e執行易 e-COPES

操作指南 Technical Manual

執行技巧訓練指導計劃（第二版）
Coaching Programme on Executive Skills - 2nd Edition



香港特別行政區 教育局 二零二六
Education Bureau, HKSAR 2026

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1. Introduction

1.1 Purpose

This guide helps users understand the basic operation of the e-COPES software and how to implement the coaching programme with it.

1.2 Target Users

Supervisors and coaches delivering the ‘Coaching Programme on Executive Skills’ can create user accounts and use the software to implement the programme:

- Coaches can provide structured coaching to students participating in the programme.
- Supervisors can review coaching records and monitor the programme outcome.

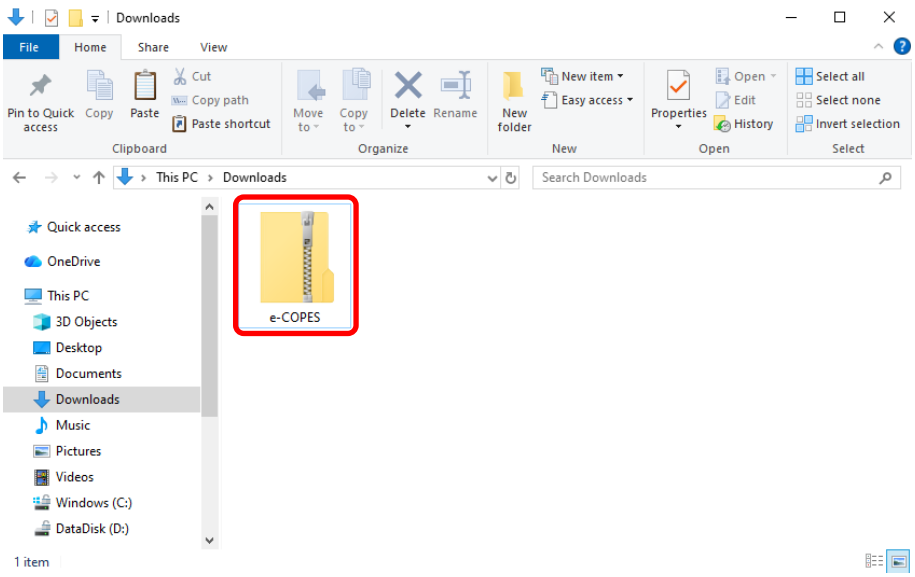
2. Installation and Launch

2.1 Recommended Computer Specifications

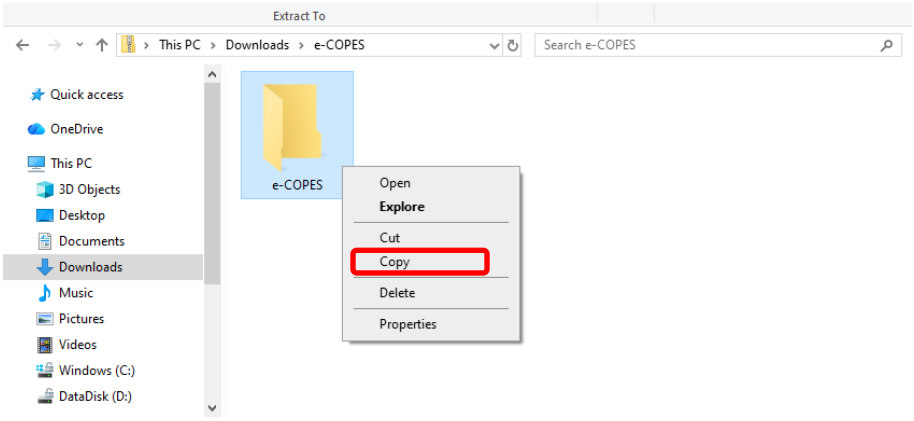
Computer	Desktop computer or laptop
Hardware	4-core CPU or above (64-bit)
Operating System	Microsoft Windows 11
Software	Microsoft Office 2024 or later (including Office 365)

2.2 Install the Software

➢ Download the ‘e-COPES.zip’ file.



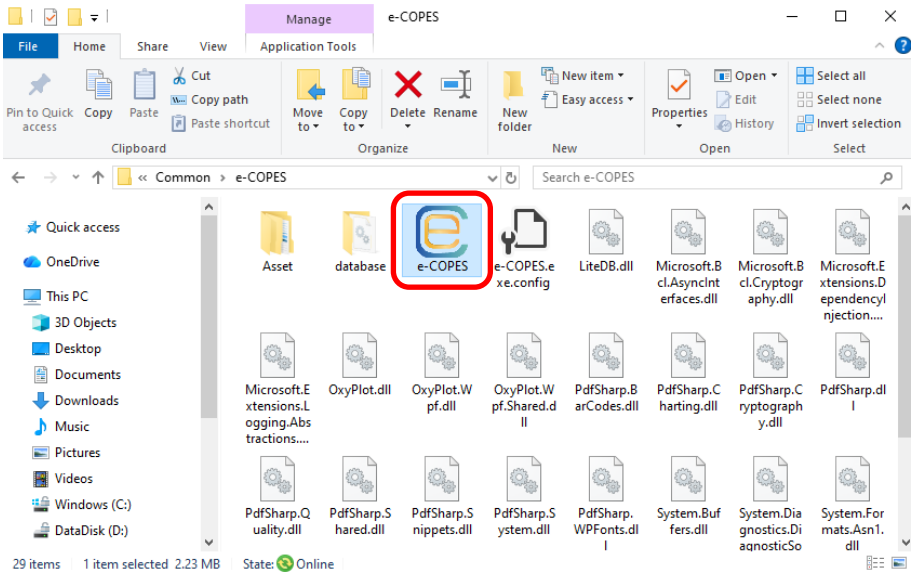
- Double-click to open the compressed file and copy the ‘e-COPES’ folder.



- Paste the copied folder in your preferred location.
- Users may store the software on a designated computer or the school’s internal network drive for convenient access. **As the software contains students’ personal data, please ensure security of the storage location, and set appropriate access permissions for the computer or network drive, strictly for the use of school personnel participating in the programme.**
- After pasting the folder, the ‘e-COPES.zip’ file can be deleted.

2.3 Launch the Software

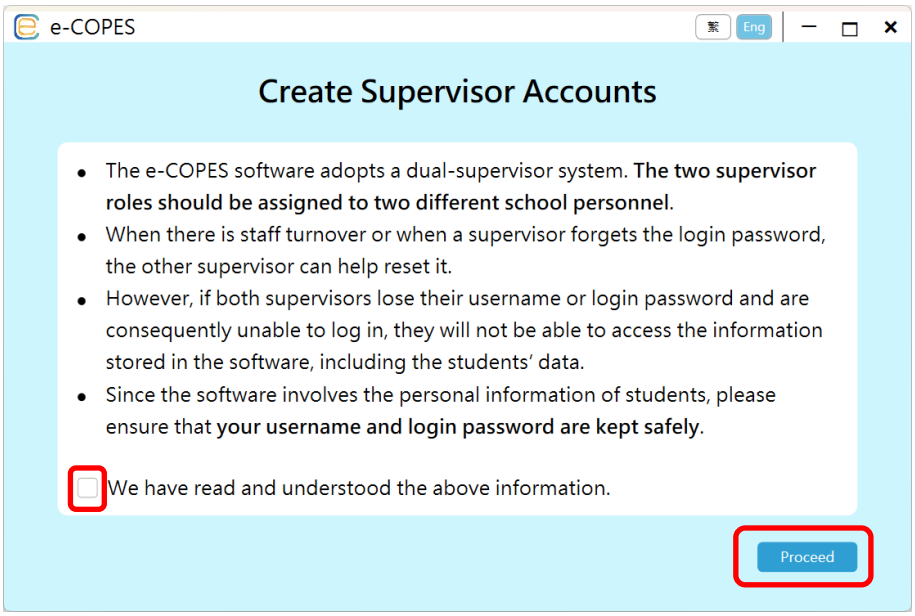
- Double-click ‘e-COPES.exe’ to launch the software.



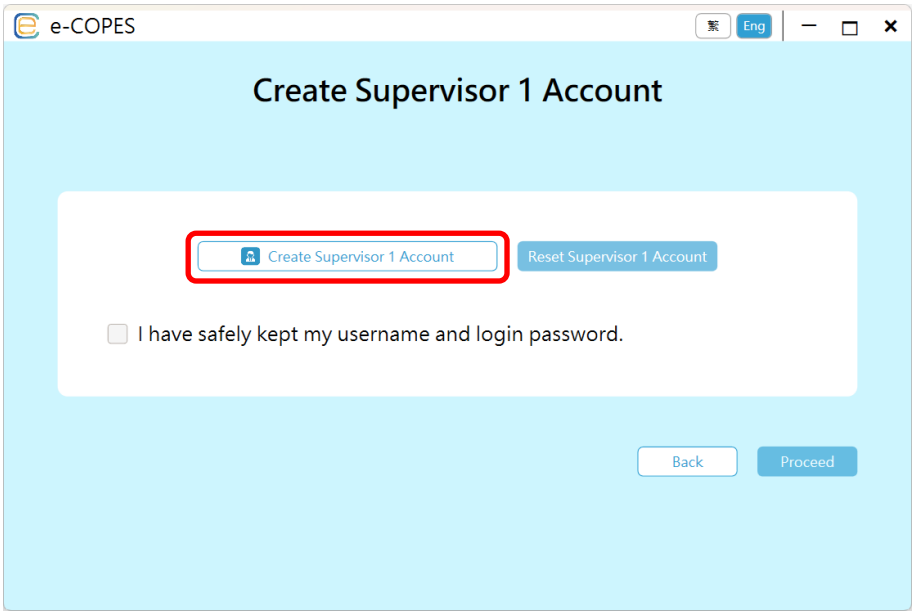
3. Initial Setup

3.1 Create Two Supervisor Accounts

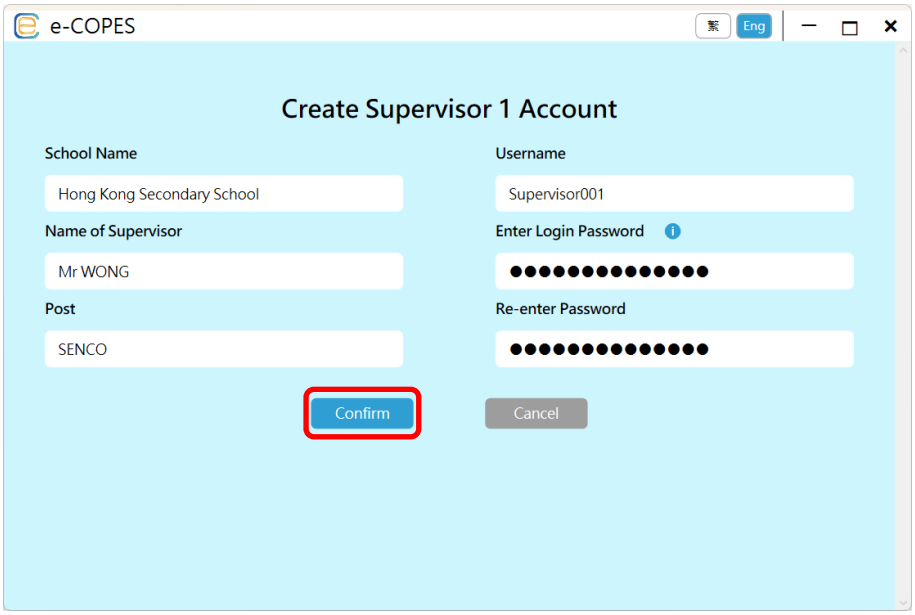
- When using the 'e-COPES' software for the first time, the 'Create Supervisor Accounts' page will be displayed. The e-COPES software adopts a dual-supervisor system. The two supervisor roles should be assigned to two different school personnel. The functionality and access right of the two supervisor accounts are the same.
- Check the box to confirm that the statement has been read, then click '**Proceed**'.



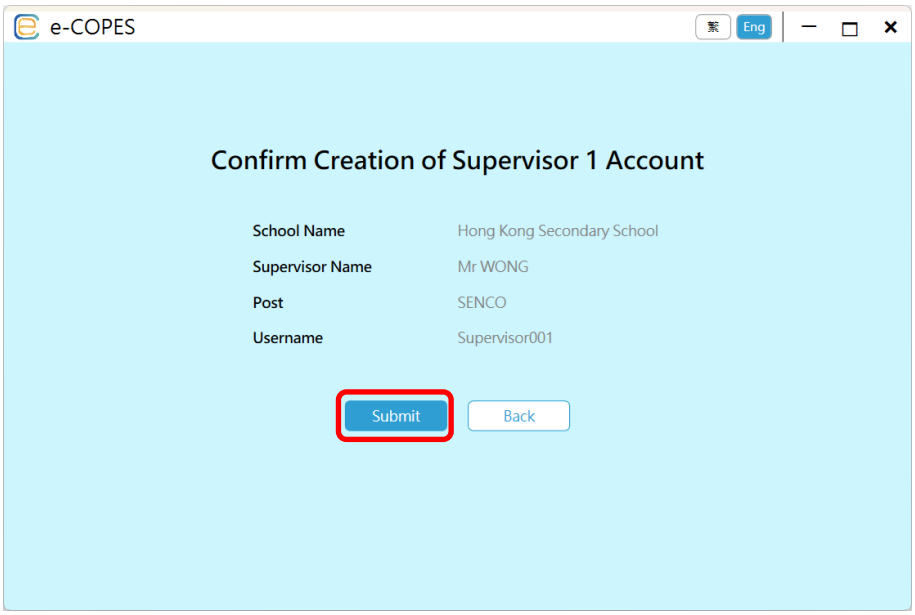
- Click '**Create Supervisor 1 Account**'.



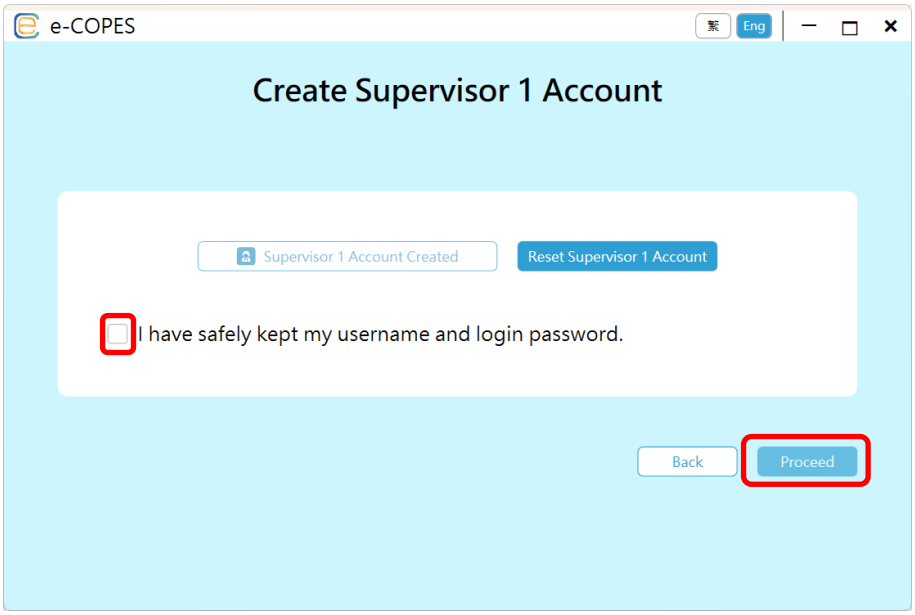
➢ After entering the information of Supervisor 1, click '**Confirm**'.



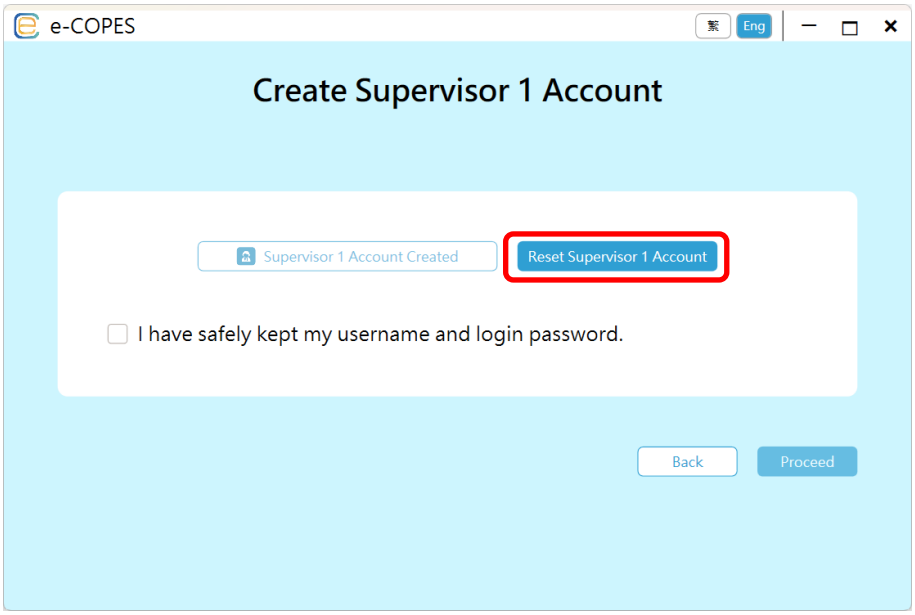
➢ After checking that all information entered is correct, click '**Submit**'.



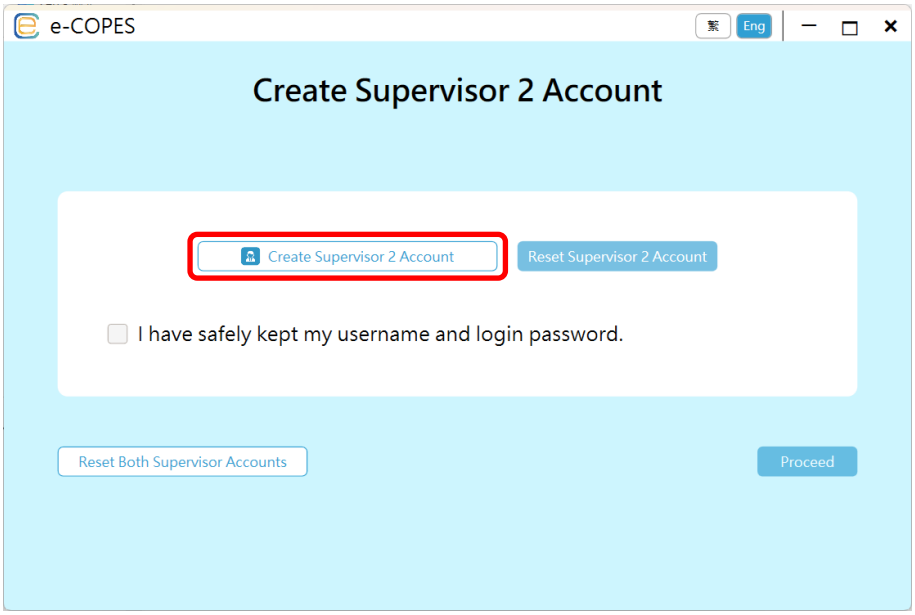
➢ After creating Supervisor 1 Account, check the box to confirm that the username and login password have been safely kept, then click '**Proceed**'.



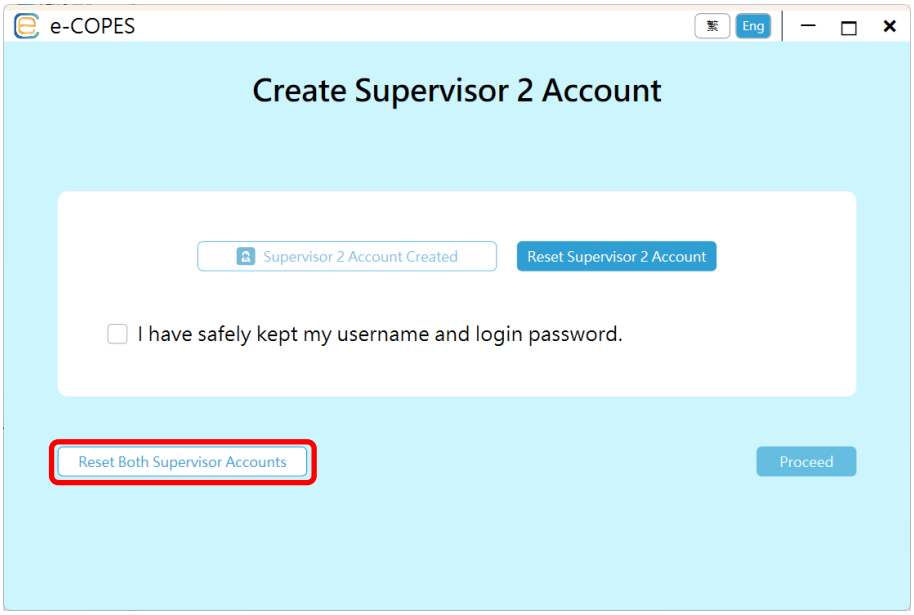
➢ When there is a need to amend the submitted information, click '**Reset Supervisor 1 Account**'.



➢ Repeat the above steps to create Supervisor 2 Account.

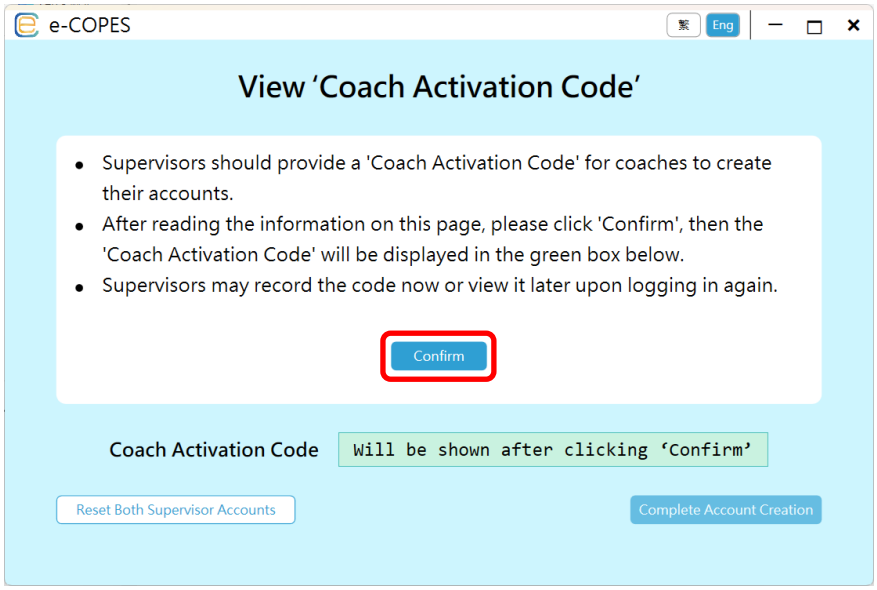


➢ If Supervisor 1 Account information needs to be reset at any point during or after creating Supervisor 2 Account, click '**Reset Both Supervisor Accounts**' and then create both supervisor accounts again.



