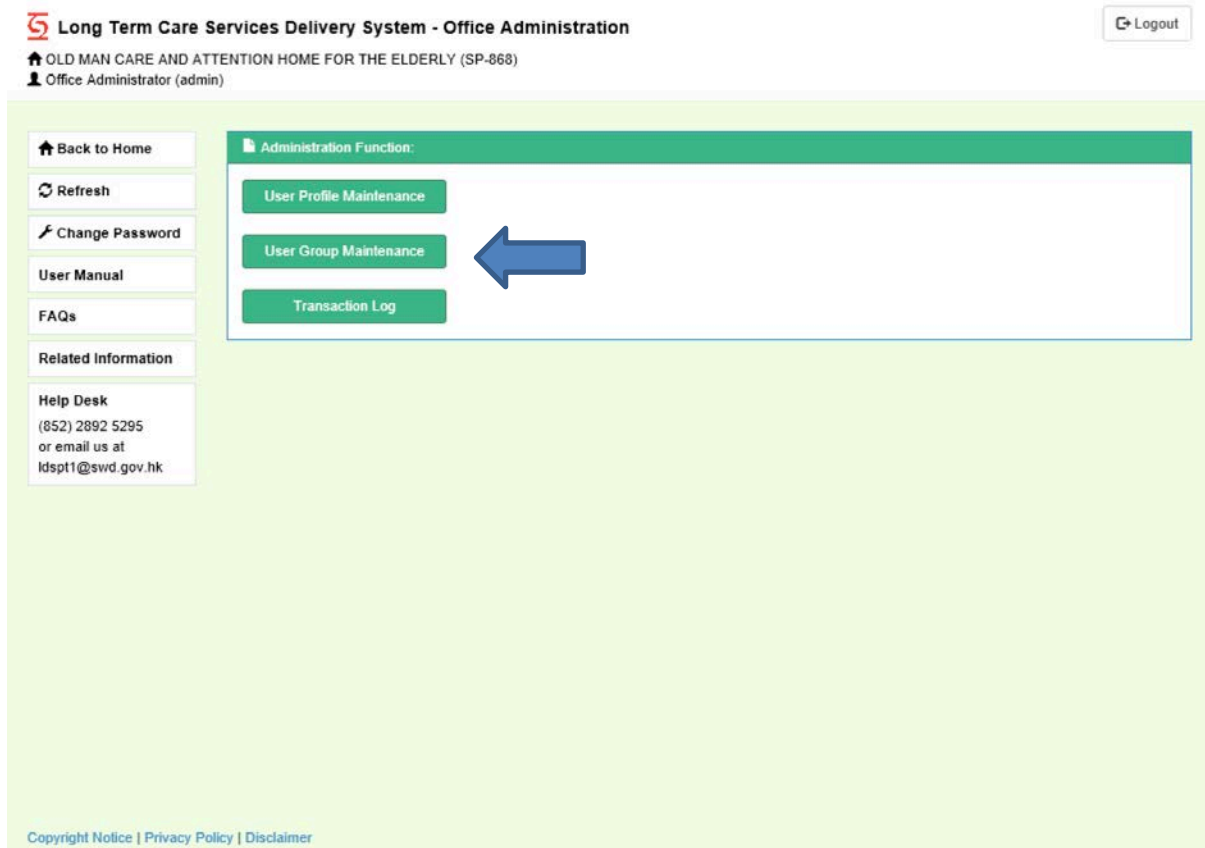
This is for the purpose of establishing the relationship between Responsible Worker and Supervisor for the submission of AQ Forms requiring supervisor's approval **ONLY**.


### 5.2.1 CREATE USER GROUP

**Purpose:** To create a new user group of the relationship between Responsible Worker and Supervisor.

**Procedures:**

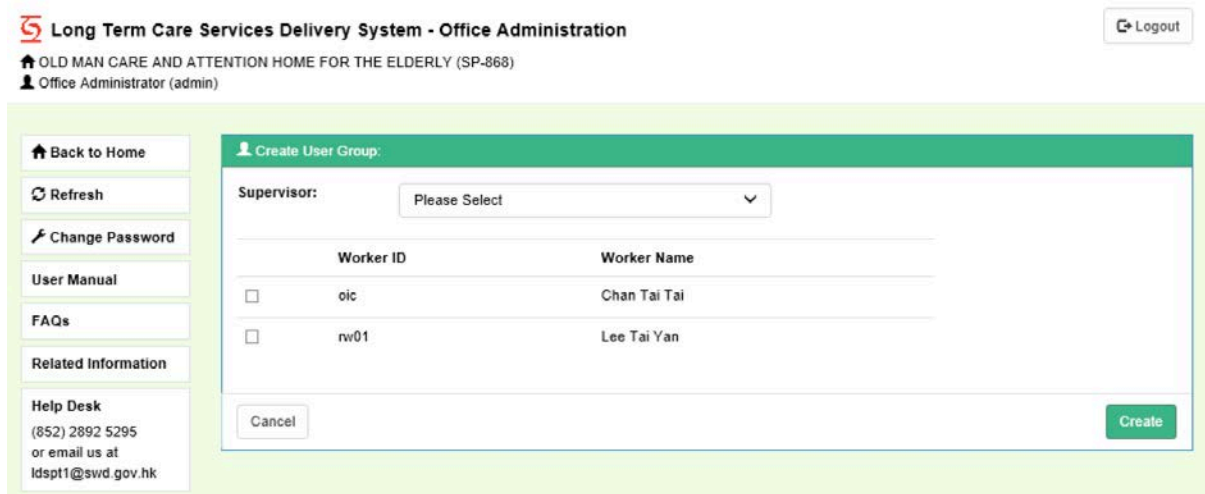
1. Click  to go to “User Group Maintenance” page.