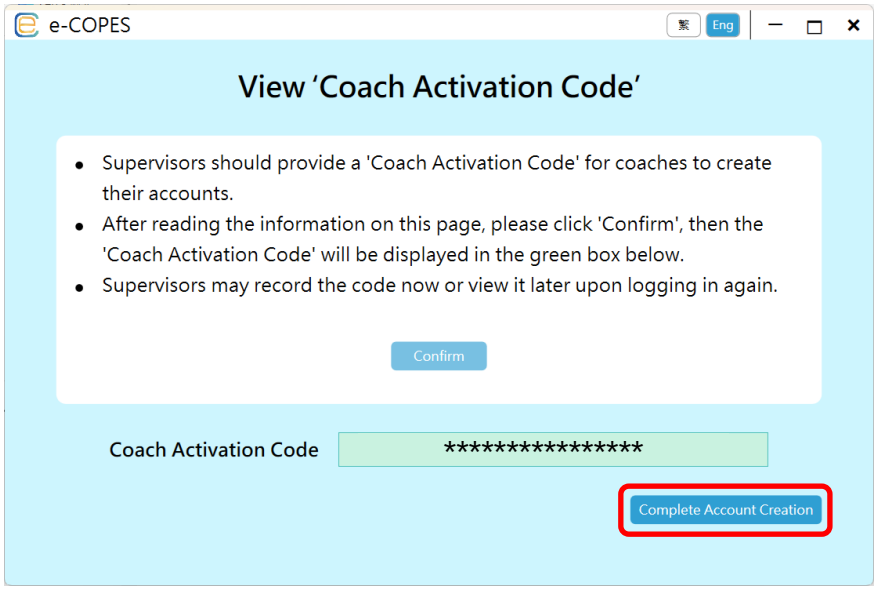
3.2 Get Coach Activation Code

➢ After reviewing the page information, click '**Confirm**'. The 'Coach Activation Code' will be displayed in the green box. This Code is required for creating coach accounts.



Remarks	If both supervisors forget their usernames or login passwords and as a result are unable to log in, the Supervisors will not be able to access the data already stored in the software. **Please make sure to keep all usernames and passwords secure. Education Bureau staff cannot reset supervisor passwords for this standalone software.**

➢ After noting down the 'Coach Activation Code', click '**Complete Account Creation**'. The software will close automatically, and users may restart it to log in.

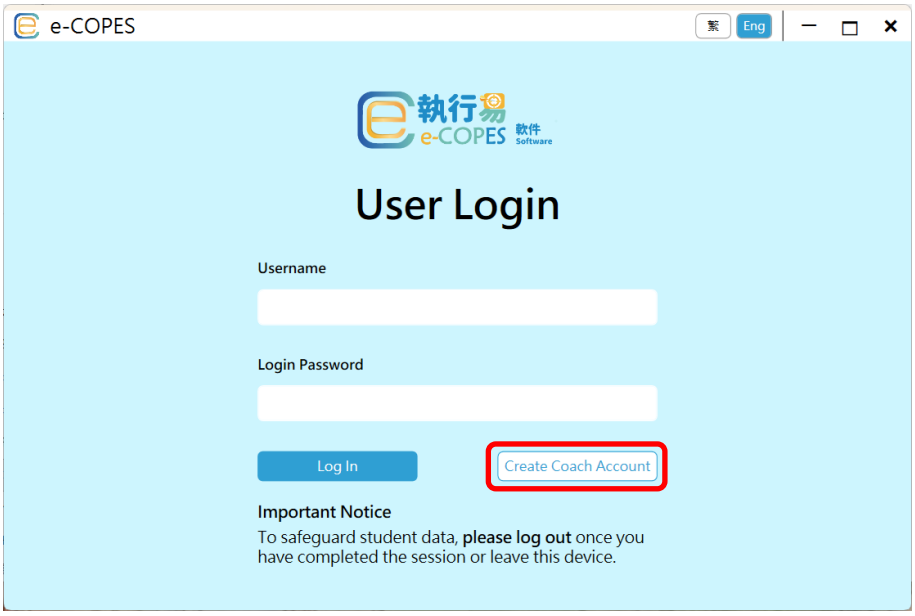


Remarks	The 16-character 'Coach Activation Code' remains unchanged once generated.

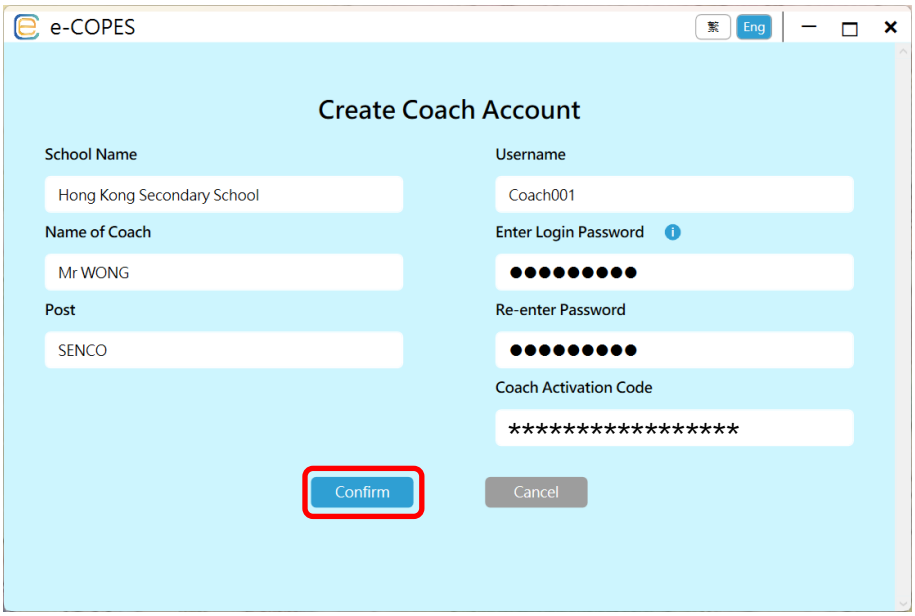
4. Coach Account

4.1 Create Coach Account

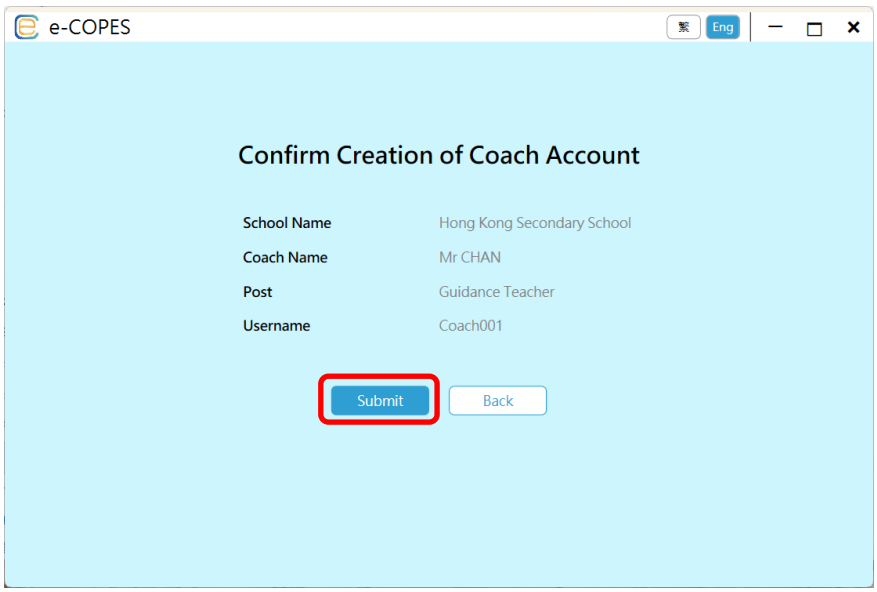
➢ On the 'User Login' page, click '**Create Coach Account**'.



➢ Enter information of the coach and the 'Coach Activation Code', then click '**Confirm**'.



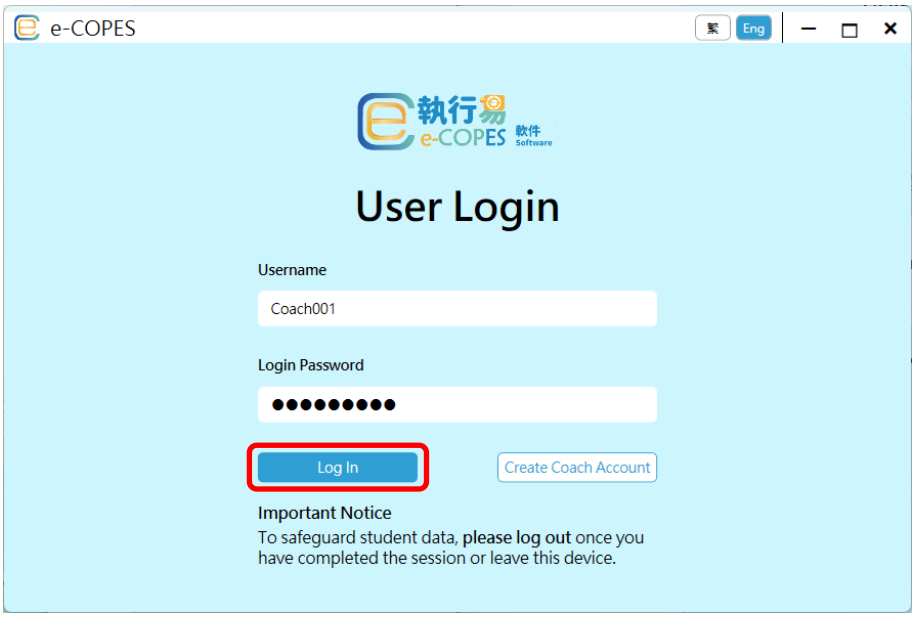
➢ After checking that all information entered is correct, click '**Submit**'.



Remarks	A coach can access students' personal data after logging in with the 'Coach Activation Code'. Supervisors should provide the Code only to school personnel appointed as coaches. **To protect students' personal data, do not disclose the activation code to unauthorised persons.**

4.2 User Login

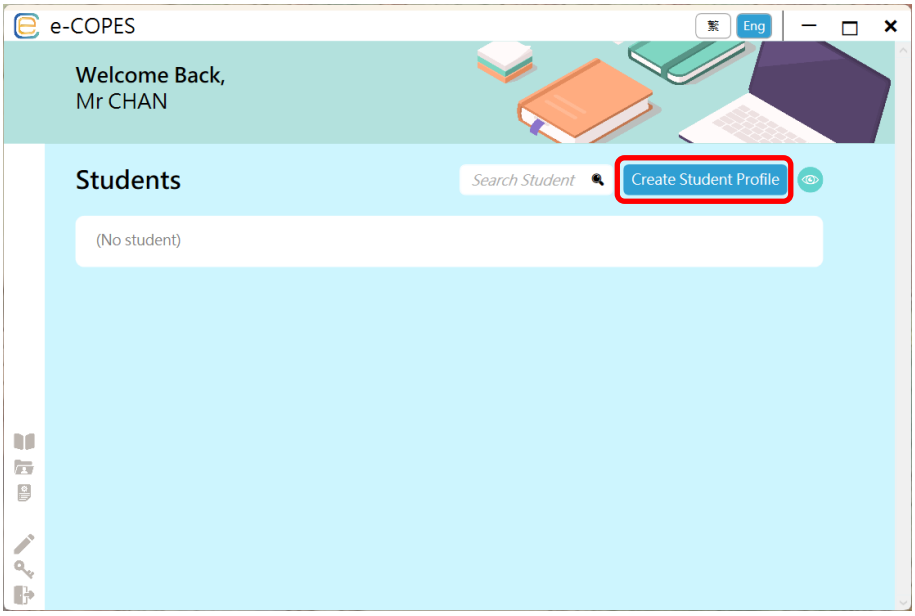
➢ On the 'User Login' page, enter username and login password, then click '**Log In**' and begin coaching with students.



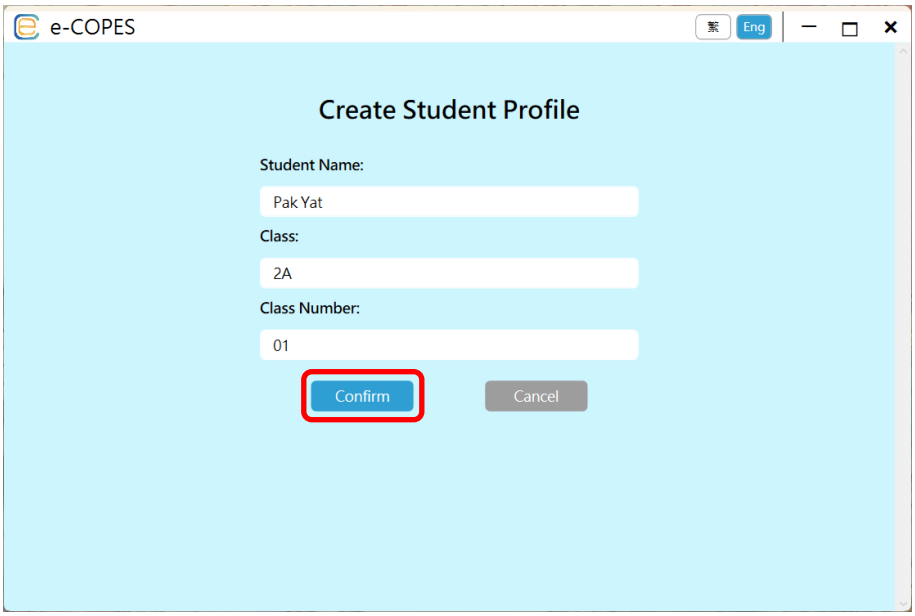
5. Managing Student Profiles

5.1 Create Student Profiles

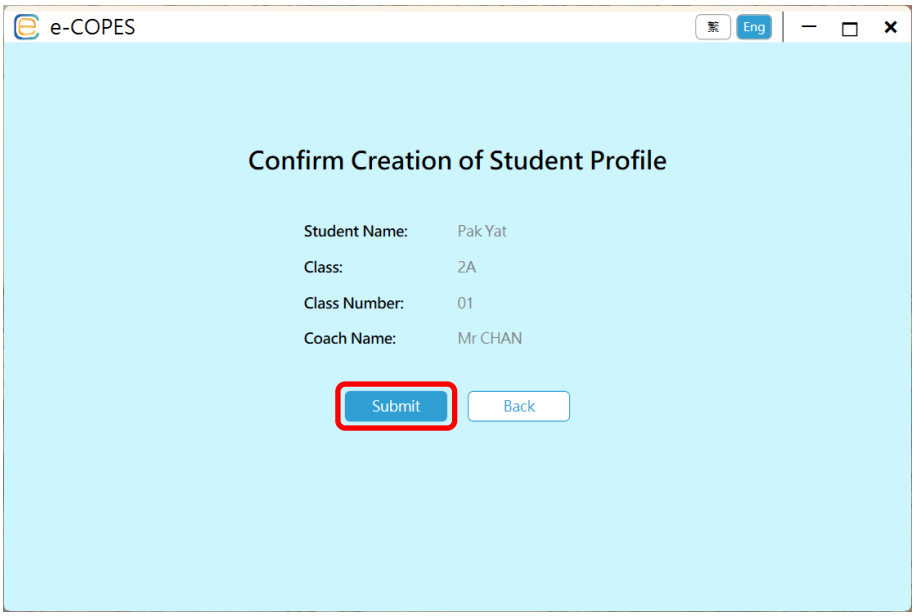
➢ Log in to coach account, click '**Create Student Profile**'.



➢ Enter information of the student, then click '**Confirm**'.

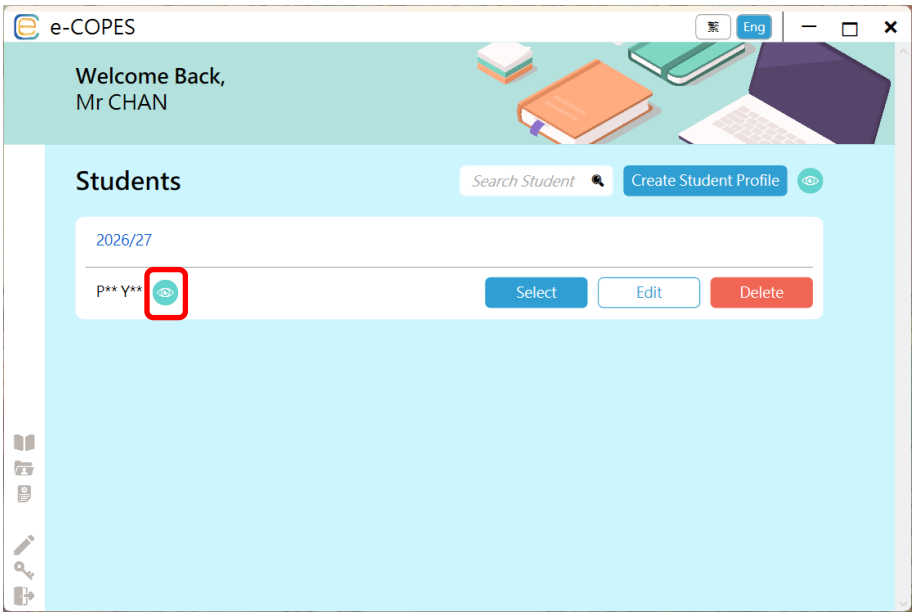


➢ After checking that all information entered is correct, click '**Submit**'.

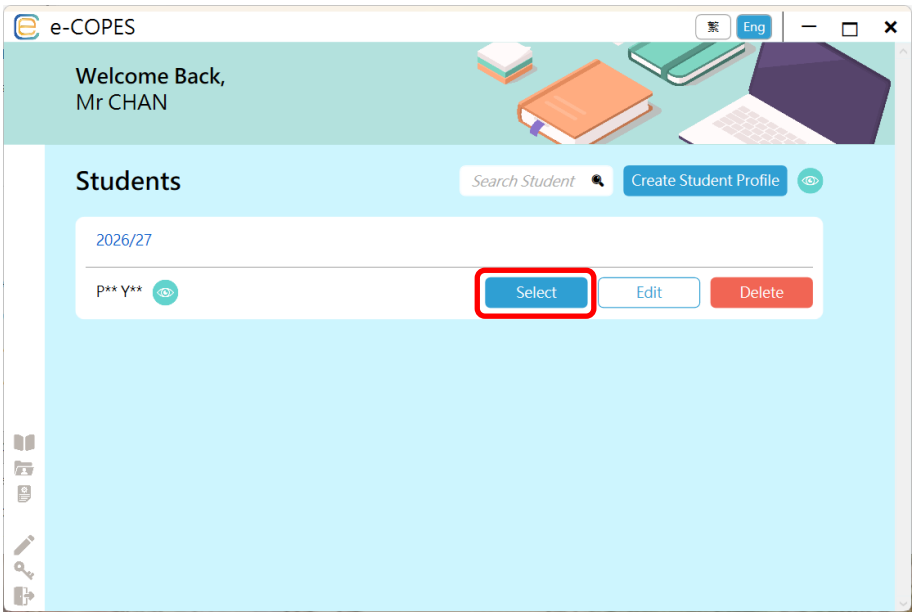


5.2 View Student Profiles

➢ Log in to coach account, click '' to toggle between the full-name view and the masked-name view.

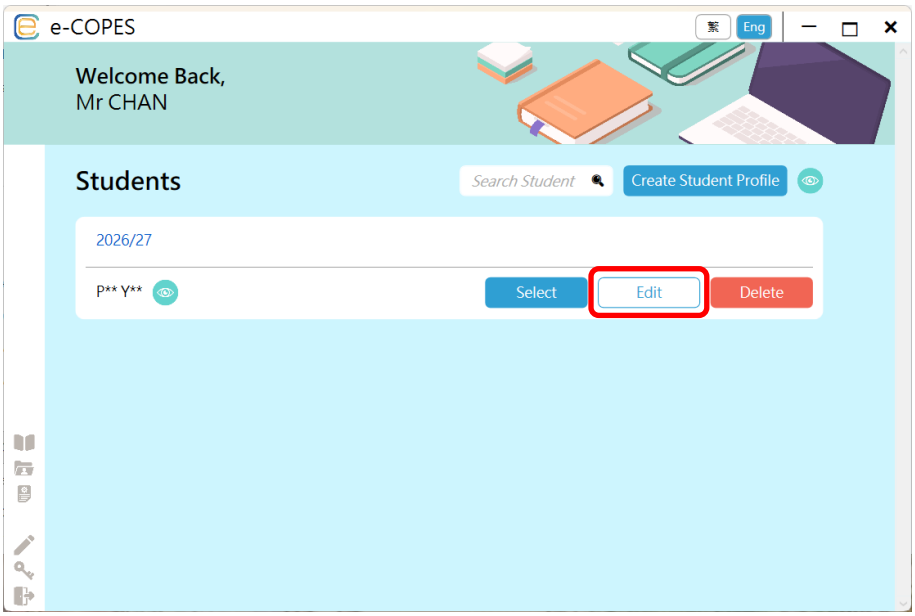


➢ On the student list, click '**Select**' to open the profile of that student.

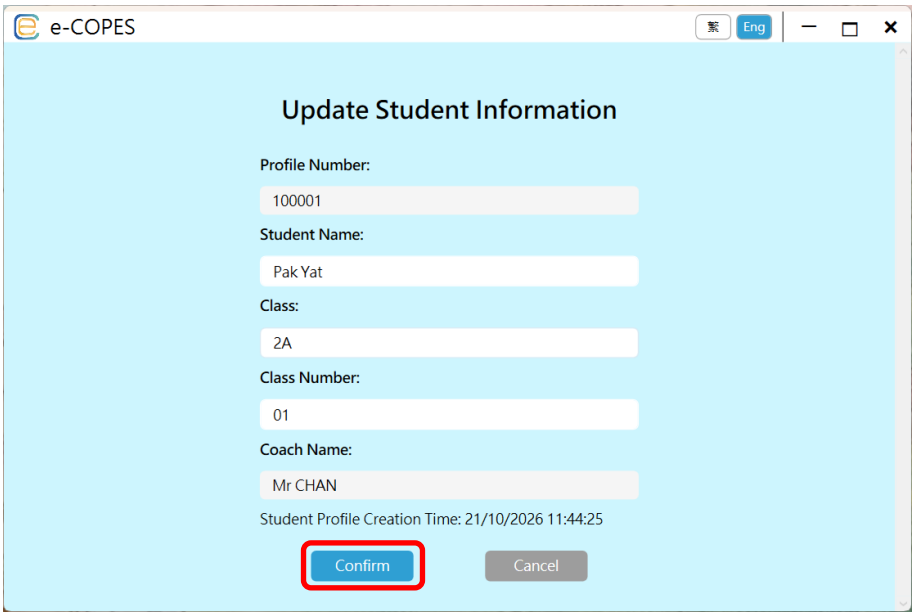


5.3 Edit Student Information

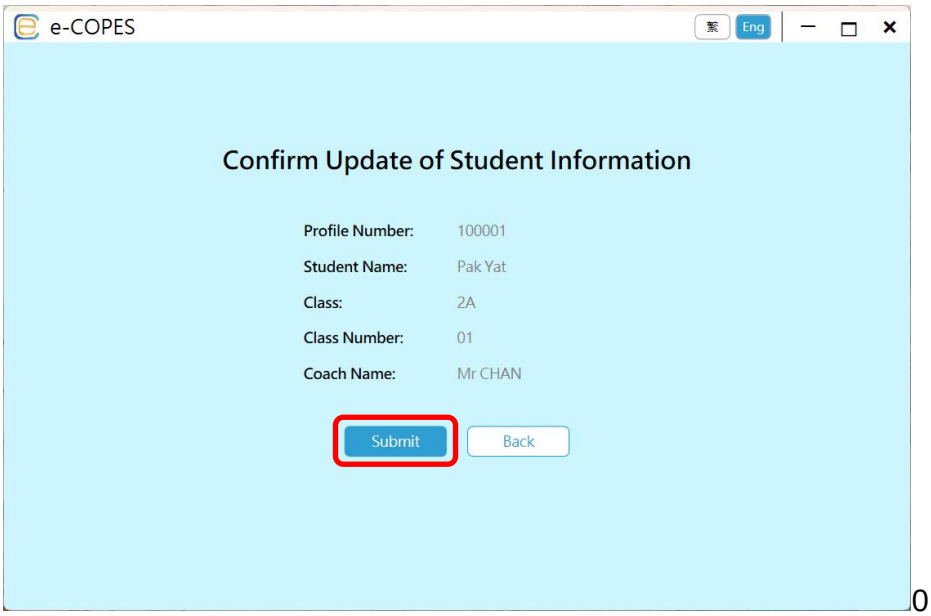
➢ Log in to coach account, click '**Edit**' to update information of that student.



➢ Enter the information to be updated, then click '**Confirm**'



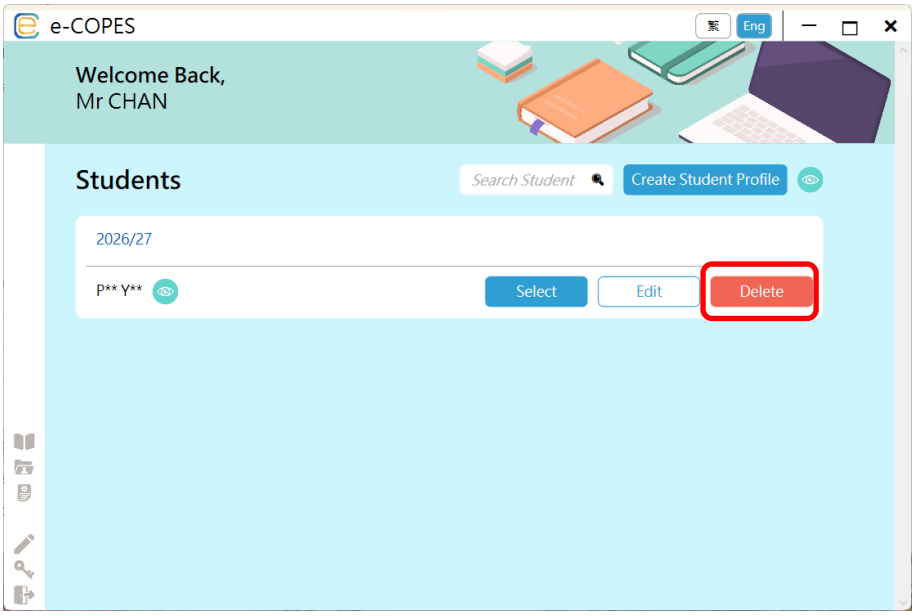
➢ After checking that all information entered is correct, click '**Submit**'.



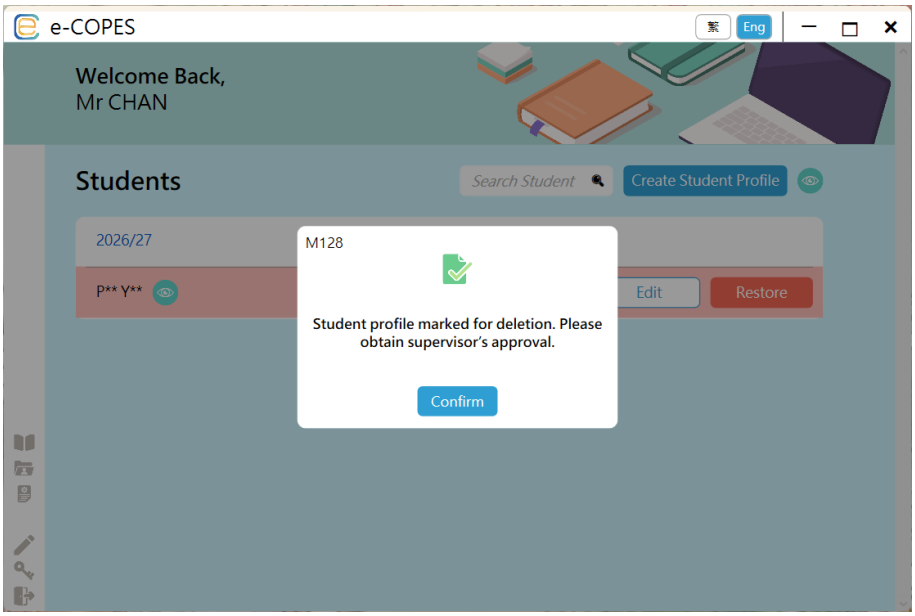
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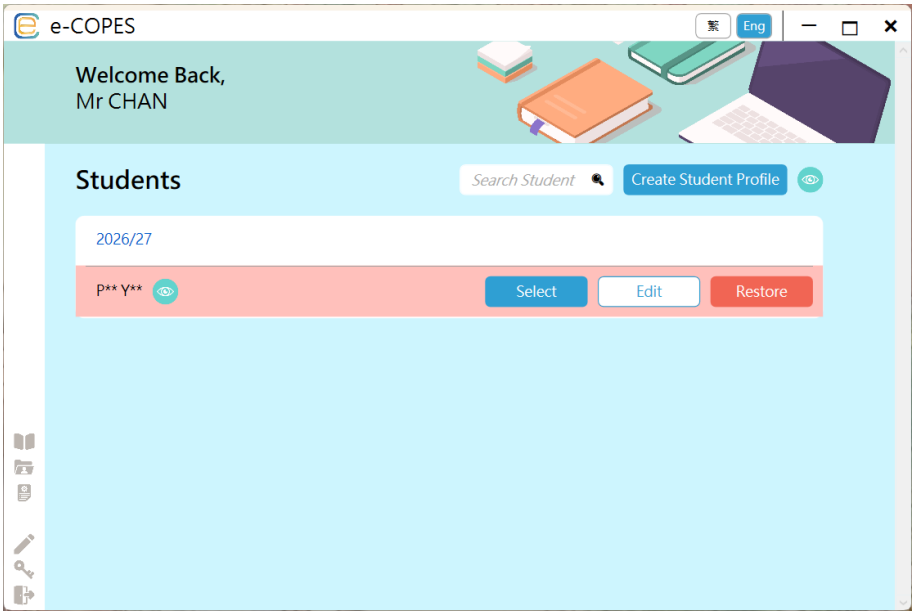
5.4 Delete Student Profiles

- To delete a student record, log in to coach account and click '**Delete**', and inform the supervisor about the deletion request.

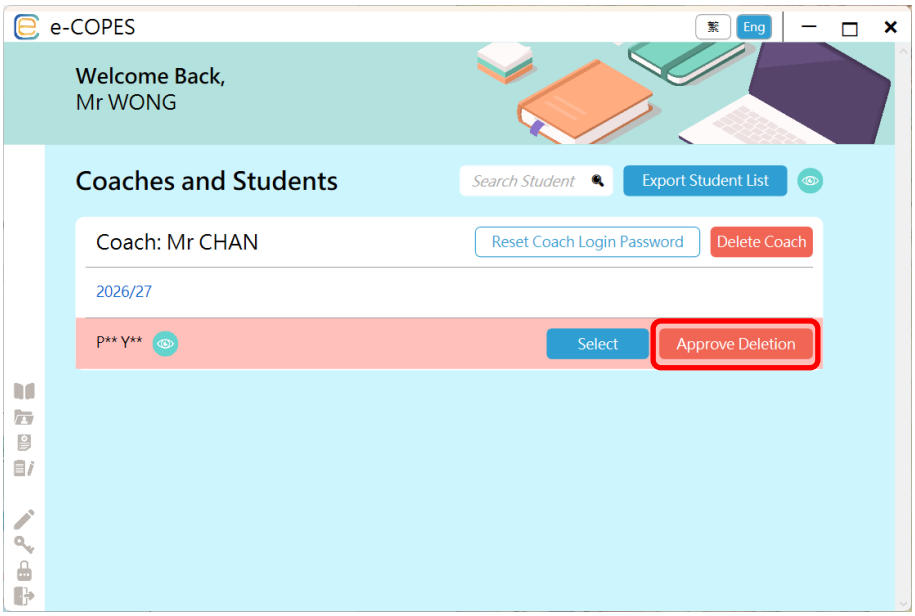


- The row for the respective student profile will turn pink.





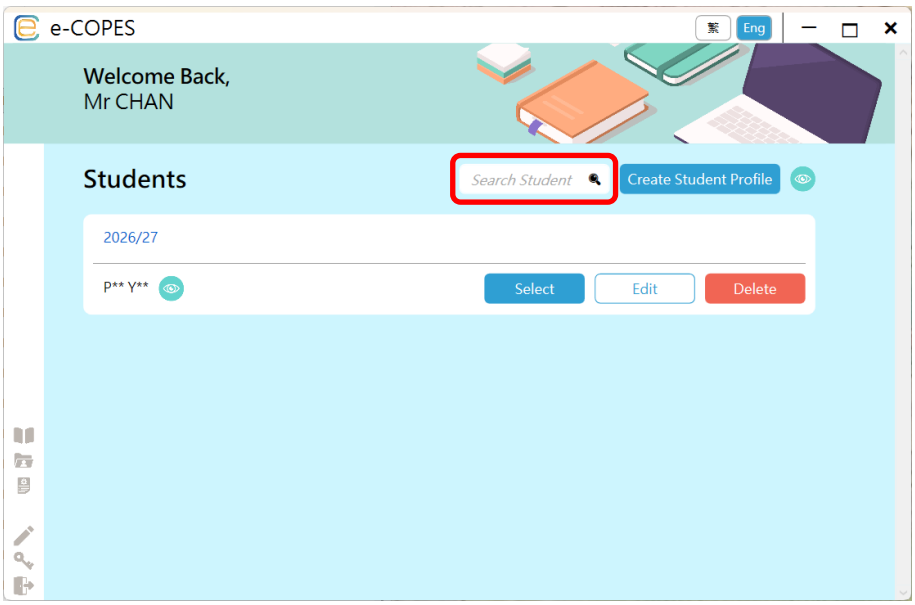
➢ Log in to supervisor account, click '**Approve Deletion**' to delete all data of that student.



Remarks	Once the deletion is approved, data of the respective student cannot be recovered.

5.5 Search Student Profiles

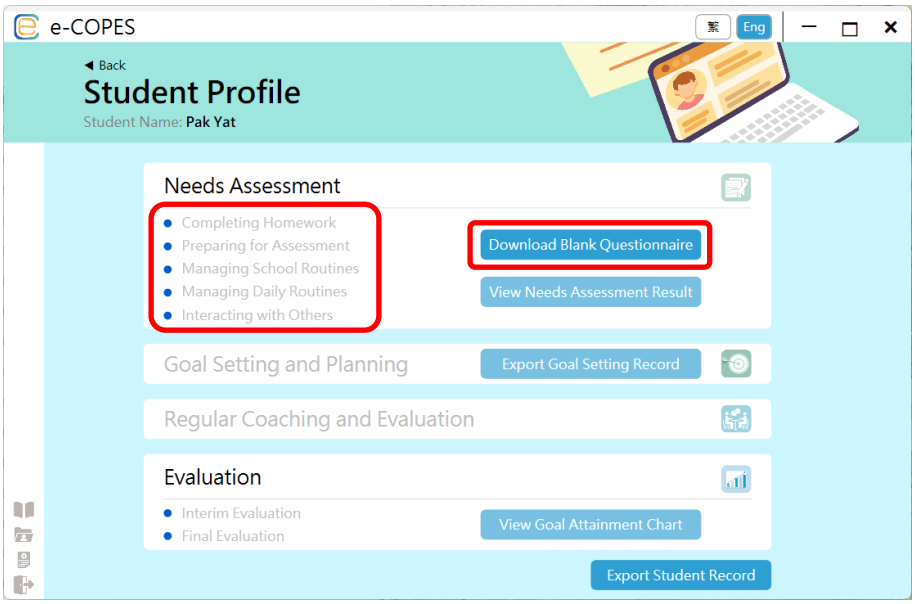
- Enter the student's name in the 'Search Student' field to find the required student profile.



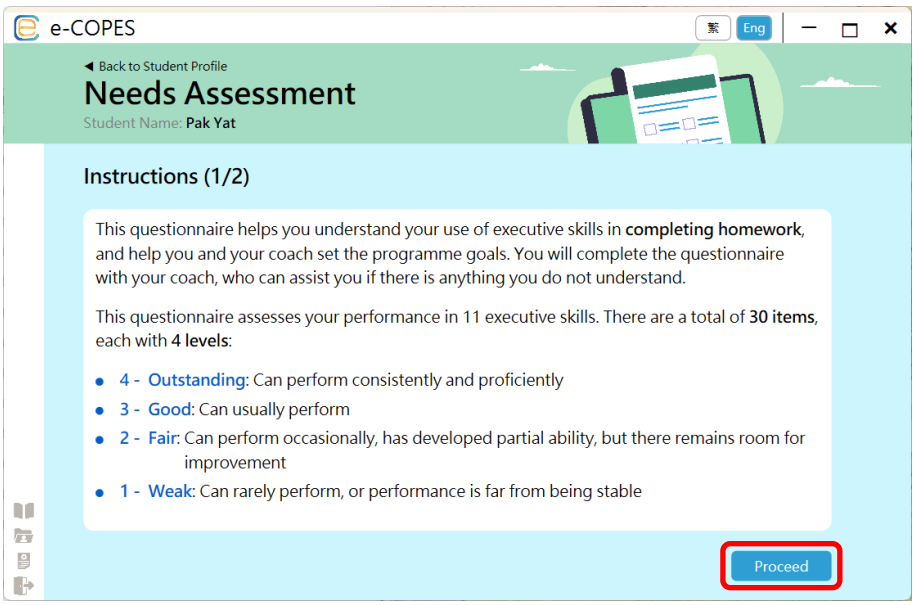
6. Needs Assessment

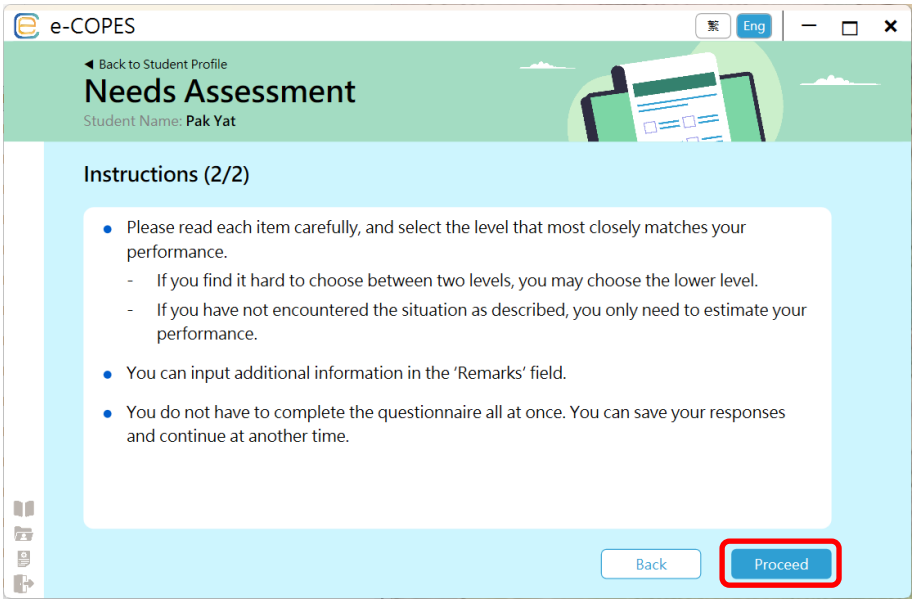
6.1 Complete Needs Assessment Questionnaire

- Enter the 'Student Profile' page and select the required questionnaire, such as 'Completing Homework'.
- If needed, click '**Download Blank Questionnaire**' to download a blank form.

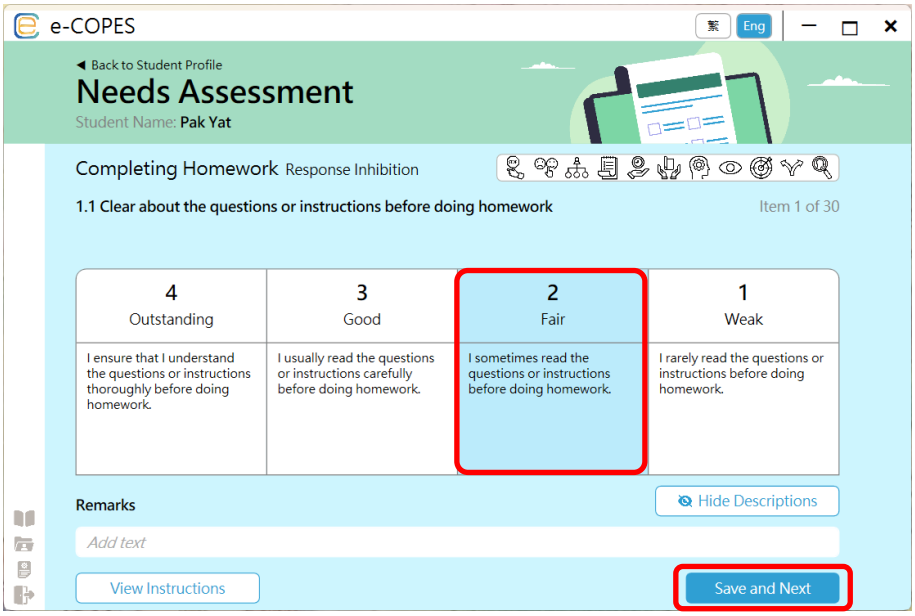


- Read the 'Instructions', then click '**Proceed**'.

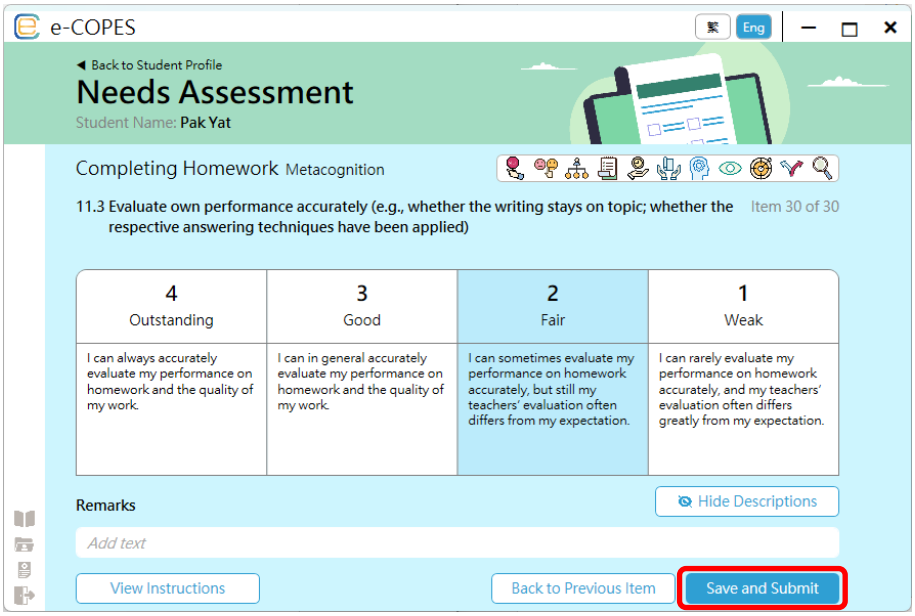




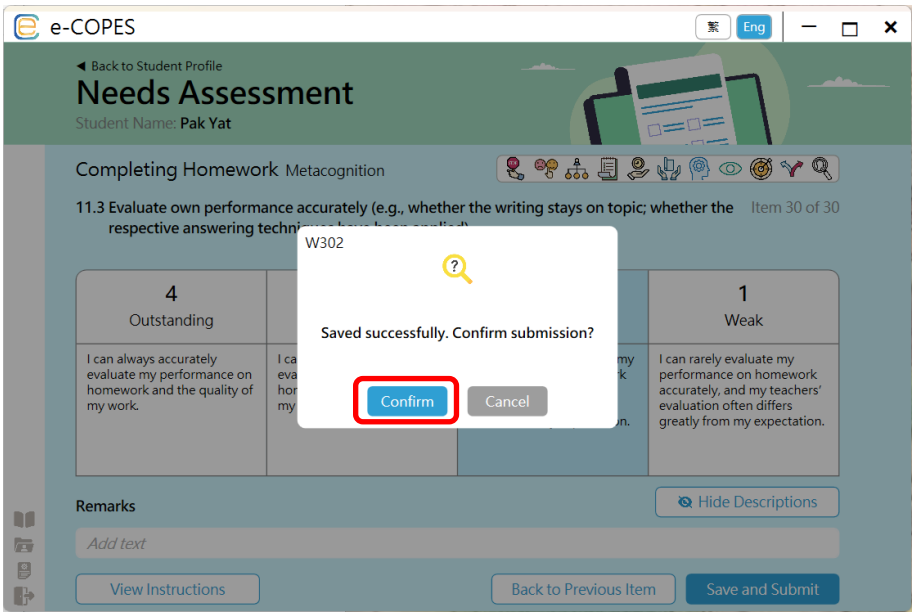
➢ Select a level for each item and add remarks if needed, then click '**Save and Next**'. If needed, click ' Hide Descriptions' to hide the level descriptions and show only the four levels.



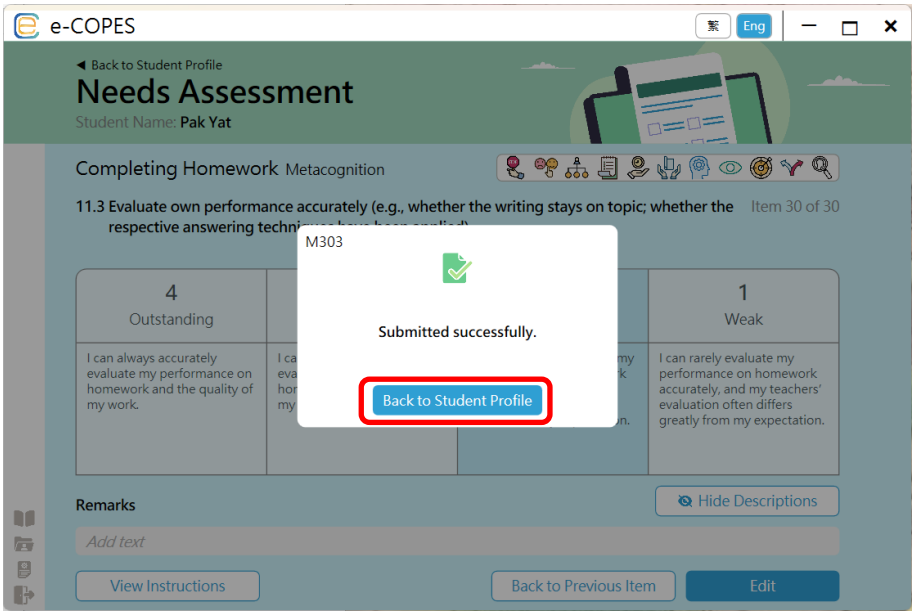
➢ After completing the final item, click '**Save and Submit**'.



➢ In the prompt message, click '**Confirm**' to submit the responses.



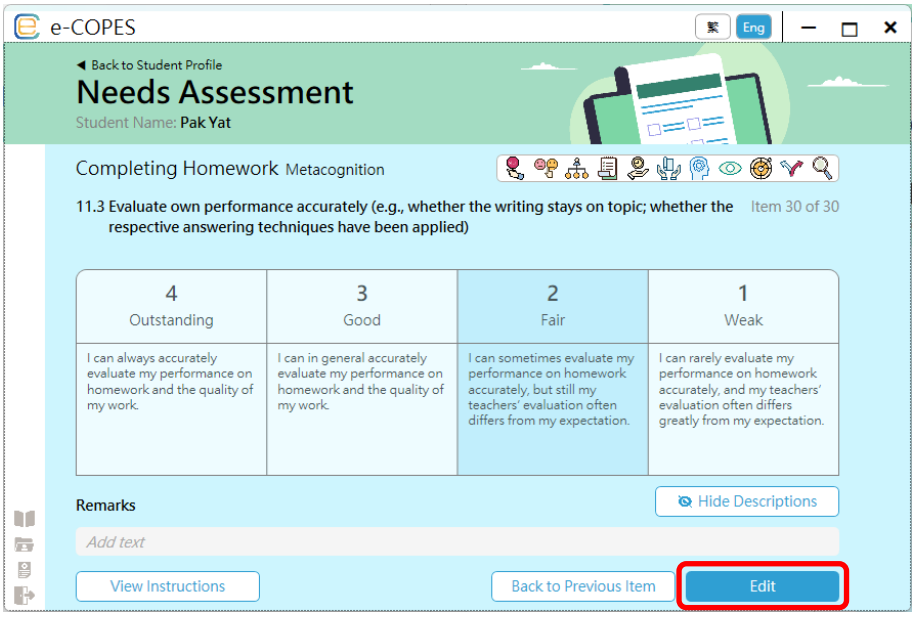
➢ Click '**Back to Student Profile**' to view the needs assessment result.