2. “User Group Maintenance” page shown. Click  to go to “Create User Group” page.




3. “Create User Group” page will be shown.



4. Select one Supervisor from the drop-down list.

Supervisor:

5. Click the Responsible Worker check box to select the Responsible Worker(s) to link up the Supervisor with the Responsible Worker(s).


6. After selecting the Supervisor and Responsible Worker, click  to save the record into the LDS.

**Create User Group:**

Supervisor: oic (Chan Tai Tai)

	Worker ID	Worker Name
<input type="checkbox"/>	oic	Chan Tai Tai
<input checked="" type="checkbox"/>	rw01	Lee Tai Yan

Buttons: Cancel, Create

7. To exit the screen without saving any changes, click .
8. Message “User Group <Supervisor ID> has been successfully created” will appear at the top message line if the record is successfully saved. Otherwise, an error message will be displayed.

**User Group Maintenance:**

Message: User group oic has been successfully created.


Supervisor ID	Responsible Workers	Update
<input type="checkbox"/> Chan Tai Tai (oic)	Lee Tai Yan (rw01)	<input type="button" value="Update"/>

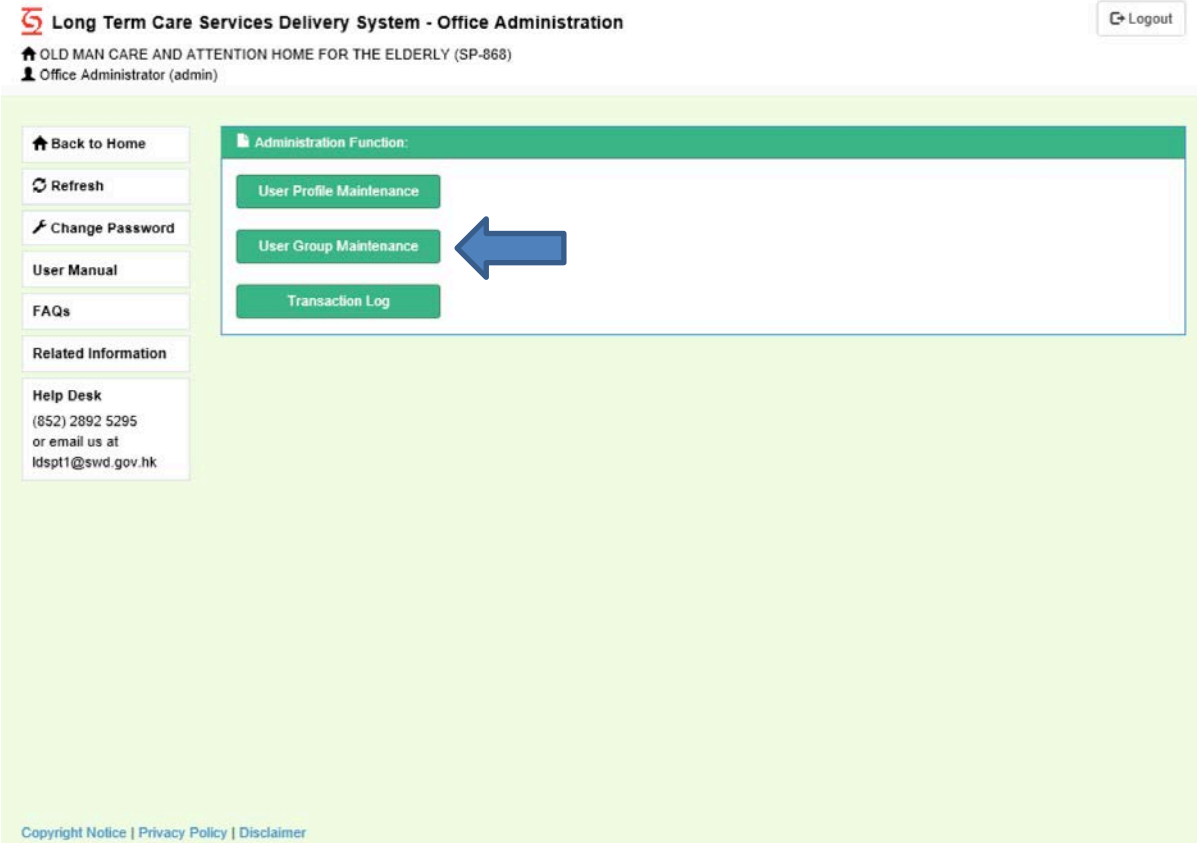
Buttons: Back, Delete, Create

## 5.2.2 UPDATE USER GROUP

**Purpose:** To update the new user group of the relationship between Responsible Worker(s) and Supervisor.

### Procedures:

1. Click  button to go to “User Group Maintenance” page for updating user group.



Long Term Care Services Delivery System - Office Administration

OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)

Office Administrator (admin)



Logout



Administration Function:




- User Profile Maintenance
- User Group Maintenance
- Transaction Log

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2. To update user grouping, click  and go to “Edit User Group” page.




 **Long Term Care Services Delivery System - Office Administration** 


 OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
 Office Administrator (admin)

-  Back to Home
-  Refresh
-  Change Password
- User Manual
- FAQs
- Related Information
- Help Desk  
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or email us at  
ldspt1@swd.gov.hk

**User Group Maintenance:**

Supervisor ID	Responsible Workers	Update
<input type="checkbox"/> Chan Tai Tai (oic)	He Man (rw02), Lee Tai Yan (rw01)	



3. Check / Un-check Worker ID check-box to update user grouping.

Long Term Care Services Delivery System - Office Administration

OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)

Office Administrator (admin)

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or email us at  
ldspt1@swd.gov.hk

Edit User Group:

Supervisor: oic

	Worker ID	Worker Name
<input type="checkbox"/>	oic	Chan Tai Tai
<input type="checkbox"/>	rw02	He Man
<input checked="" type="checkbox"/>	rw01	Lee Tai Yan

Cancel Update

4. Click  to save the record in the LDS.

Long Term Care Services Delivery System - Office Administration

OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)

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ldspt1@swd.gov.hk

Edit User Group:

Supervisor: oic

	Worker ID	Worker Name
<input type="checkbox"/>	oic	Chan Tai Tai
<input checked="" type="checkbox"/>	rw02	He Man
<input checked="" type="checkbox"/>	rw01	Lee Tai Yan


Cancel Update

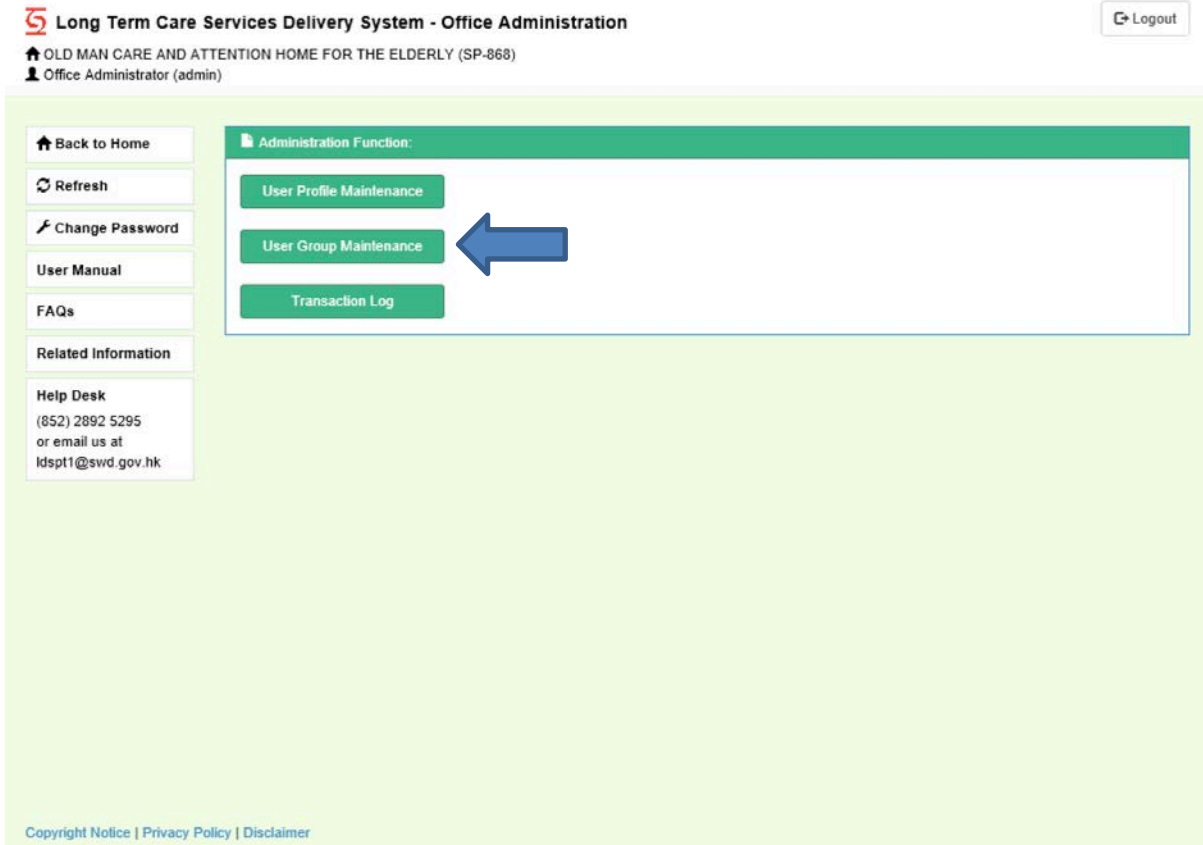
5. Message “User group has been successfully updated” will appear at the top message line if the record is successfully saved. Otherwise, an error message will be displayed.