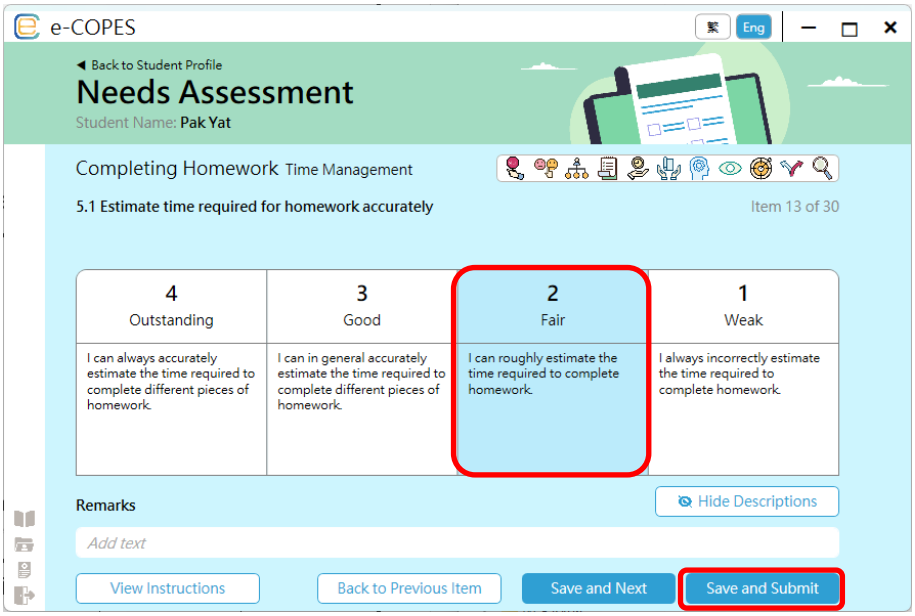
➢ You can also complete the paper questionnaire and input the responses into the software, then view the needs assessment result.

6.2 Edit Responses of Needs Assessment Questionnaire

➢ If amendments to the selected levels or remarks are required after submission, you can click '**Edit**'.

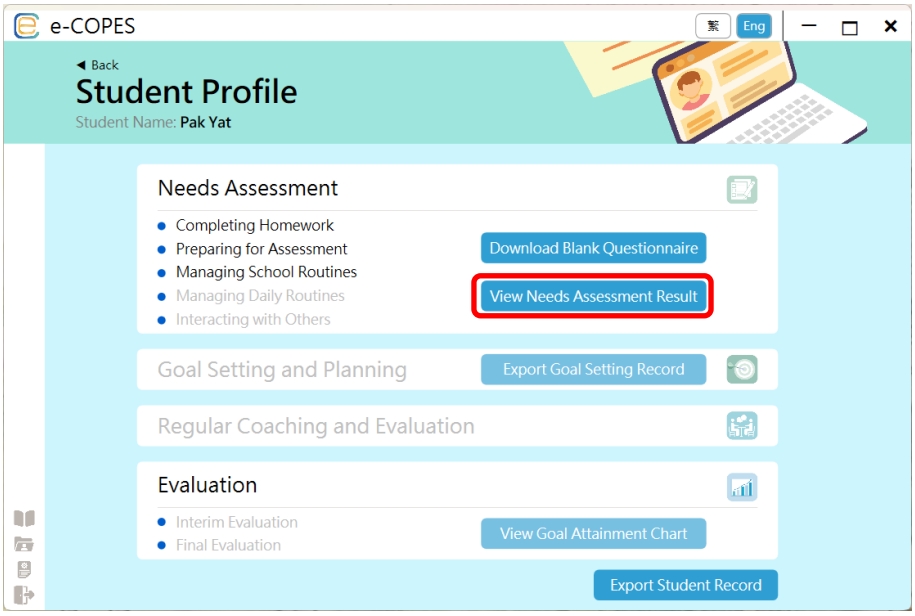


➢ Click '**Save and Submit**' again to save the responses and update the needs assessment result.

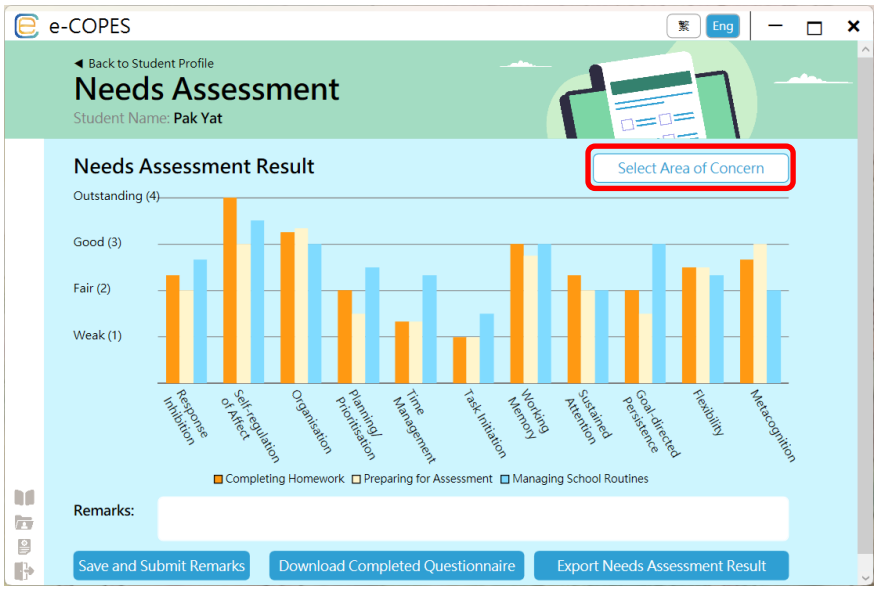


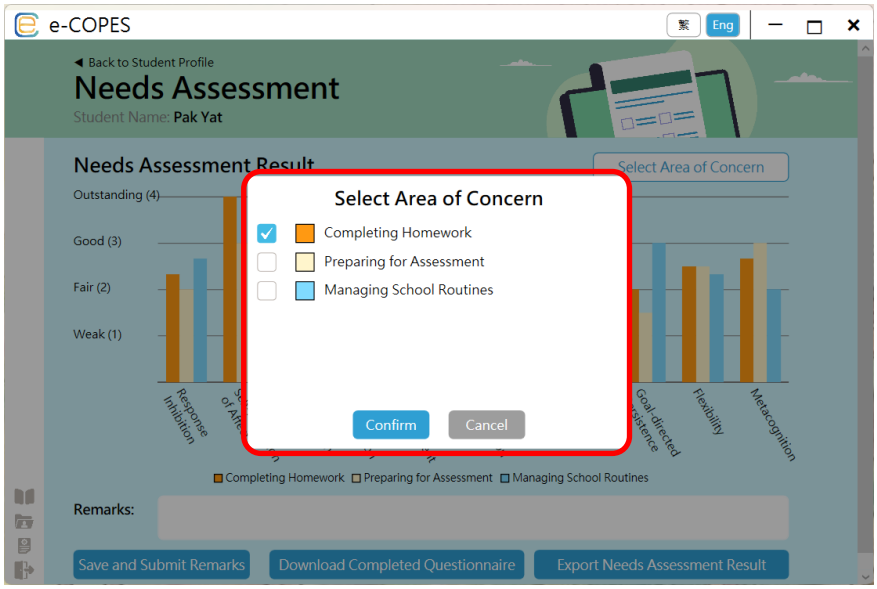
6.3 View Needs Assessment Result

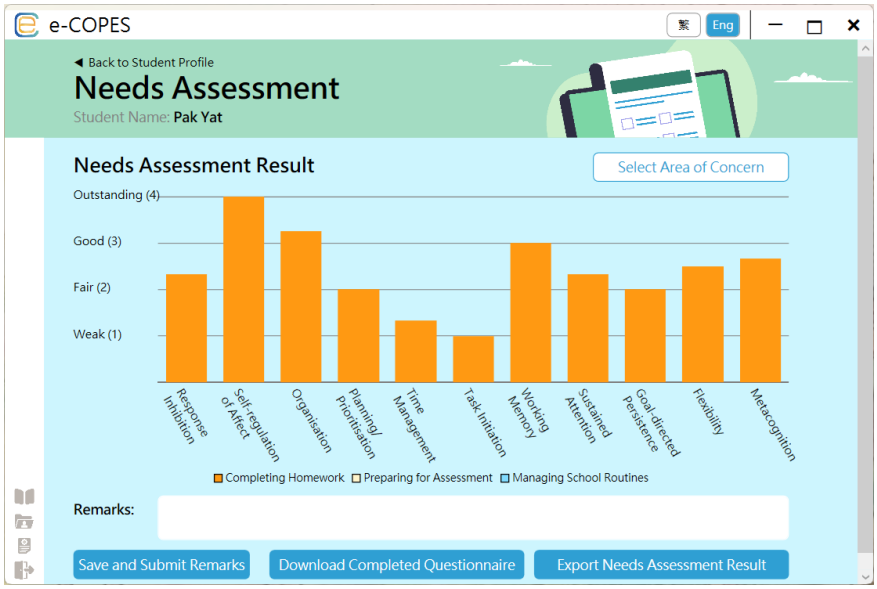
➢ On the 'Student Profile' page, click '**View Needs Assessment Result**'.



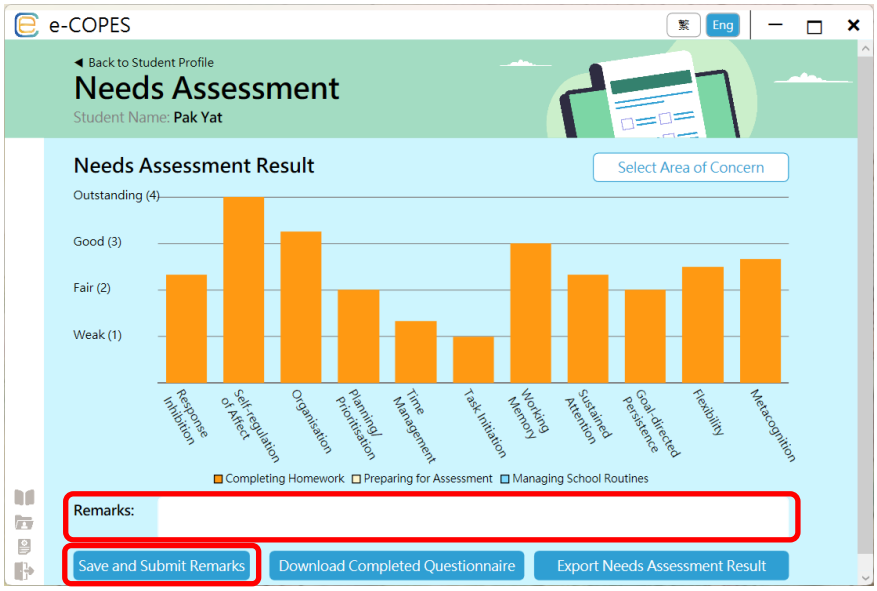
➢ If more than one questionnaire is completed, click '**Select Area of Concern**' to select which result(s) to view.



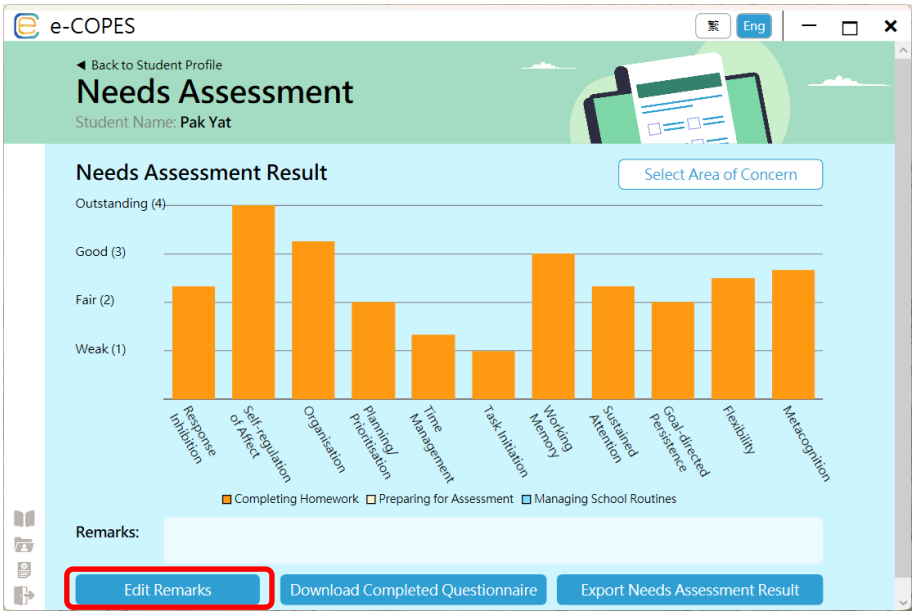




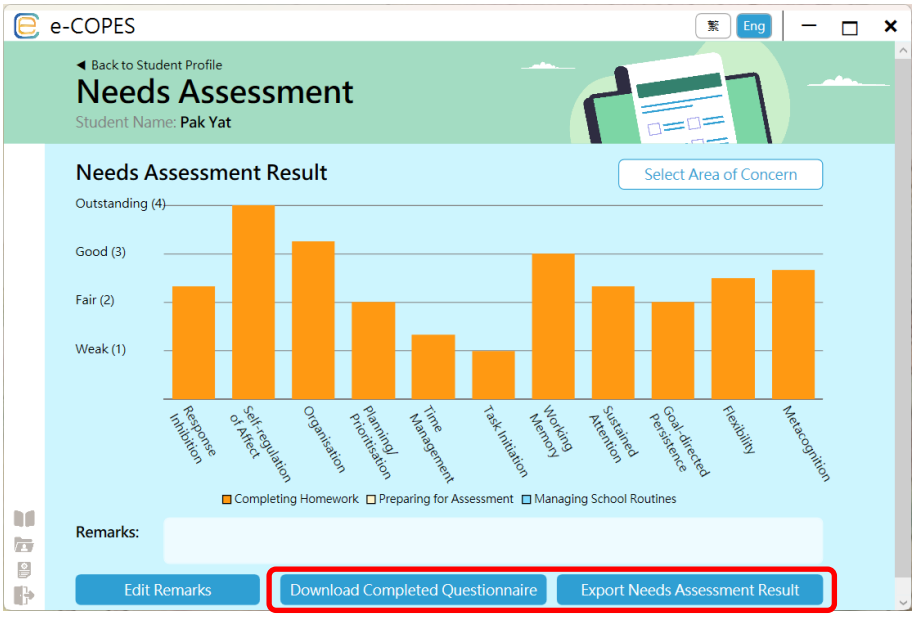
- While viewing the needs assessment result, remarks can be added. Click '**Save and Submit Remarks**' when done.



- After saving and submitting remarks, click '**Edit Remarks'** to change the content of remarks. Then click '**Save and Submit Remarks**' again.



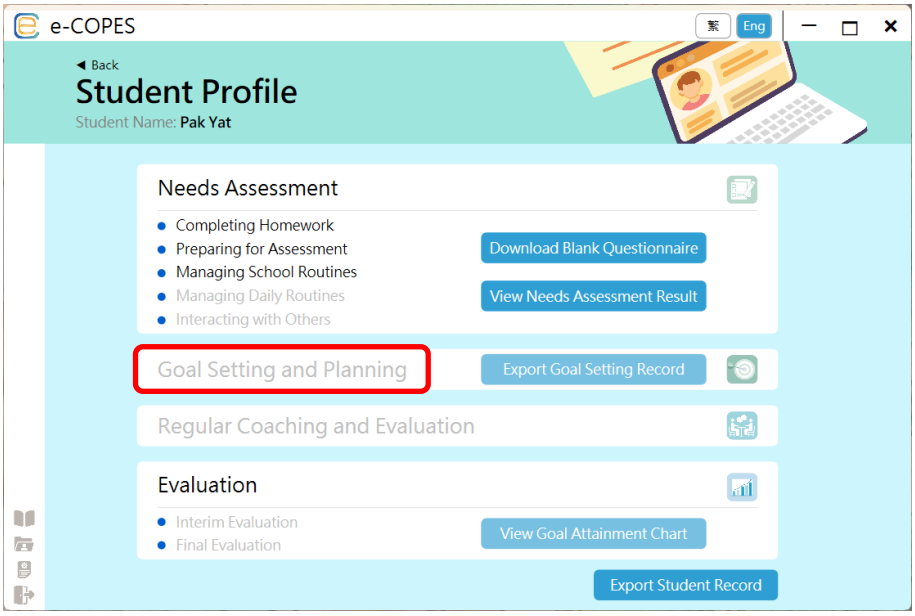
- Click '**Download Completed Questionnaire**' or '**Export Needs Assessment Result**' to save the record to the computer.



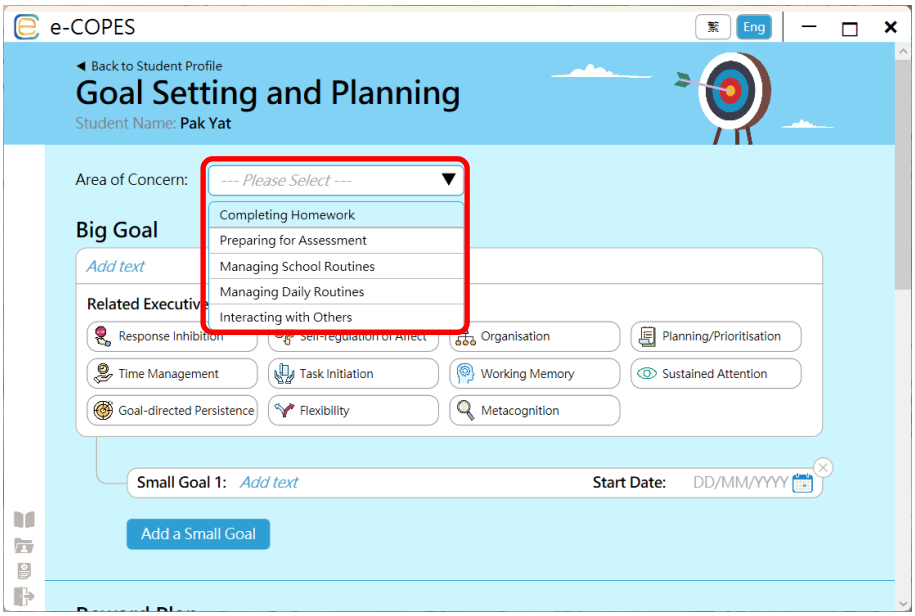
7. Goal Setting and Planning

7.1 Set Goals

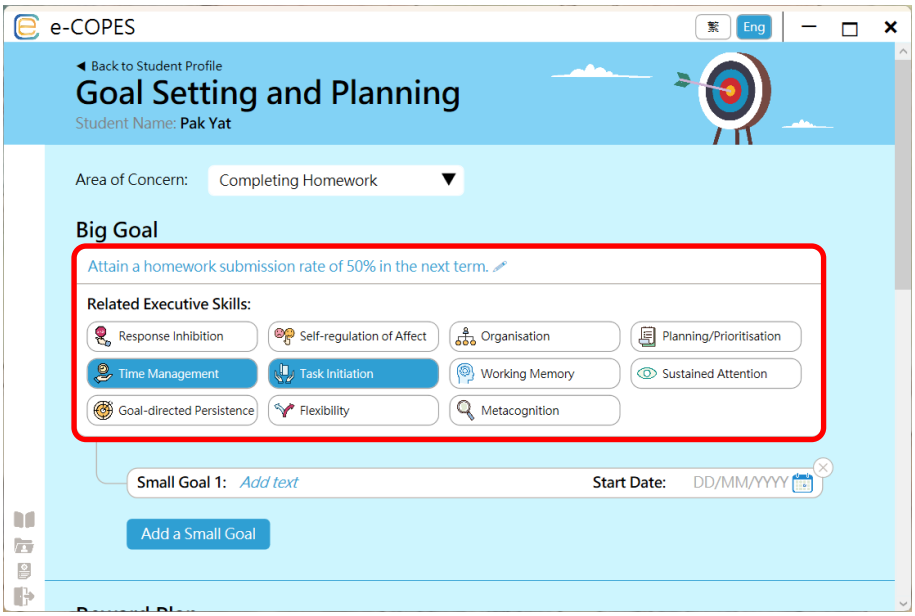
➢ On the 'Student Profile' page, click '**Goal Setting and Planning**'.



➢ Select the 'Area of Concern' from the drop-down menu.



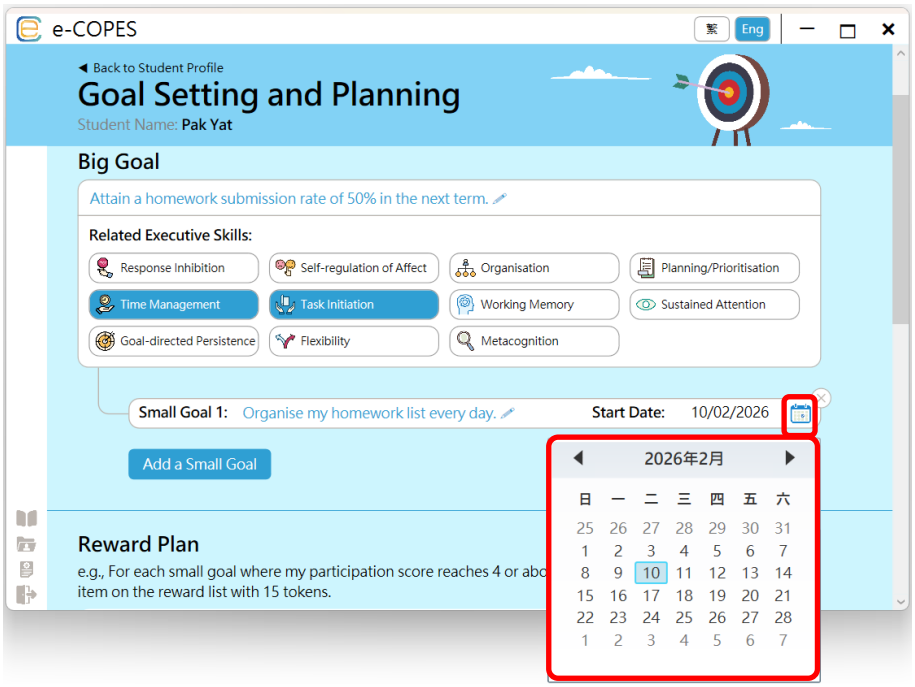
➢ Enter the ‘Big Goal’, and select the ‘Related Executive Skills’



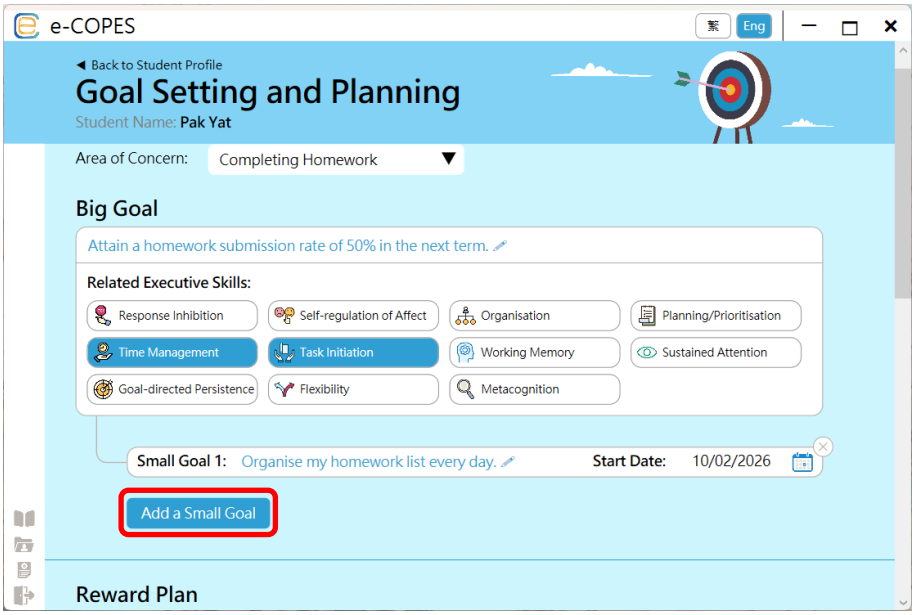
Remarks

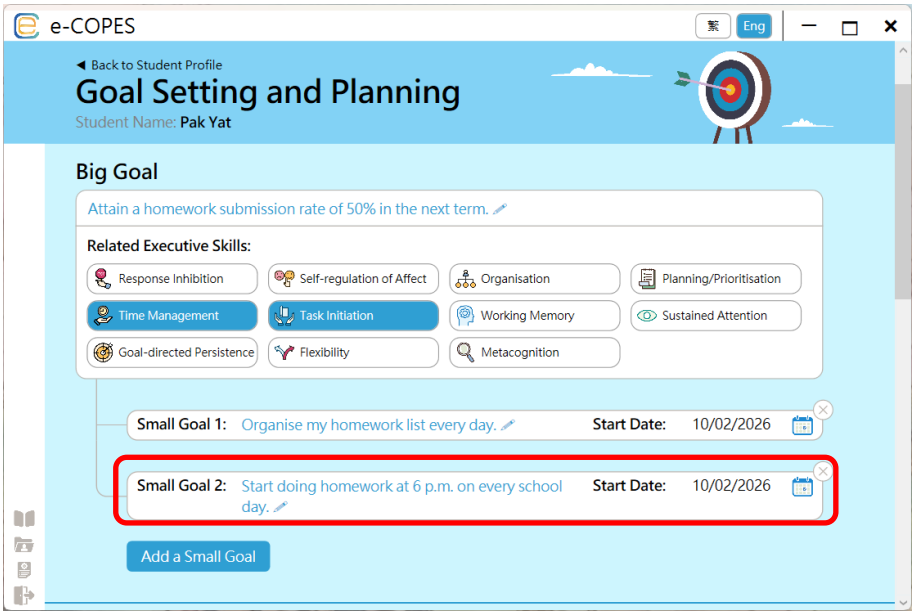
When opening the ‘Tool Bank’ during ‘Regular Coaching’, the software will expand the corresponding toolbox(es) automatically based on the selected 'Related Executive Skills'.