### 5.2.3 DELETE USER GROUP

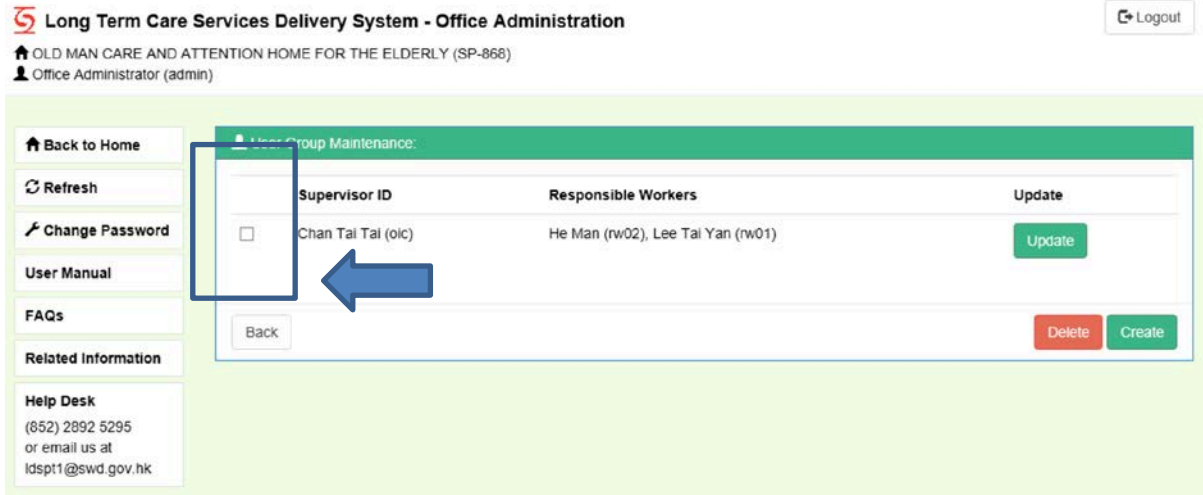
**Purpose:** To delete the user group.

**Procedures:**

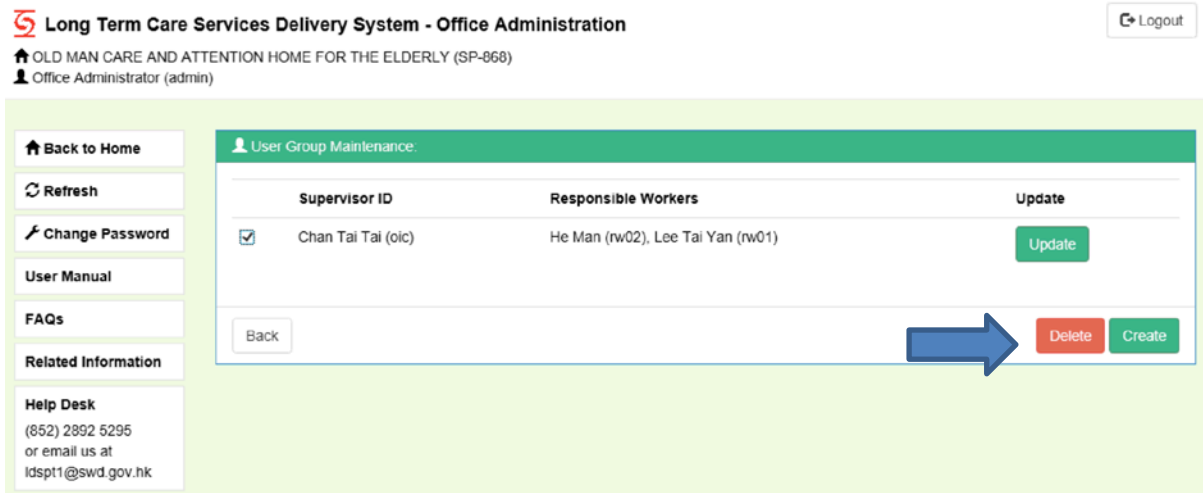
1. Click  to go to “User Group Maintenance” page for deleting user group.



- To delete user group, click the <Group> check box to choose the user group.



- Click  to delete user group.



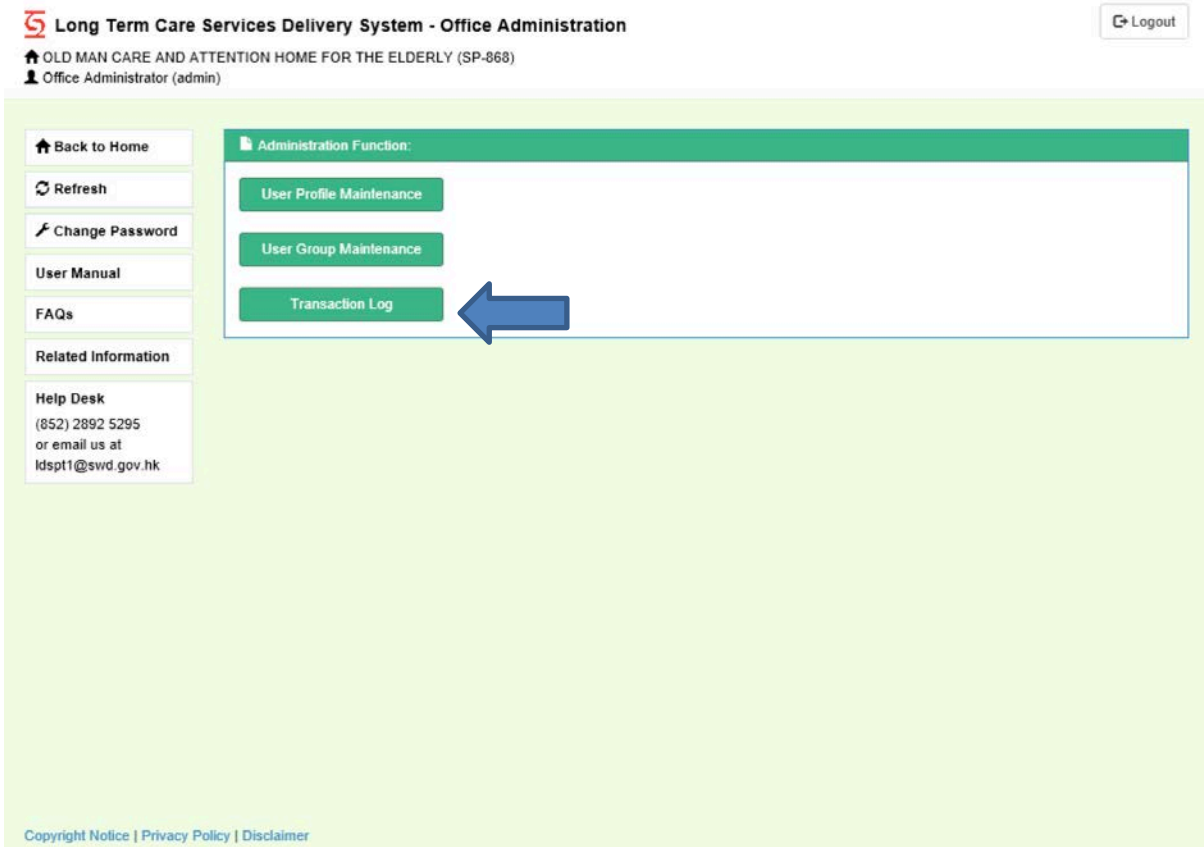
- Message “User group has been successfully deleted” will appear at the top message line if the record is successfully saved. Otherwise, an error message will be displayed.

### 5.3 PRINT TRANSACTION LOG

**Purpose:** To generate transaction log of the incoming and outgoing LDS Forms to / from LDS.

**Procedures:**

1. Click  to go to “**Print Transaction Log**” page.



2. Enter the printing criteria.

Long Term Care Services Delivery System - Office Administration

Logout

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Office Administrator (admin)

Back to Home

Refresh

Change Password

User Manual

FAQs

Related Information

Help Desk  
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or email us at  
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Select LDS Form number(s) and the transaction date range for printing Transaction Log.

Form No.:  All  
 All Submitted Forms  
 17  21  23A  24A  
 AQ I  AQ VI  
 All Received Forms  
 15  16  18

Transaction Date Range: From  To

Back Print

3. Click the Form No.

4. Choose the transaction date range from calendar.

Long Term Care Services Delivery System - Office Administration

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Related Information

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Select LDS Form number(s) and the transaction date range for printing Transaction Log.

Form No.:  All  
 All Submitted Forms  
 17  21  AQ I  AQ VI  
 All Received Forms  
 15  16