➢ Enter ‘Small Goal 1’ and select its ‘Start Date’.



➢ Click **'Add a Small Goal'** to enter 'Small Goal 2' and select its 'Start Date', and so on.

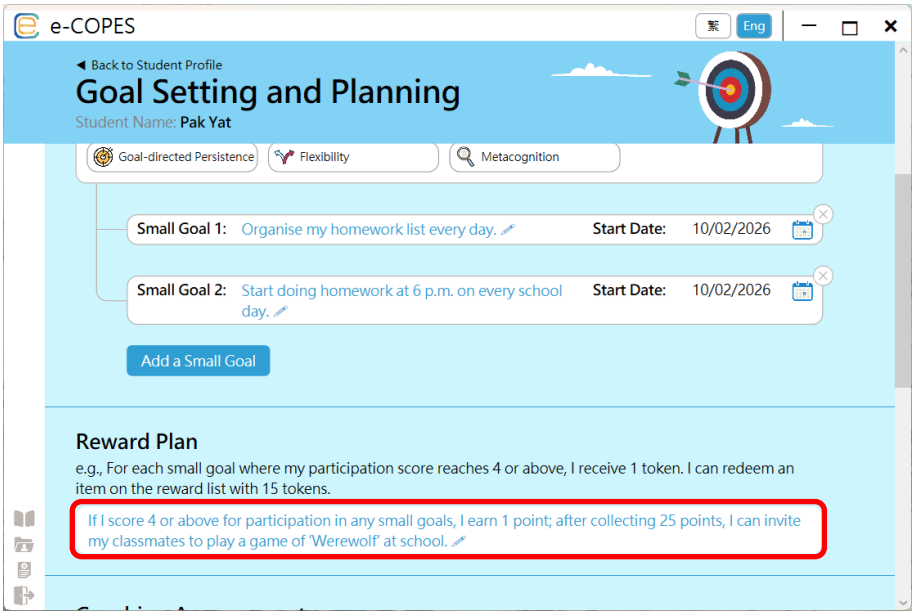




Remarks	The coach and the student can set different start dates for each small goal.

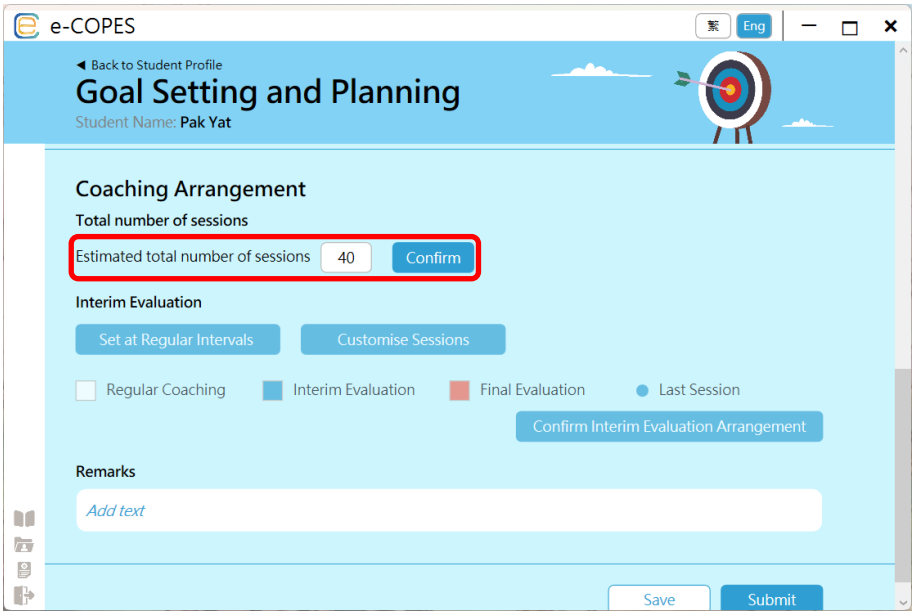
7.2 Design Reward Plan

➢ Complete the ‘Reward Plan’ section if applicable.



7.3 Confirm Coaching Arrangement

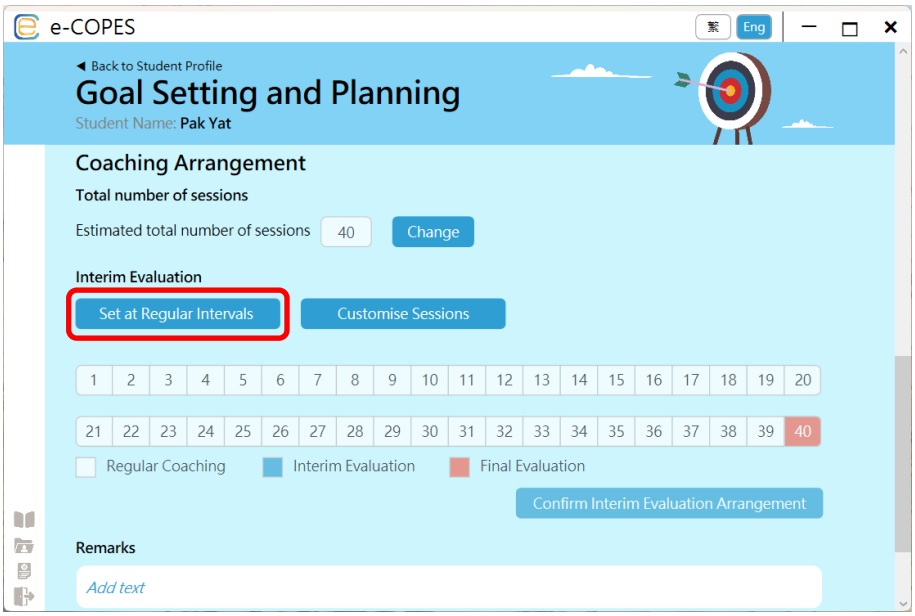
➢ Enter the ‘Estimated Total Number of Sessions’, then click ‘**Confirm**’.

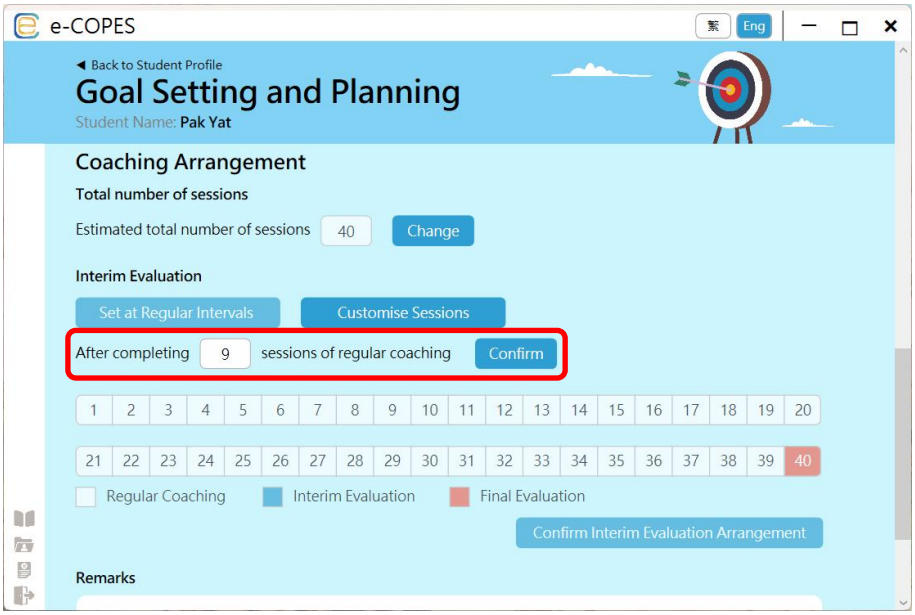


➢ There are two ways to schedule interim evaluation session(s):

(1) Set at Regular Intervals

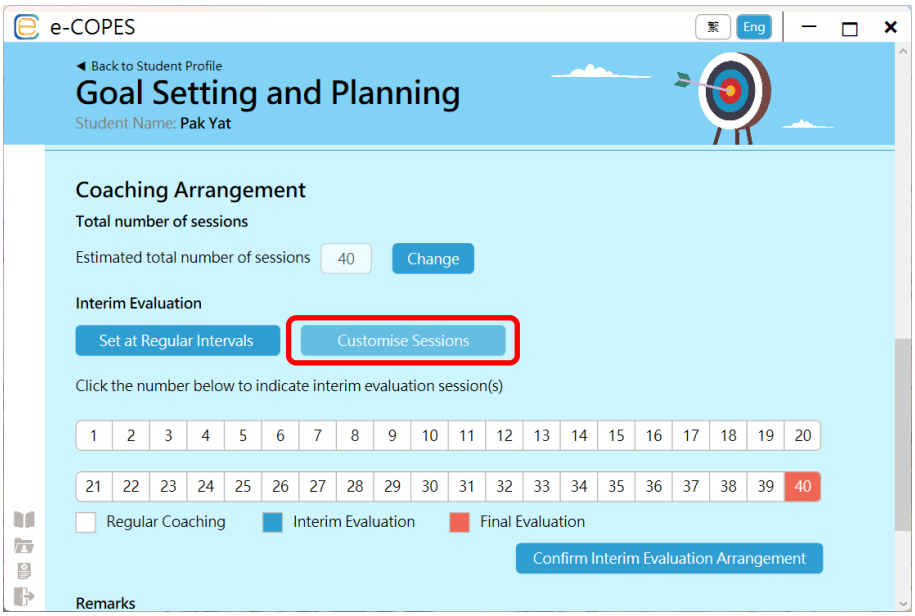
Click **'Set at Regular Intervals**'. Enter the interval between interim evaluations in terms of a specific number of regular coaching sessions, then click '**Confirm**'.



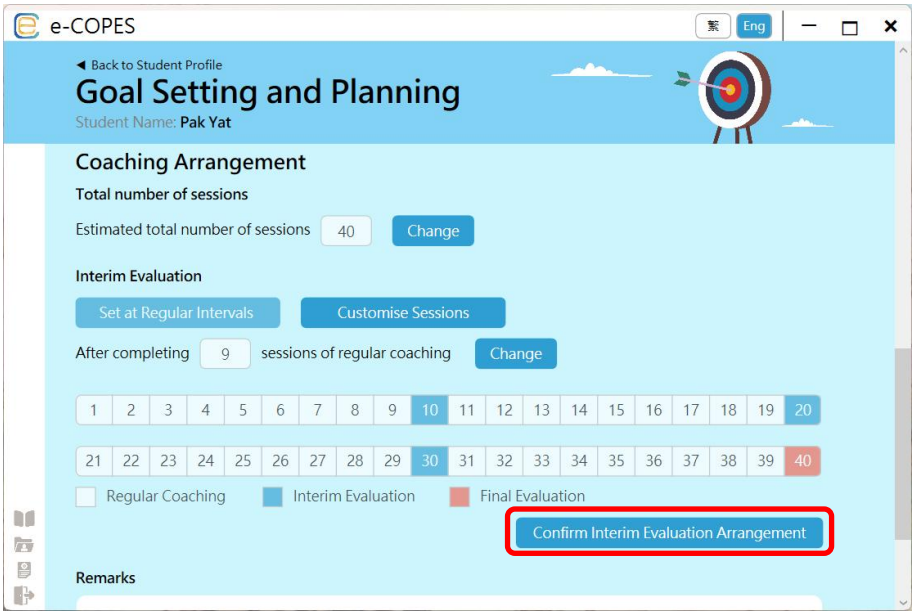


(2) Customise Sessions

Click '**Customise Sessions**' to manually assign interim evaluations session(s).

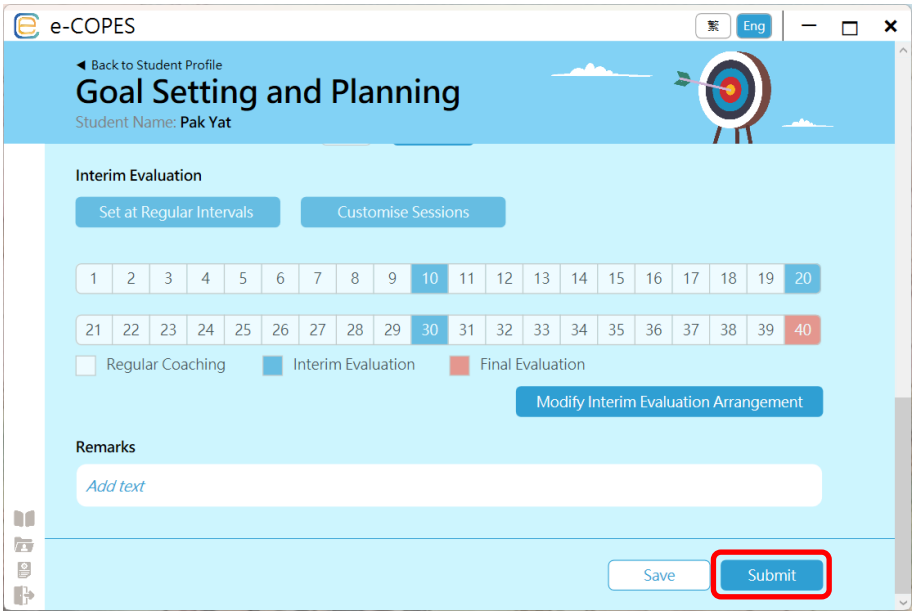


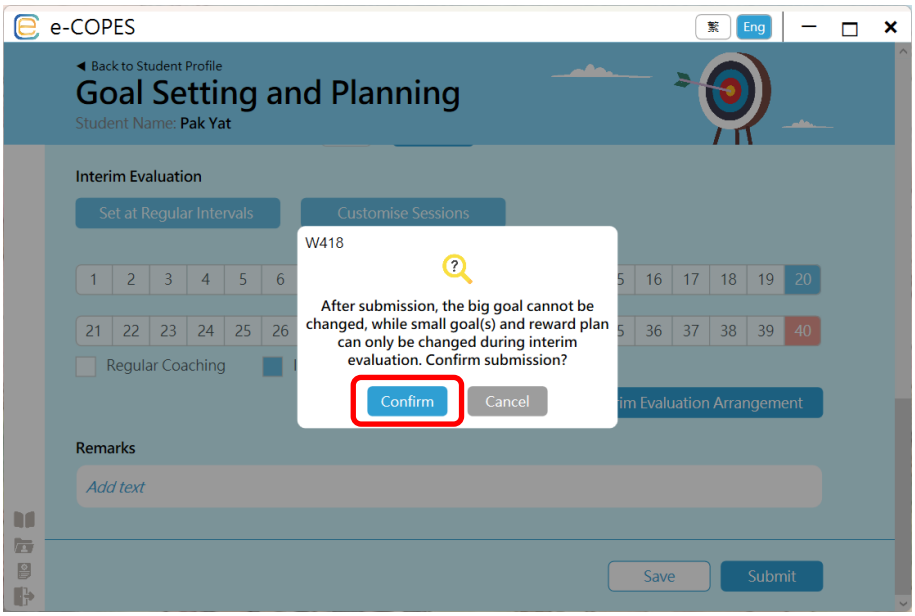
➢ Review the planned schedule for conducting interim evaluation session(s), then click '**Confirm Interim Evaluation Arrangement**'.



7.4 Submit 'Goal Setting and Planning'

➢ After completing 'Goal Setting and Planning', click '**Submit**'.

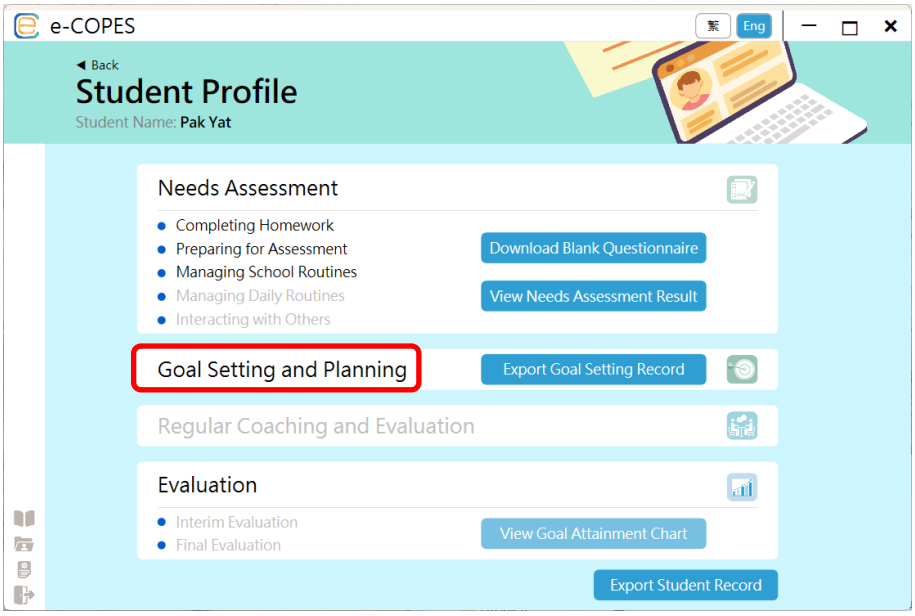




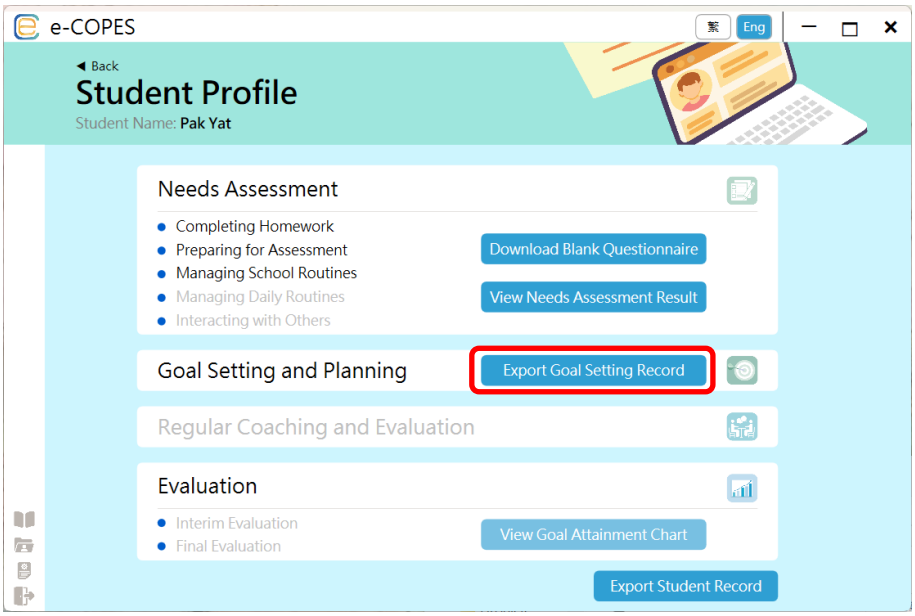
Remarks	After submission, the big goal cannot be changed, while small goals and reward plan can only be changed during interim evaluations.

7.5 View Goal Setting Record

➢ On the 'Student Profile' page, click '**Goal Setting and Planning**' to view the record.

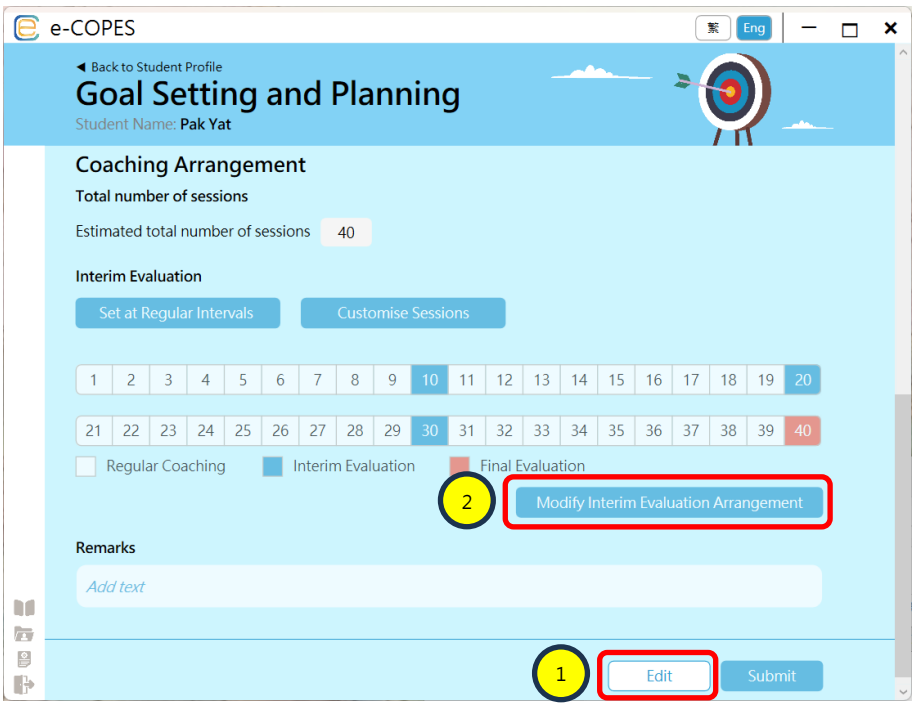


➢ After submitting 'Goal Setting and Planning', click '**Export Goal Setting Record**' to save the record to the computer.