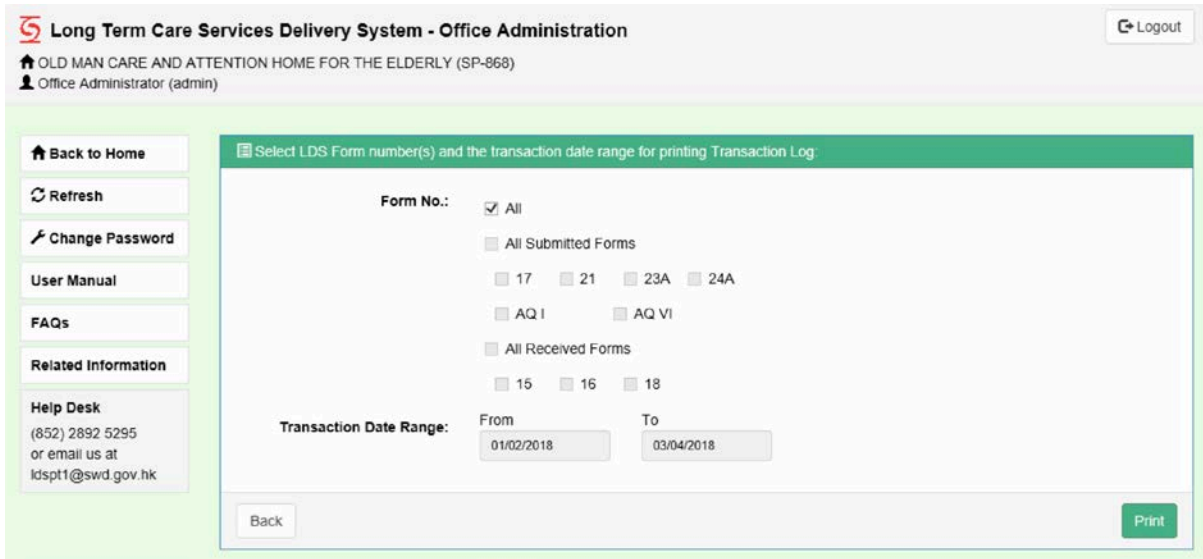
Transaction Date Range: From  To


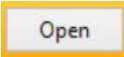
« April 2018 »

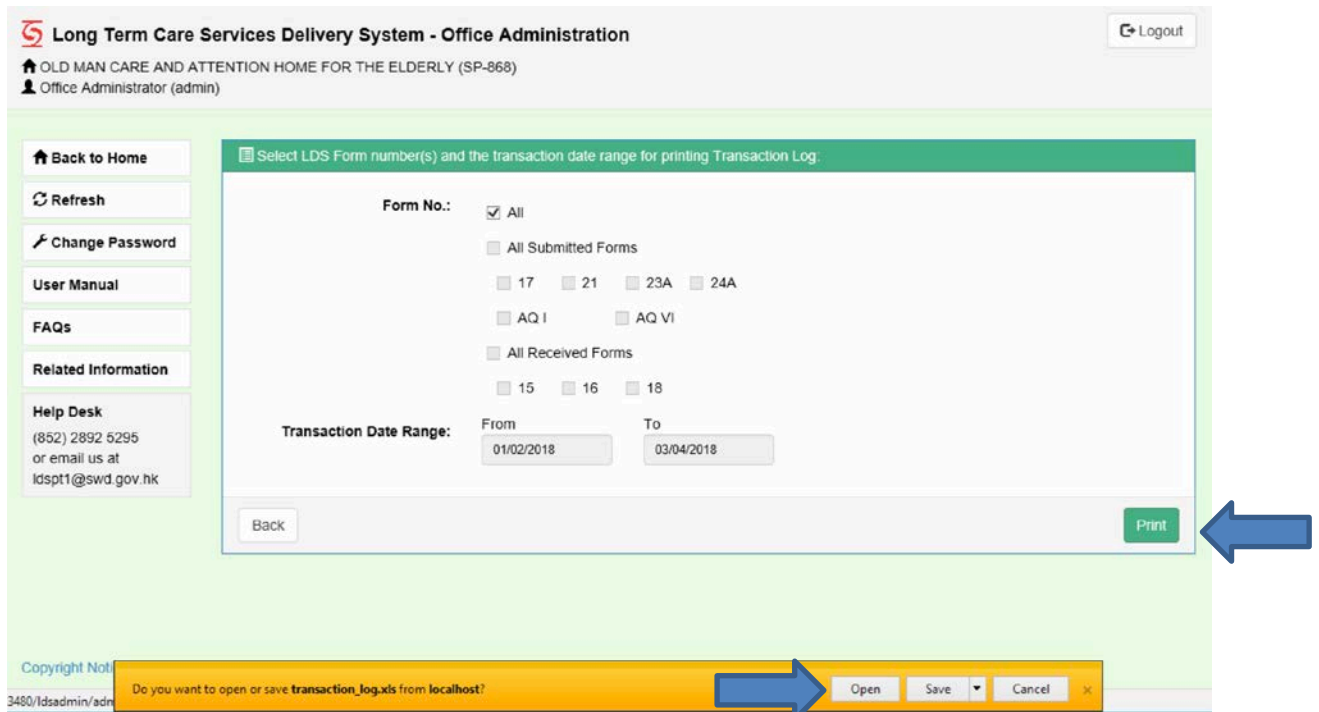
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Clear

Back Print



5. Click the  button to generate the report.
6. System will ask whether to open or save the report.
7. Click the  button to open and display the generated report in MS Excel format.



### Sample of Transaction Log of Submitted Forms:


Form No.	Applicant Name	HKID/DOB	LDS No.	Submitted Date/Time	Accept/Reject	To Office	Reject Message
F24A-E00000	KWOK ONE ONE	Y4500066	491693	20/02/2018 23:21	Accepted by LDS	LDS Office	
F24A-E00000	963			21/02/2018 15:23	Submitted to LDS	LDS Office	
F24A-E00000	WONG EAT EAT	Y4500081	491692	21/02/2018 16:39	Revision history	LDS Office	Something incorrect
F24A-E00000	WONG EAT EAT	Y4500081	491692	21/02/2018 22:23	Submitted to LDS	LDS Office	

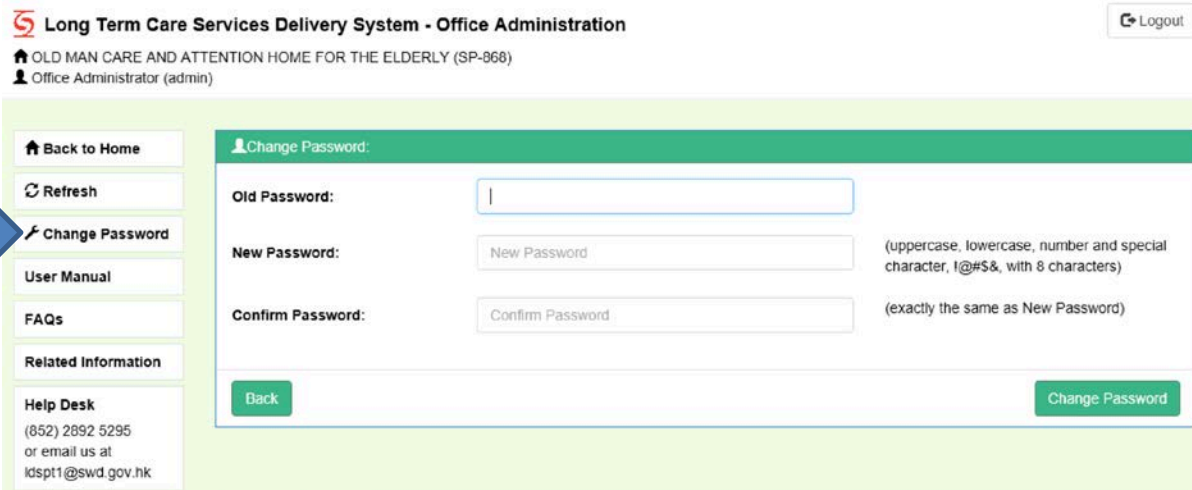
### Sample of Transaction Log of Received Forms:

Form No.	Applicant Name	HKID/DOB	LDS No.	From Office	Received User	Received Date/Time
FI 5-0000365214	TO YI YI	Y450012A	491694	LDS		20/02/2018 20:07
FI 5-0000365232	TO YI YI	Y450012A	491694	LDS		21/02/2018 11:31

## 6 CHANGE PASSWORD


**Procedures:** To change password of Office Administration.

1. Click  to go to “**Change Password**” page for changing Office Administration password.



The screenshot displays the 'Change Password' page within the 'Long Term Care Services Delivery System - Office Administration'. The page header includes the system name and a 'Logout' button. The user is identified as 'Office Administrator (admin)'. The sidebar on the left contains navigation links: 'Back to Home', 'Refresh', 'Change Password' (highlighted with a blue arrow), 'User Manual', 'FAQs', 'Related Information', and 'Help Desk'. The main content area features three input fields: 'Old Password', 'New Password', and 'Confirm Password'. The 'New Password' field includes a note: '(uppercase, lowercase, number and special character, !@#\$%, with 8 characters)'. The 'Confirm Password' field includes a note: '(exactly the same as New Password)'. At the bottom of the form, there are 'Back' and 'Change Password' buttons.

2. Enter “Old Password” and “New Password”. The password should be at least 8 characters with upper and lower case of English alphabets, numbers and special characters.

 Long Term Care Services Delivery System - Office Administration [Logout](#)

🏠 OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
👤 Office Administrator (admin)

- 🏠 Back to Home
- 🔄 Refresh
- ✂ Change Password
- 📖 User Manual
- ❓ FAQs
- ℹ Related Information
- 🛎 Help Desk  
(852) 2892 5295  
or email us at  
ldspt1@swd.gov.hk

### 👤 Change Password:


**Old Password:**


**New Password:**

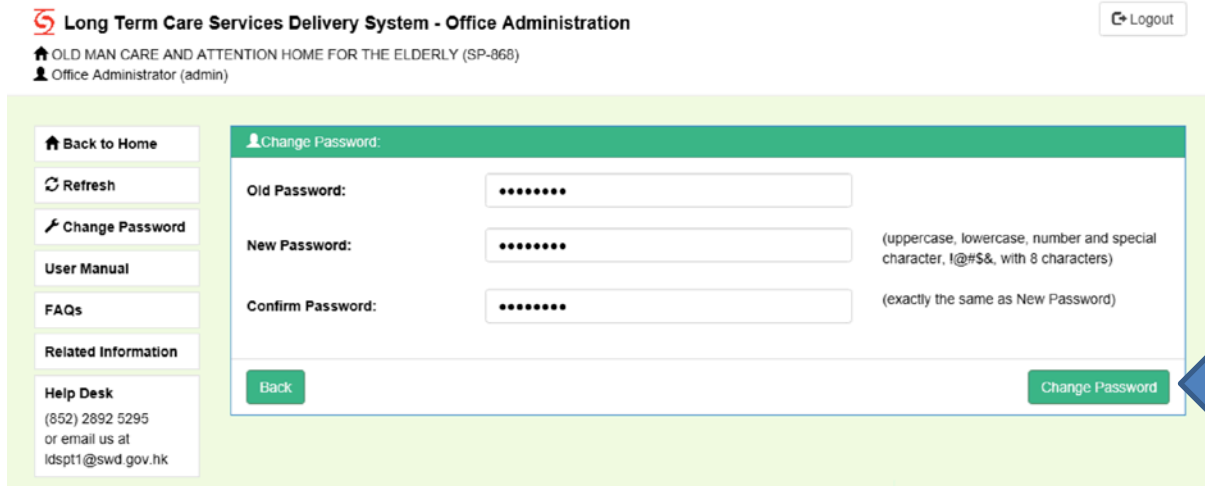
**Confirm Password:**

*(uppercase, lowercase, number and special character, !@#\$%, with 8 characters)*