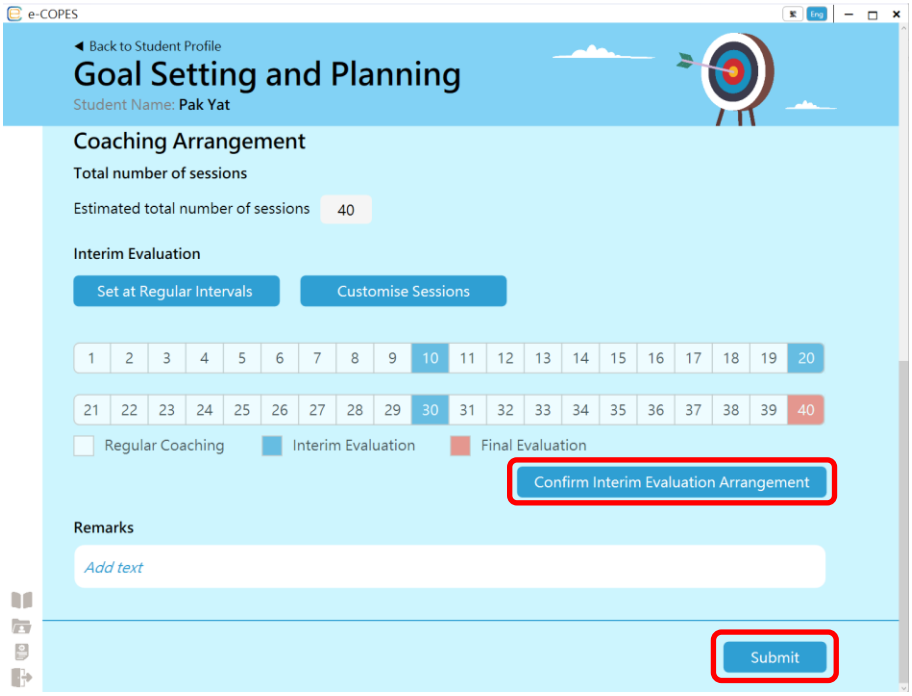


7.6 Change Interim Evaluation Arrangement

➢ After submitting 'Goal Setting and Planning', click '**Edit**', then click '**Modify Interim Evaluation Arrangement**' to change the schedule for conducting interim evaluation.



➢ After making the changes, click '**Confirm Interim Evaluation Arrangement**' and '**Submit**' again to confirm.

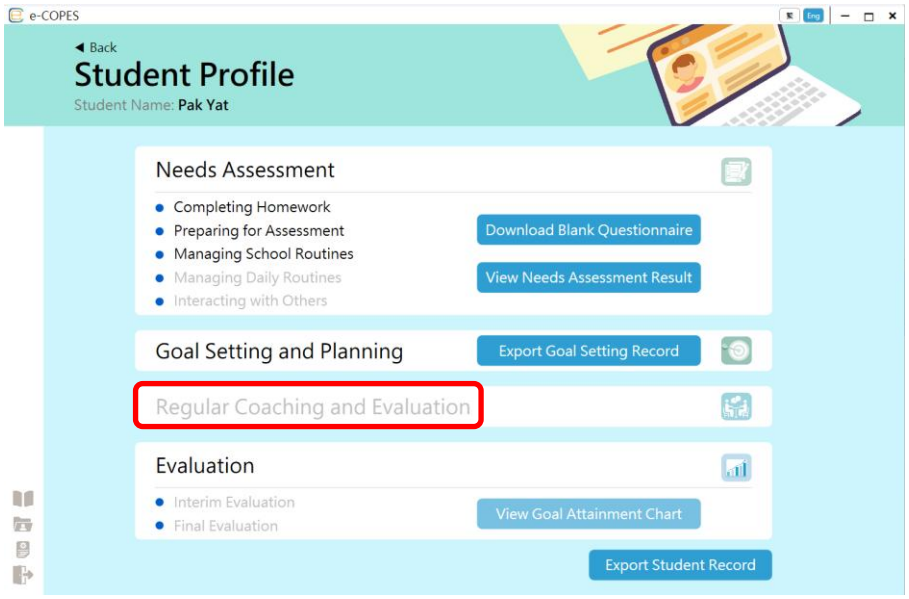


Remarks	The total number of sessions can only be changed during interim evaluation.

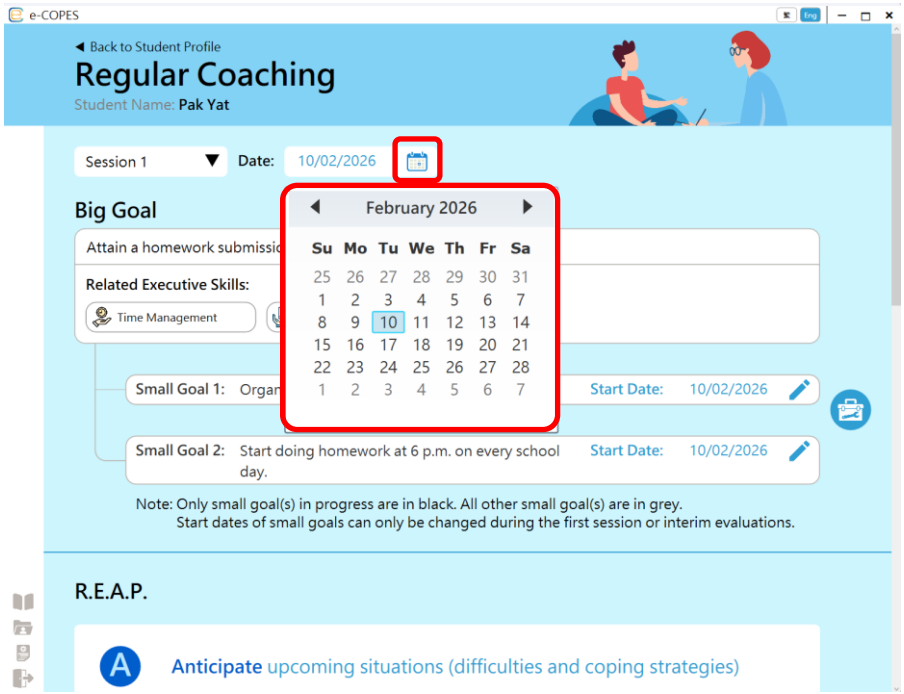
8. Regular Coaching

8.1 Conduct First Regular Coaching Session

➢ On the 'Student Profile' page, click '**Regular Coaching and Evaluation**'.

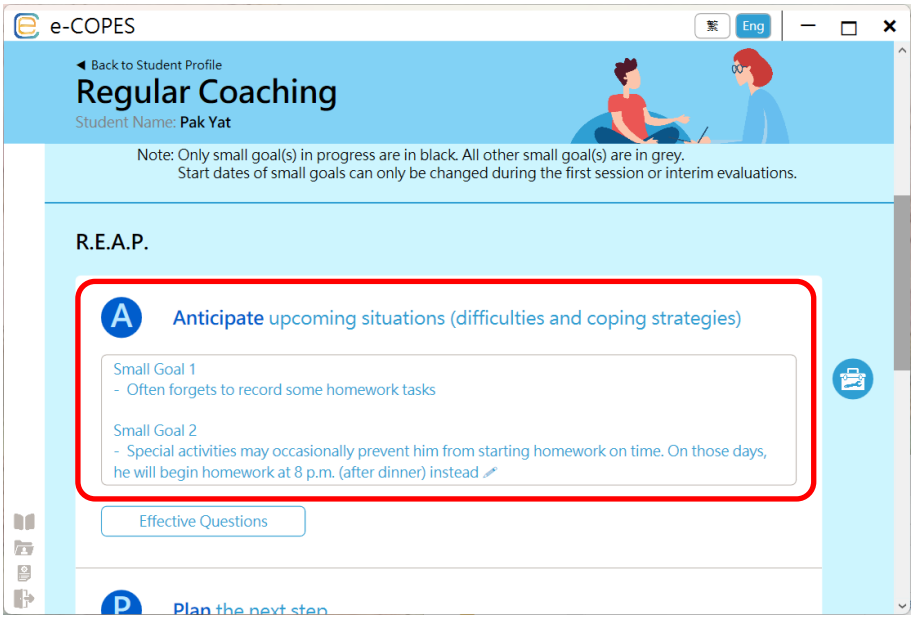


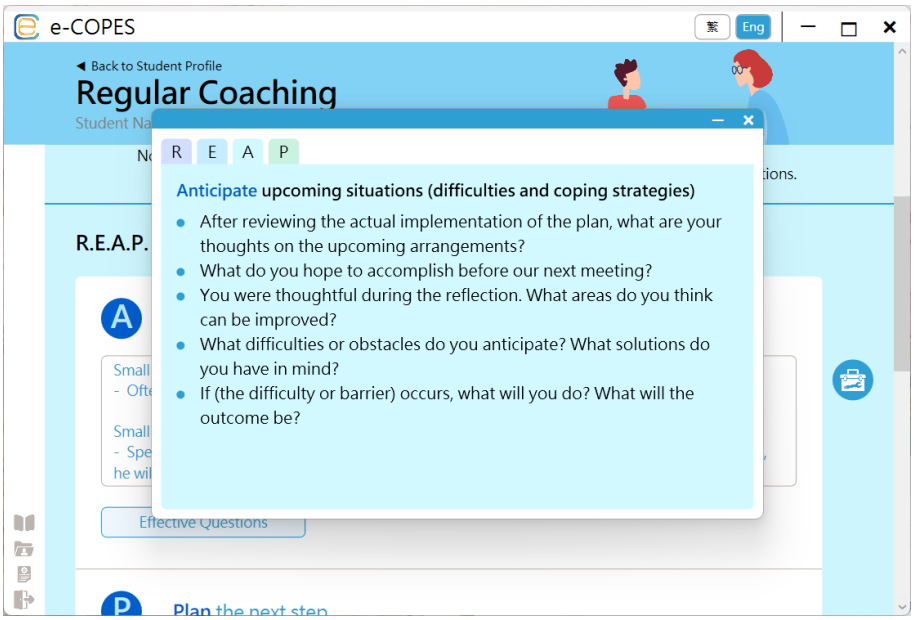
➢ Select the date.



➢ Anticipate

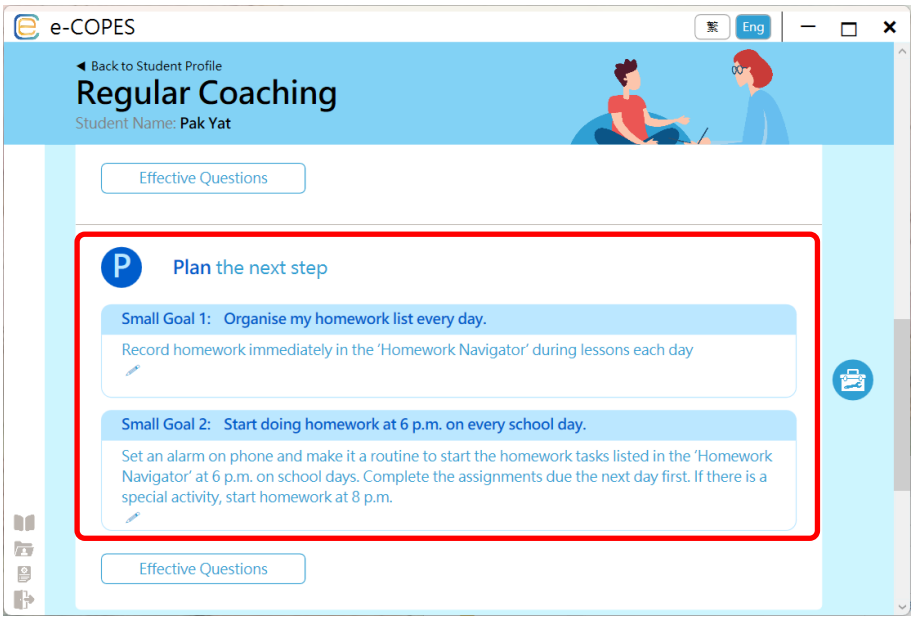
Review with the student the small goals, assist the student in anticipating the upcoming situation when working on the small goals, then make record in the 'Anticipate' section. Refer to '**Effective Questions**' as needed during the discussion.



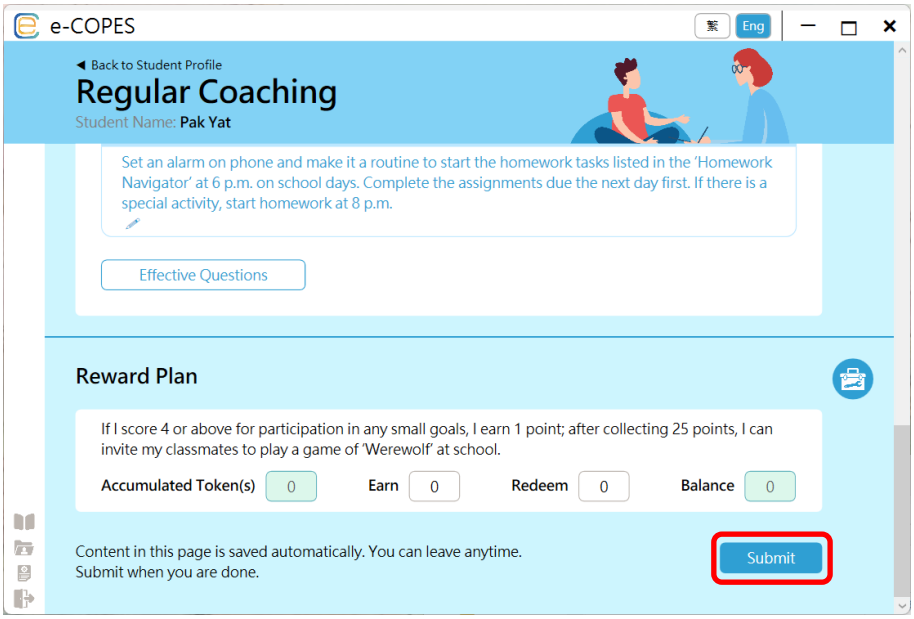


➢ <u>Plan</u>

Make concrete plans to work on the small goals, and make record in the 'Plan' section. Refer to '**Effective Questions**' and the '**Tool Bank**' as needed during the discussion.



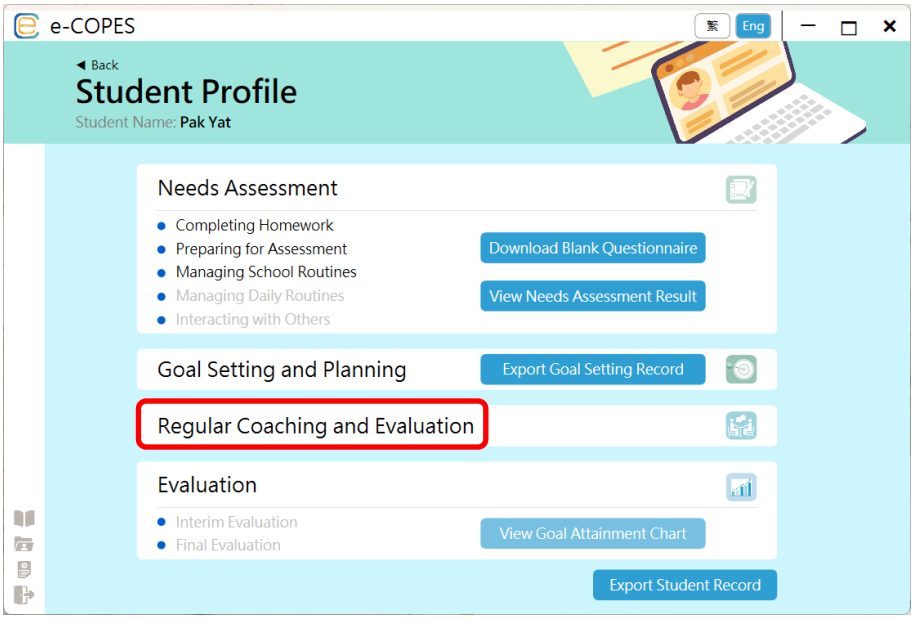
➢ After completing the first 'Regular Coaching Session', click '**Submit**'.



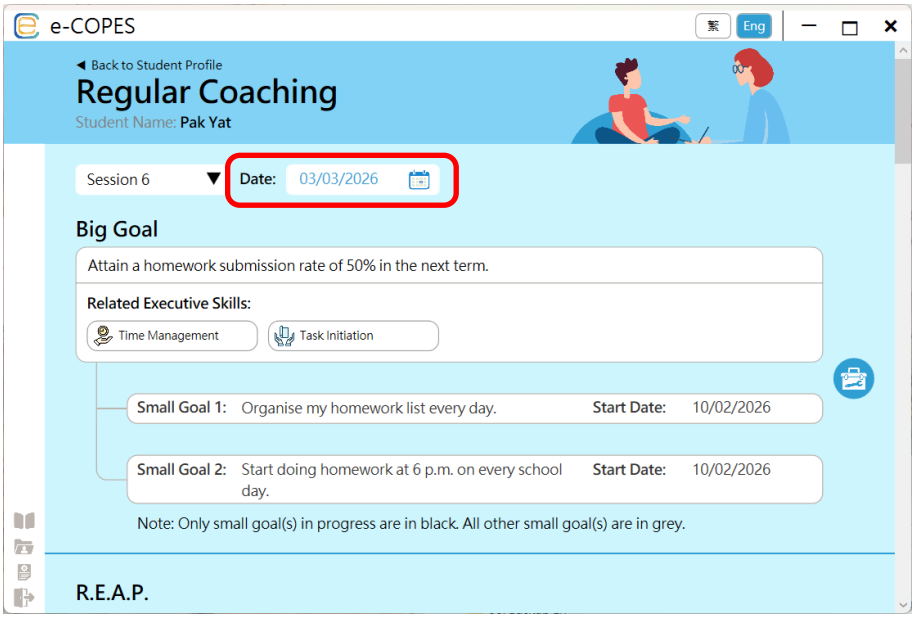
Remarks	Once submitted, the content cannot be edited.

8.2 Conduct Regular Coaching

➢ On the 'Student Profile' page, click '**Regular Coaching and Evaluation**'.



➢ Select the date.

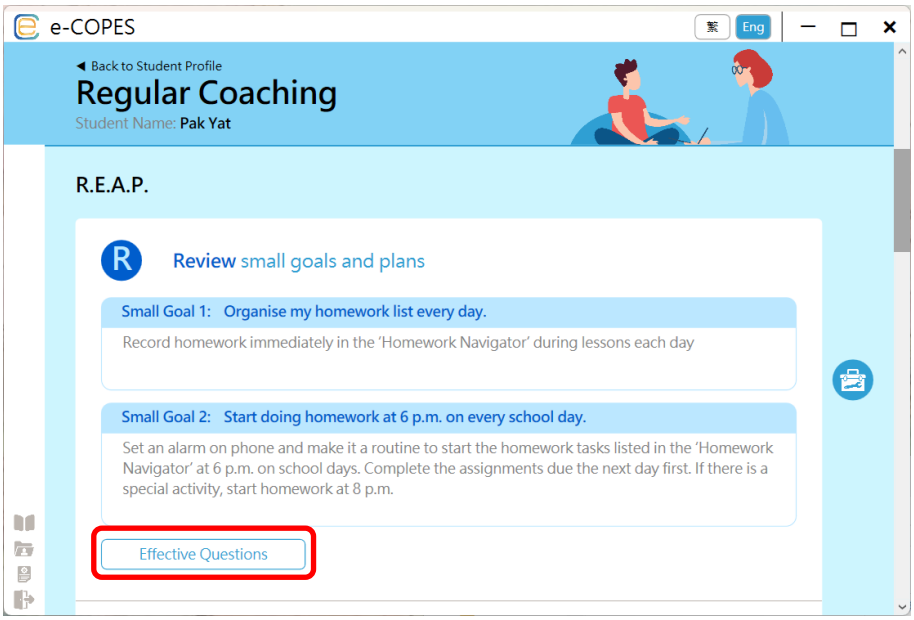


Remarks

- ✧ Only one regular coaching session can be recorded on the same date.
- ✧ If records cannot be entered into the software on the day of coaching, please refer to Question 5 of 'FAQ Section 14.1'.

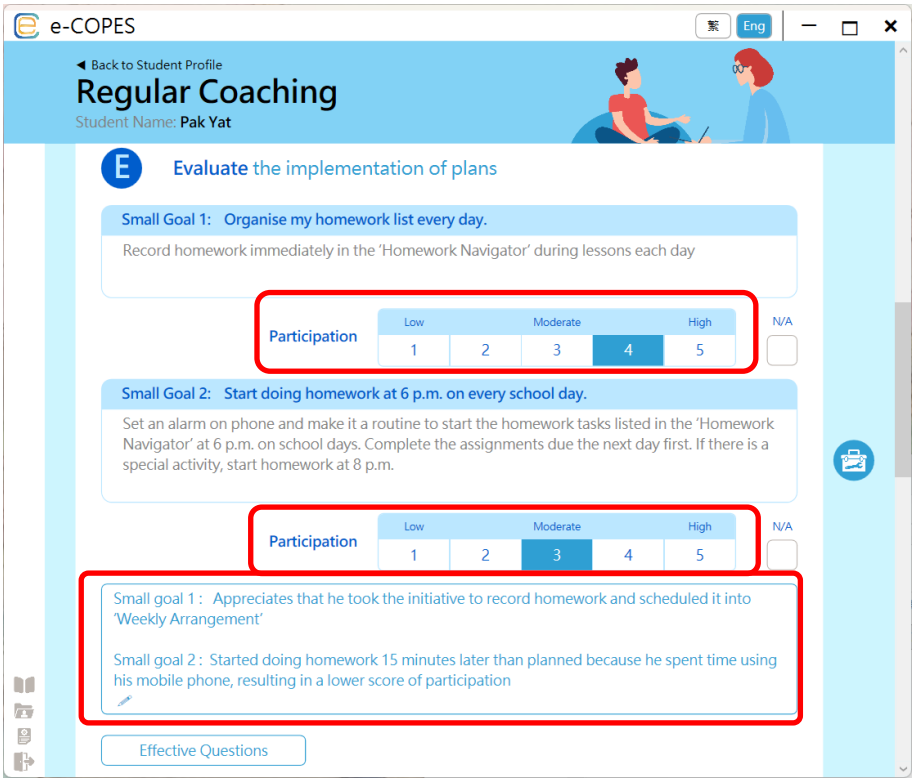
➢ Review

The information submitted in the 'Plan' section of the previous regular coaching session will be automatically carried forward to the 'Review' section of the next regular coaching session, allowing the coach and student to review the plan. Refer to '**Effective Questions**' as needed during the discussion.



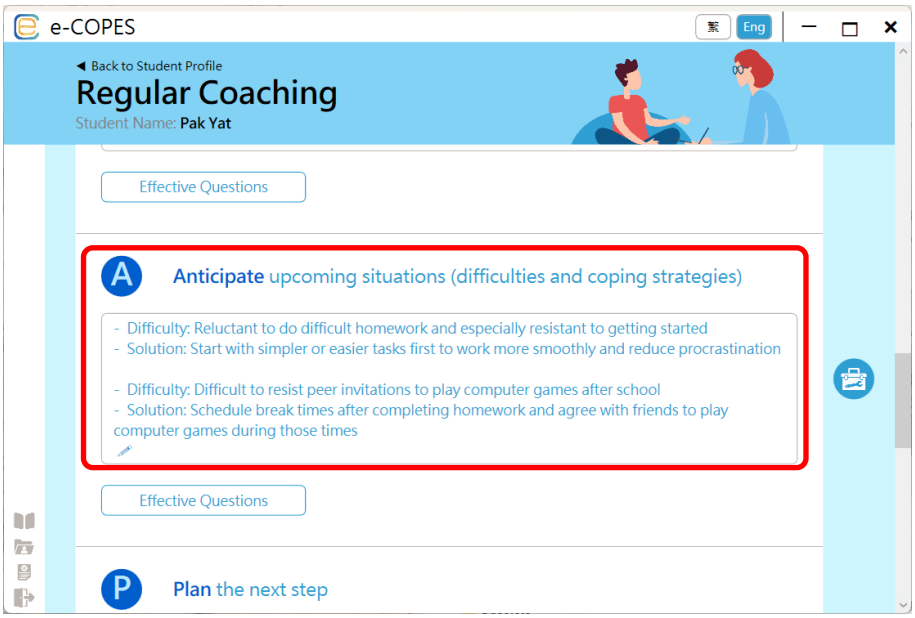
➢ Evaluate

Make notes on how the student executed the plan of the previous coaching session. The student's participation can be rated for each small goal, and remarks can be added. Refer to '**Effective Questions**' as needed during the discussion.