*(exactly the same as New Password)*



3. Click  to save the new password.



Long Term Care Services Delivery System - Office Administration Logout

OLD MAN CARE AND ATTENTION HOME FOR THE ELDERLY (SP-868)  
Office Administrator (admin)

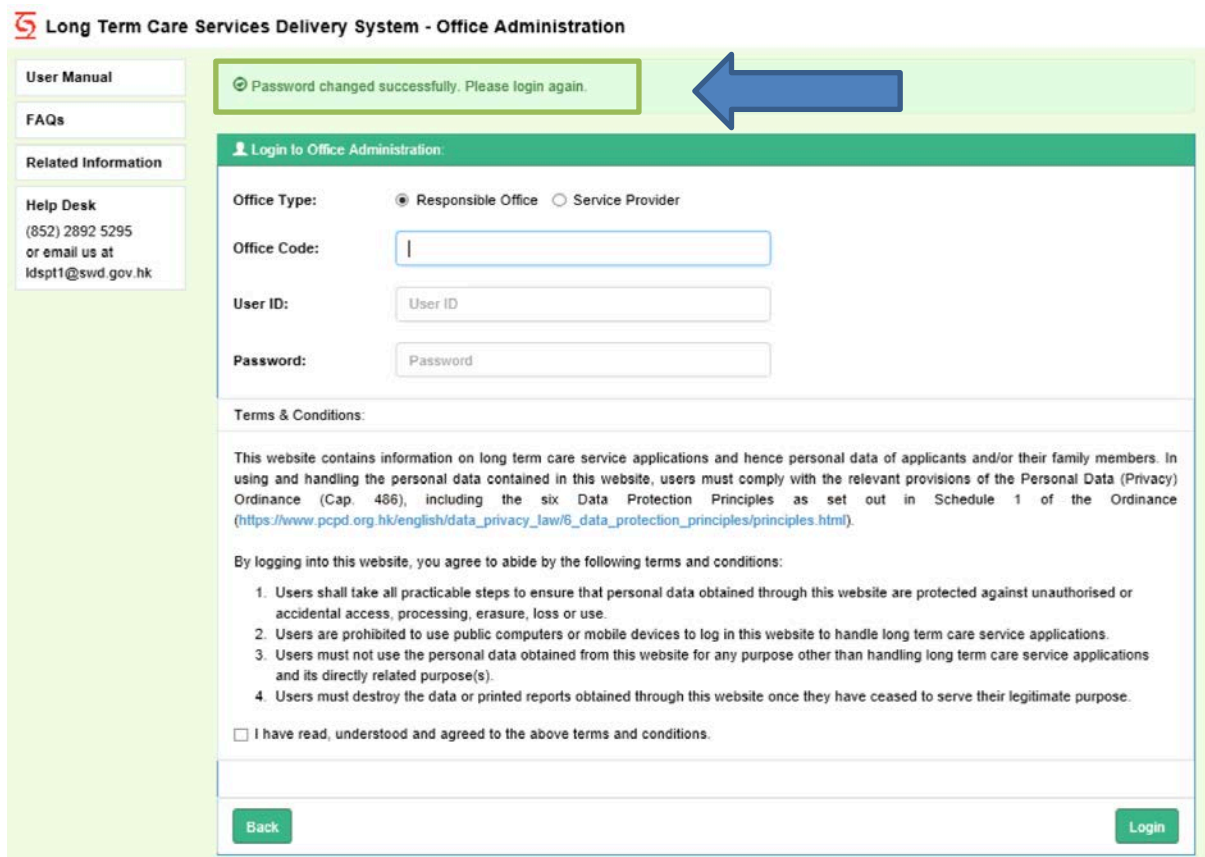
Change Password:

Old Password:

New Password:  (uppercase, lowercase, number and special character, !@#\$%, with 8 characters)

Confirm Password:  (exactly the same as New Password)

4. The session will be logged out automatically and a message “Password changed successfully. Please logon again.” will appear at the top message line after password is changed.



Long Term Care Services Delivery System - Office Administration

Password changed successfully. Please login again.

Login to Office Administration:

Office Type:  Responsible Office  Service Provider

Office Code:

User ID:

Password:

Terms & Conditions:

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1. Users shall take all practicable steps to ensure that personal data obtained through this website are protected against unauthorised or accidental access, processing, erasure, loss or use.
2. Users are prohibited to use public computers or mobile devices to log in this website to handle long term care service applications.
3. Users must not use the personal data obtained from this website for any purpose other than handling long term care service applications and its directly related purpose(s).
4. Users must destroy the data or printed reports obtained through this website once they have ceased to serve their legitimate purpose.

I have read, understood and agreed to the above terms and conditions.