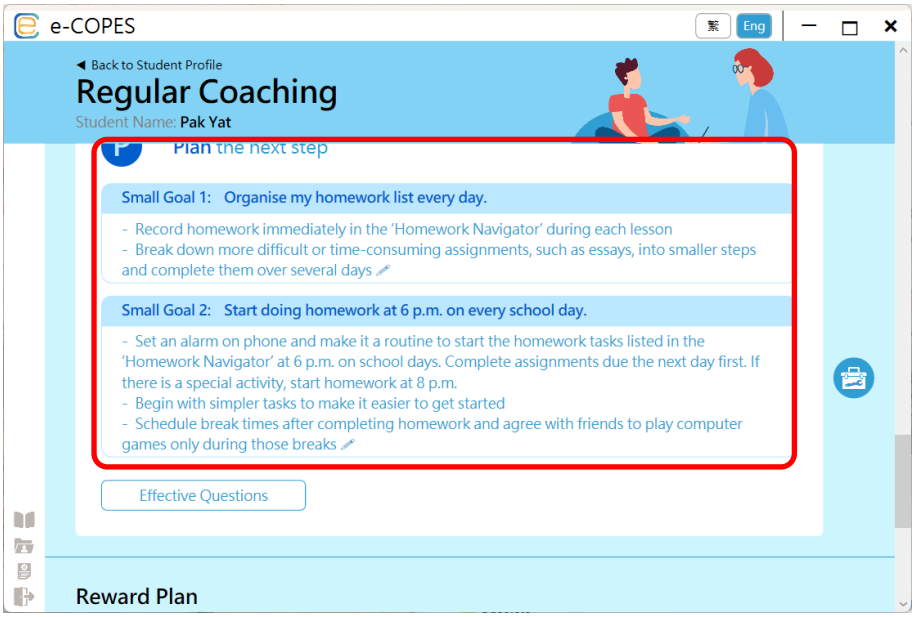
➢ Anticipate

Complete the 'Anticipate' section. Refer to '**Effective Questions**' as needed during the discussion.



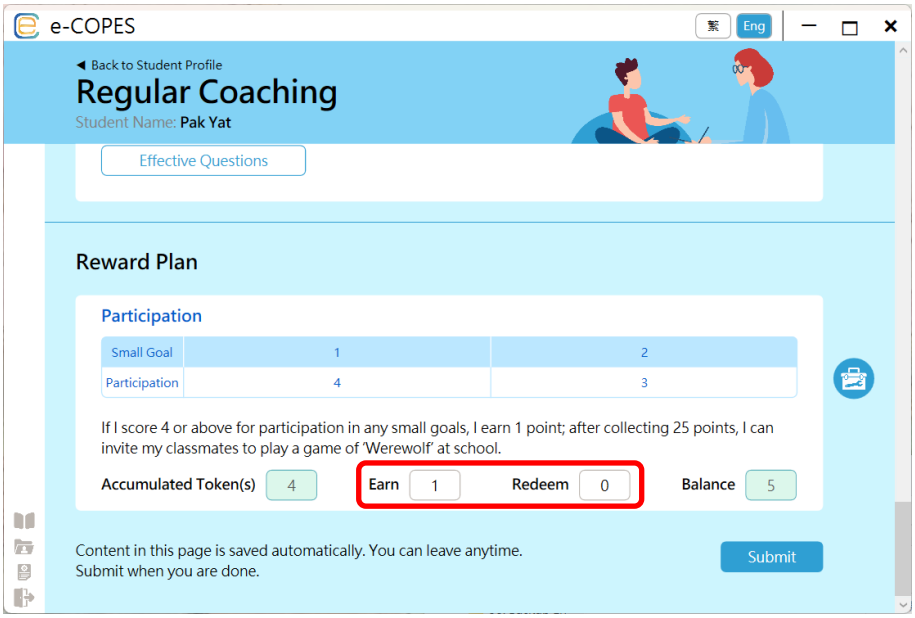
➢ Plan

Information submitted in the 'Plan' section of the previous regular coaching session will be automatically carried forward to the 'Plan' section of the next regular coaching session. Users can input any updates as needed. Refer to '**Effective Questions**' as needed during the discussion.

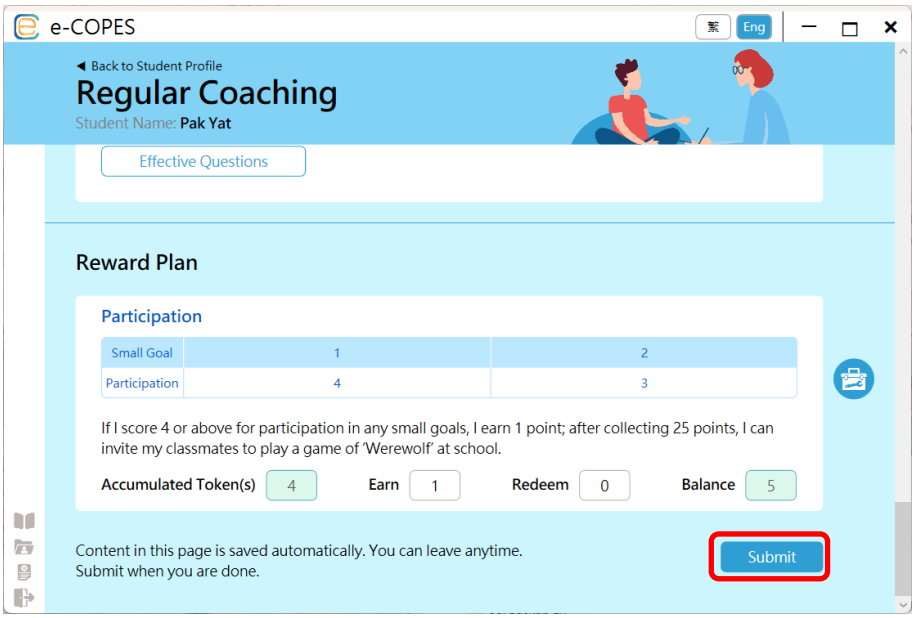


➢ <u>Reward plan</u>

Award tokens and process reward redemption according to the reward plan.



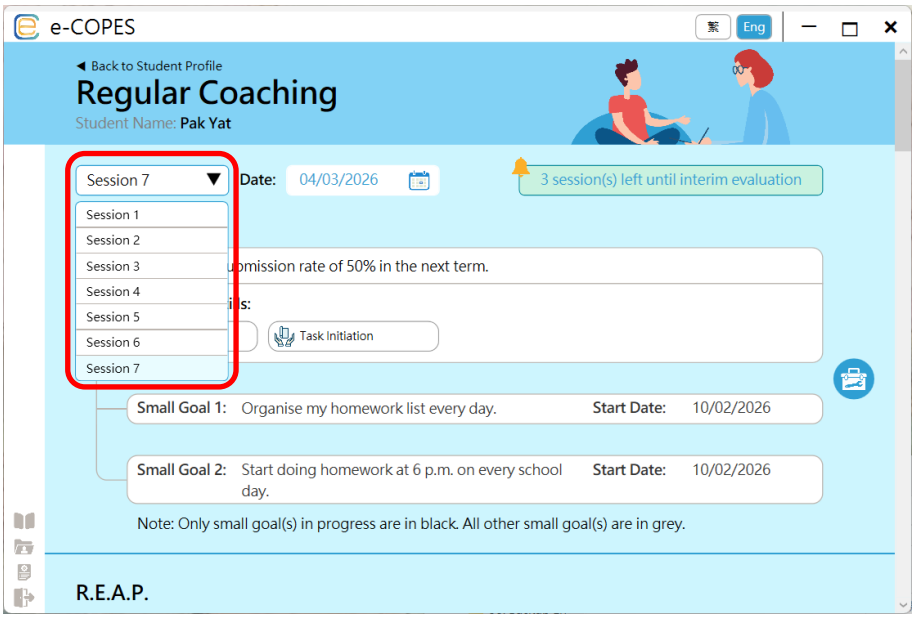
➢ After completing the 'Regular Coaching', click '**Submit**'.



Remarks	Once submitted, the content cannot be edited.

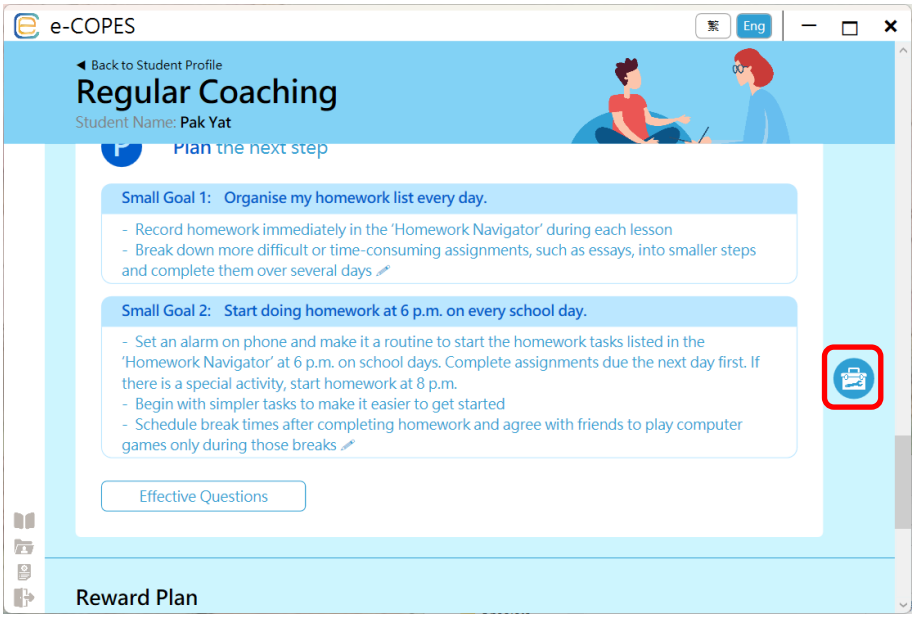
8.3 View Coaching Session Records

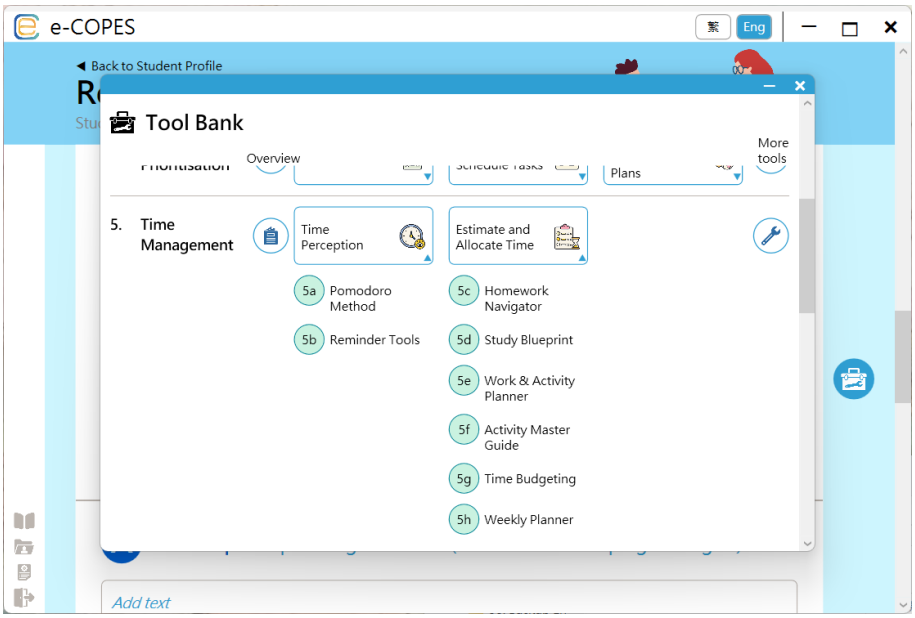
➢ Use the drop-down menu to view records of past regular coaching sessions.

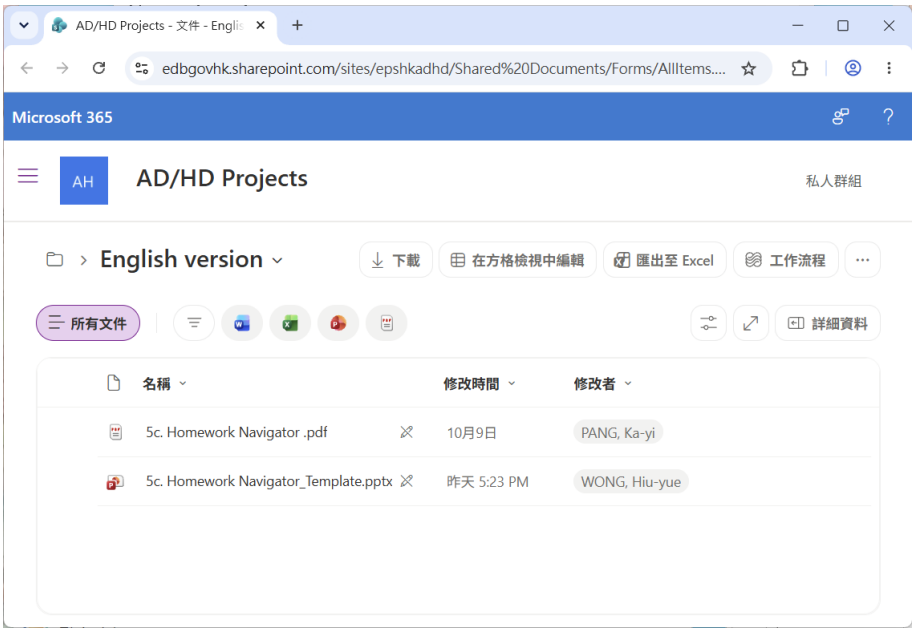


8.4 View the Tool Bank

➢ Open the '**Tool Bank**' , click on any tool name to access information of the tool.



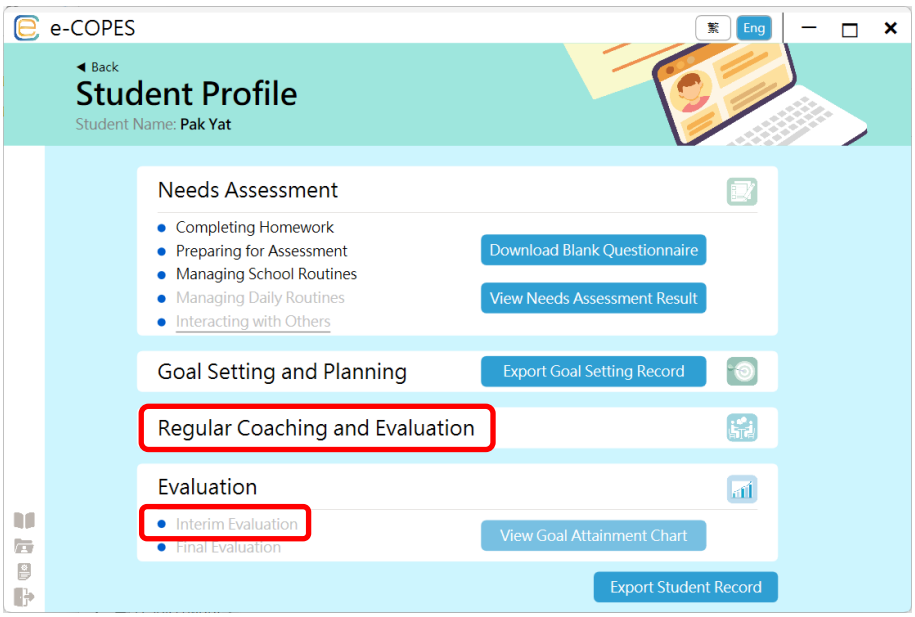

e-COPES
Eng
Back to Student Profile
Tool Bank
Overview
Plans
More tools
5. Time Management
Time Perception
Estimate and Allocate Time
5a Pomodoro Method
5b Reminder Tools
5c Homework Navigator
5d Study Blueprint
5e Work & Activity Planner
5f Activity Master Guide
5g Time Budgeting
5h Weekly Planner
Add text


AD/HD Projects - 文件 - Engli
edbgovhk.sharepoint.com/sites/epshkadhd/Shared%20Documents/Forms/AllItems....
Microsoft 365
AH
AD/HD Projects
私人群組
English version
下載
在方格檢視中編輯
匯出至 Excel
工作流程
所有文件
詳細資料
名稱
修改時間
修改者
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WONG, Hiu-yue

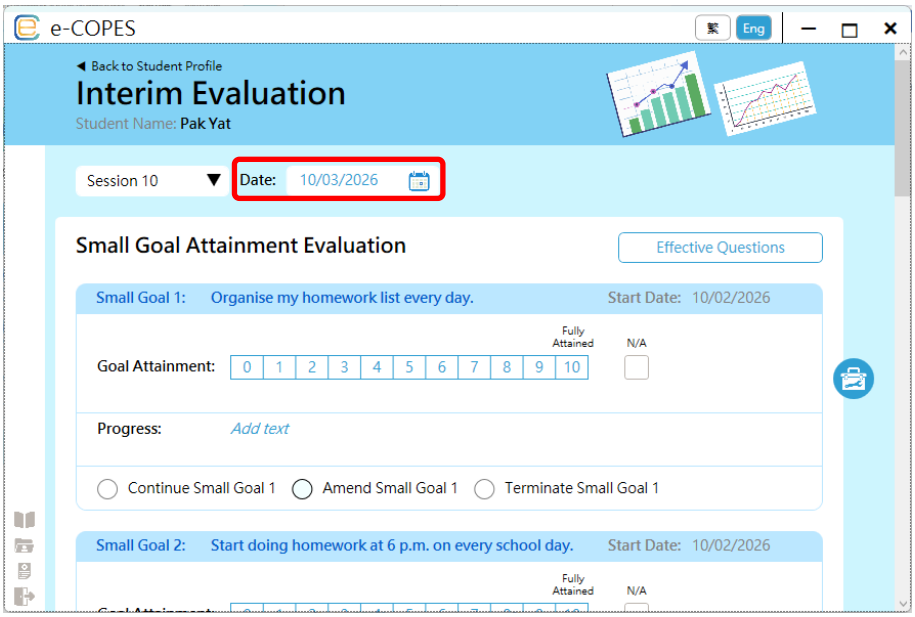
9. Interim Evaluation

9.1 Evaluate Attainment of Small Goals

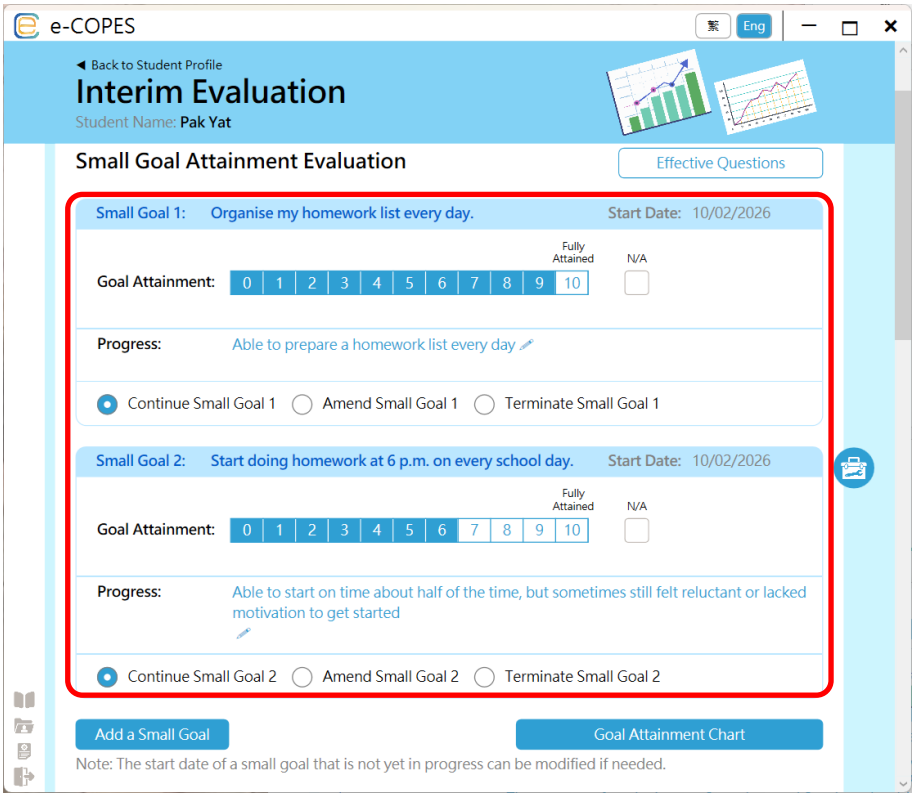
➢ On the 'Student Profile' page, click '**Regular Coaching and Evaluation**' or '**Interim Evaluation**'.



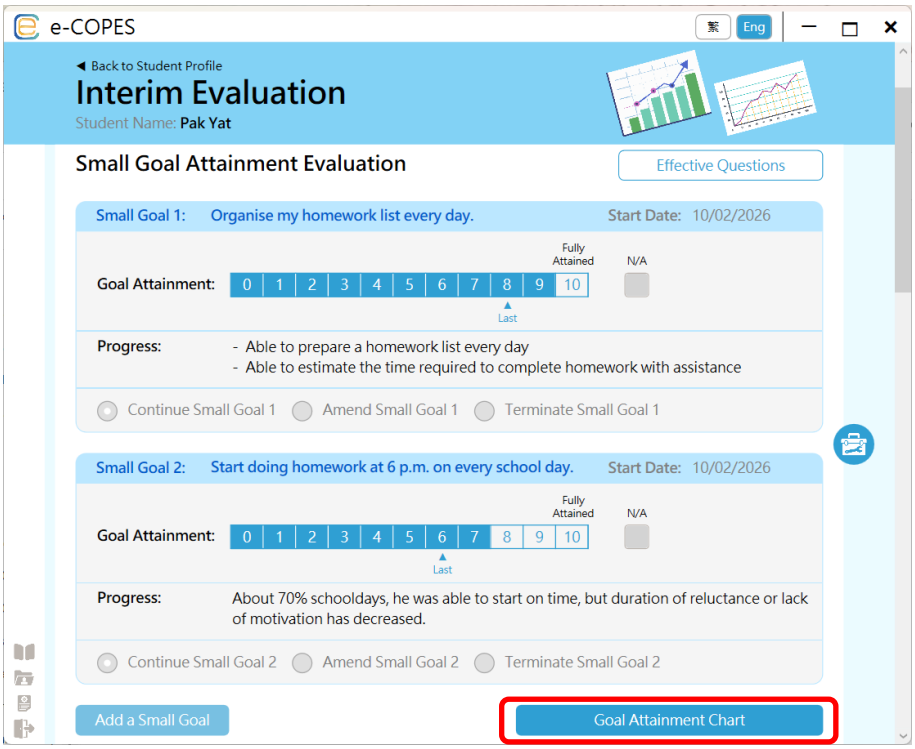
➢ Select the date.

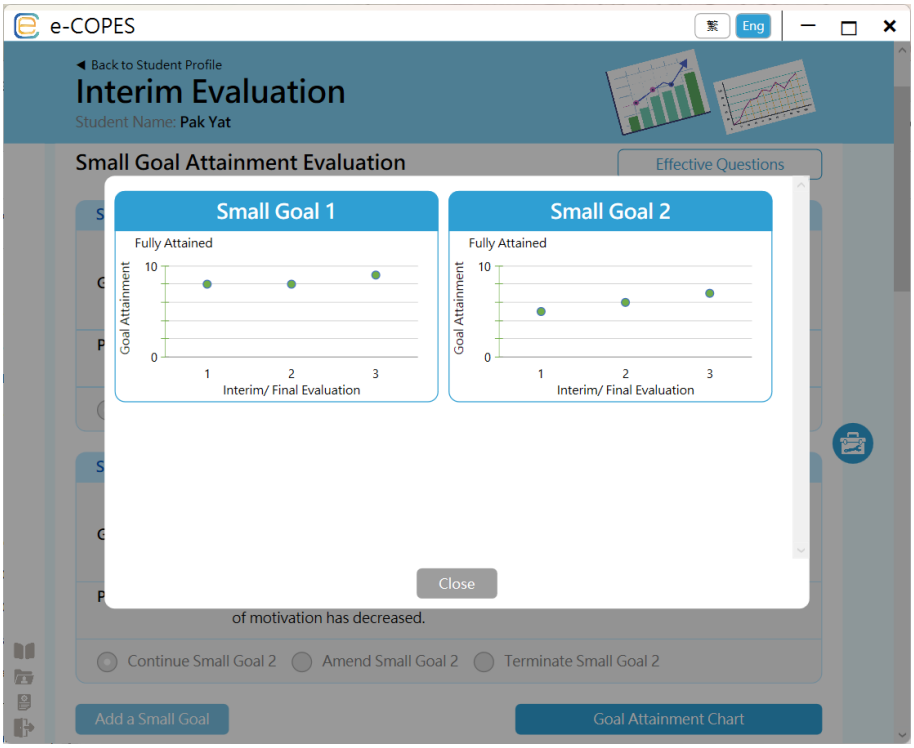


- Rate the attainment of small goals, record the progress and decide whether the goal should continue in future coaching sessions. Refer to '**Effective Questions**' as needed during the discussion.



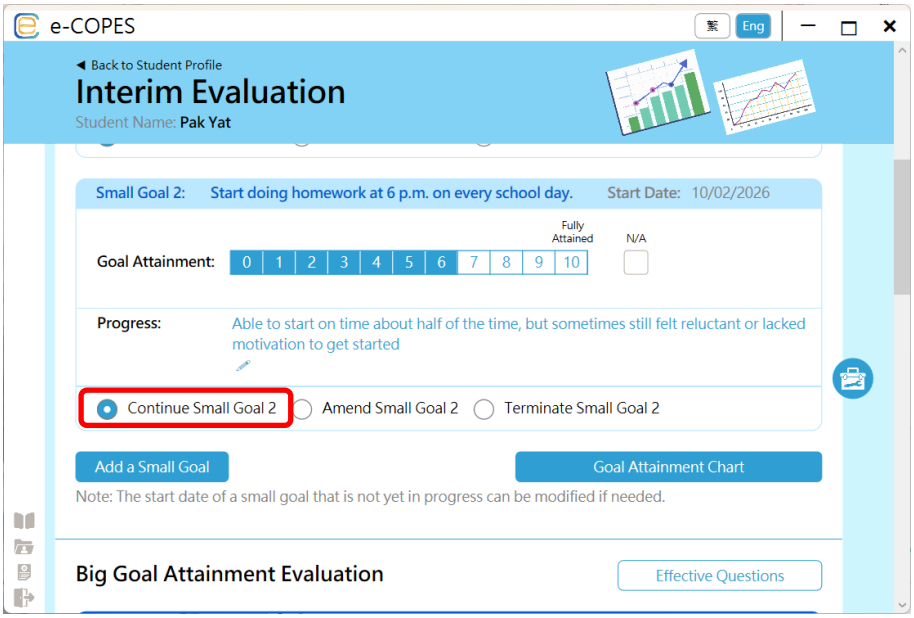
- Click '**Goal Attainment Chart**' to view progress towards achieving each small goal.



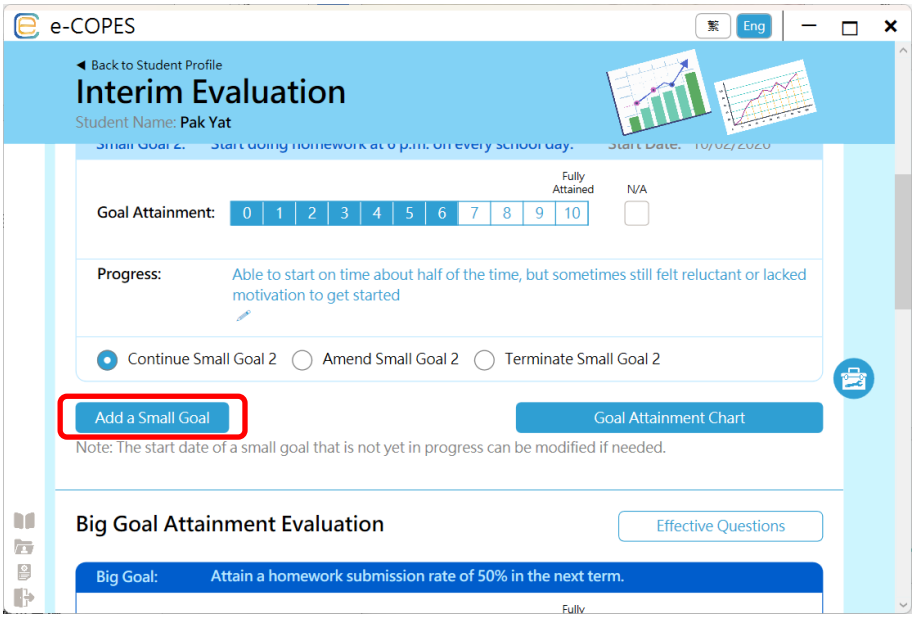


9.2 Continue/ Add/ Amend/ Terminate Small Goals

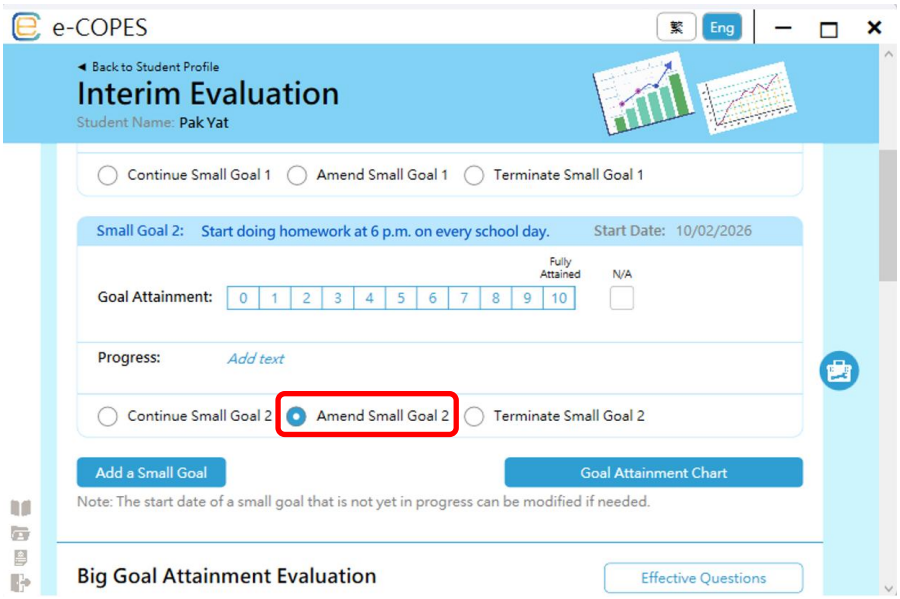
➢ To continue a small goal in subsequent coaching sessions, click '**Continue Small Goal**'.

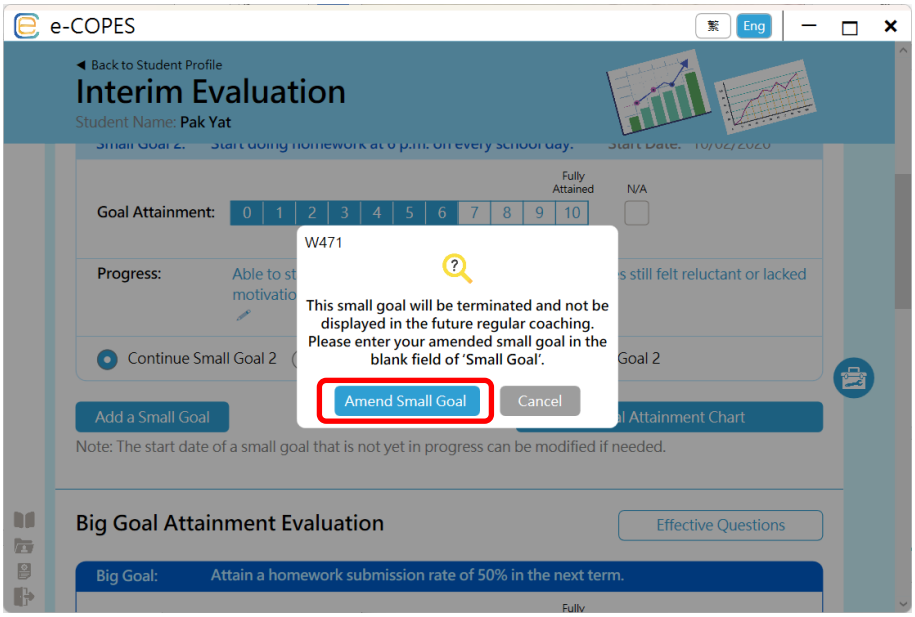


➢ To add a new small goal, click '**Add a Small Goal**' and enter it in the new field.

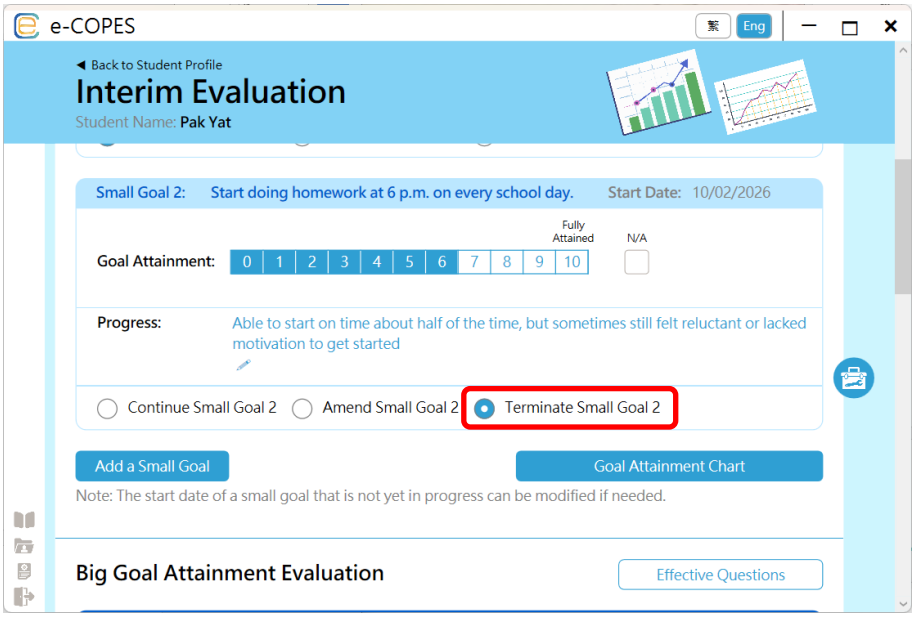


➢ To amend a small goal, choose '**Amend Small Goal**', then click '**Amend Small Goal**' in the prompt message, and enter the amended small goal in the new field.





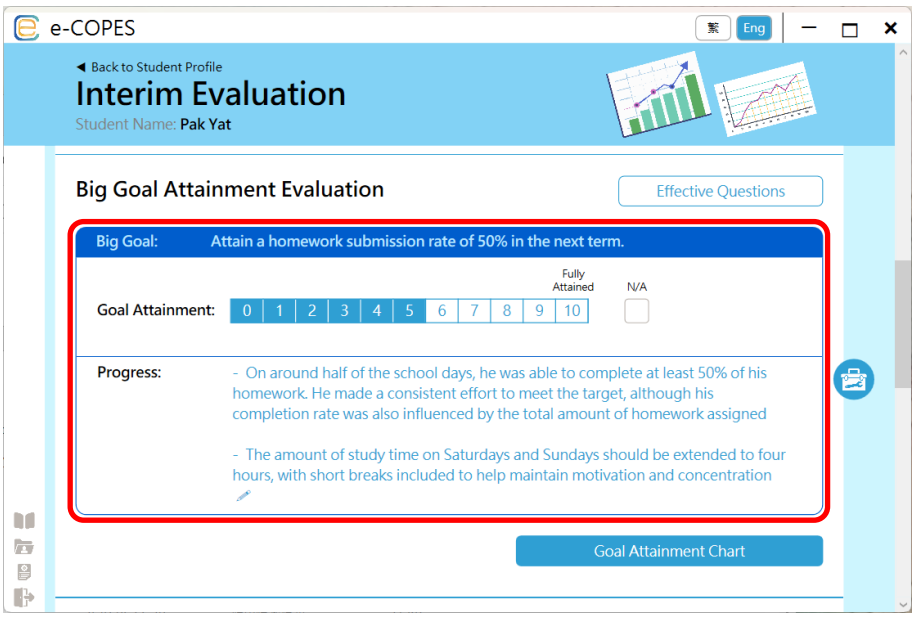
➢ To terminate a small goal, select '**Terminate Small Goal**'.



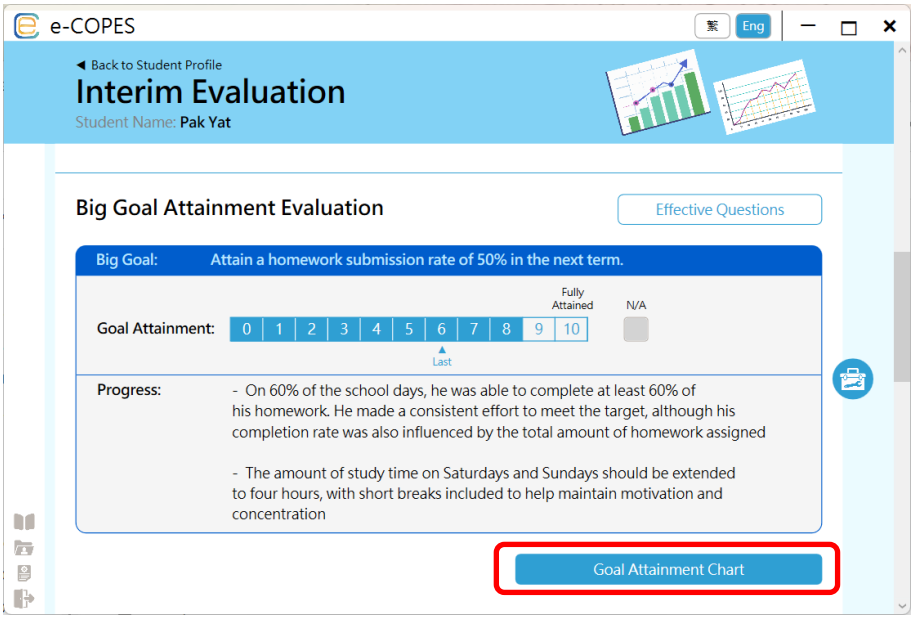
Remarks	The original small goal will not be shown in subsequent regular coaching sessions after being amended or terminated.

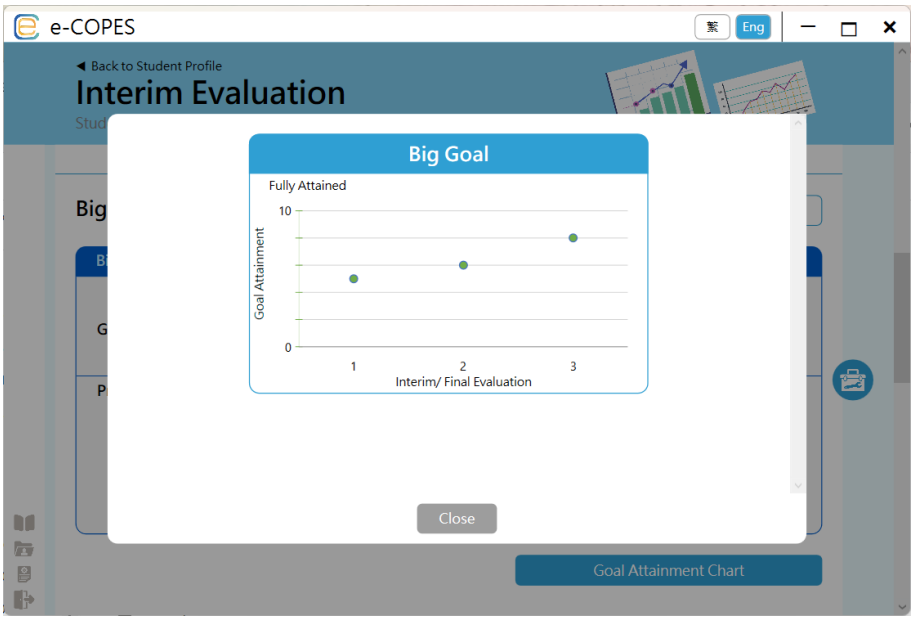
9.3 Evaluate Attainment of Big Goal

- Rate the attainment of the big goal and record the progress. Refer to '**Effective Questions**' as needed during the discussion.



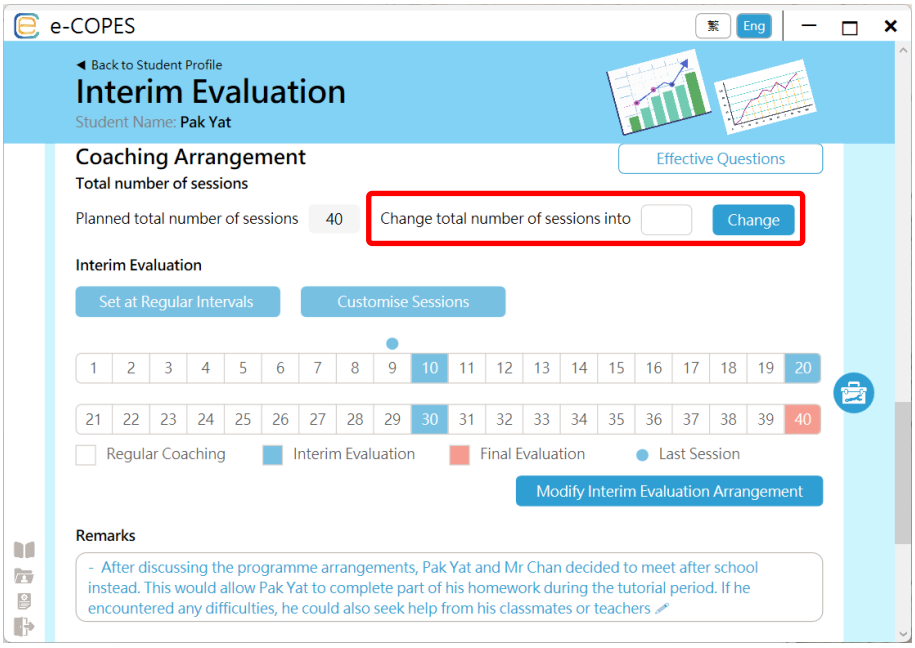
- Click '**Goal Attainment Chart**' to view progress towards achieving the big goal.





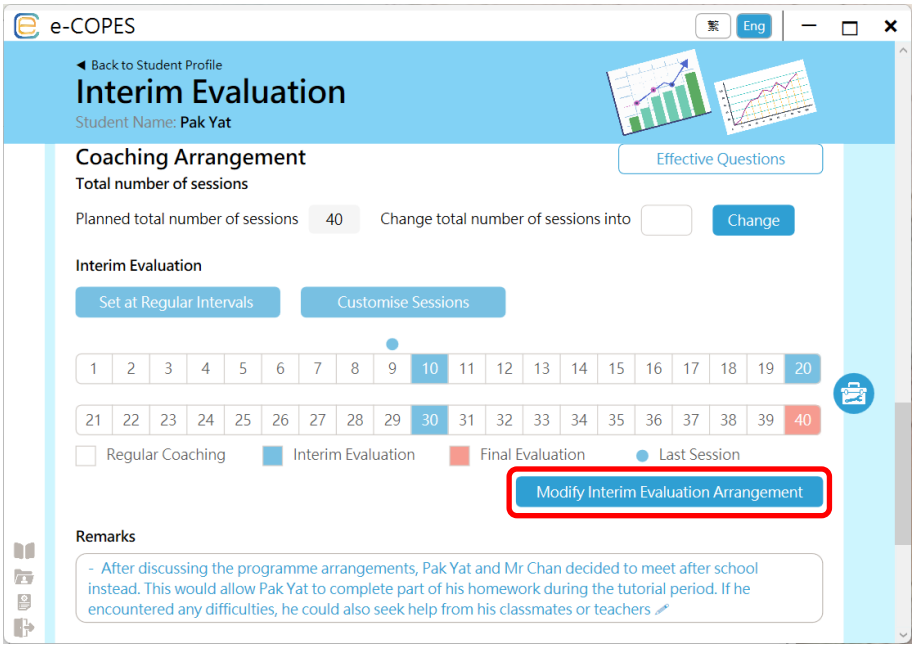
9.4 Modify Coaching Arrangement

➢ Click '**Change**' under 'Coaching Arrangement' to amend the total number of sessions.



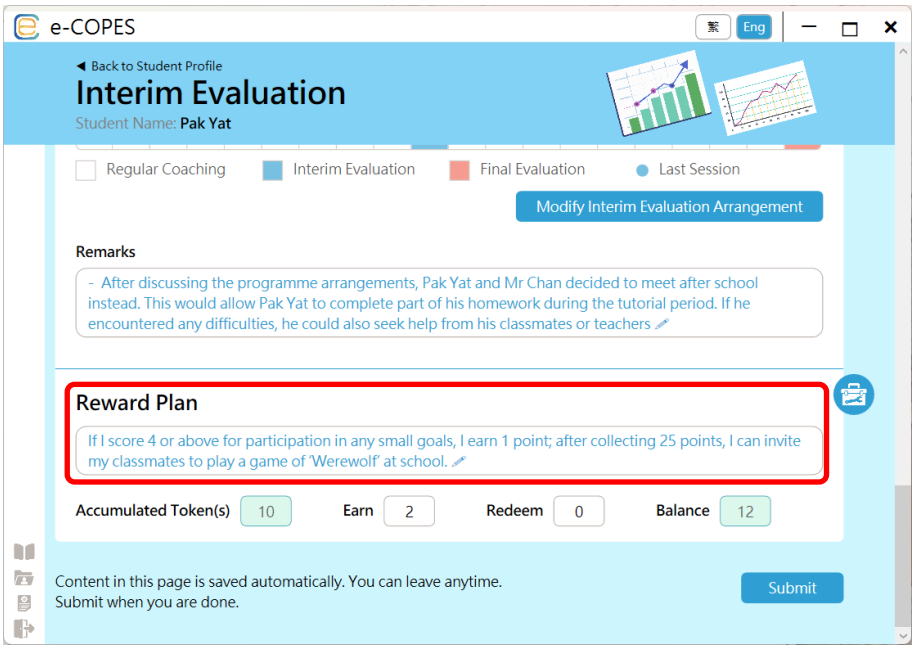
Remarks	If the total number of sessions is changed, the session(s) for interim evaluation must be set again.

➢ Click '**Modify Interim Evaluation Arrangement**' to set the session(s) for interim evaluation again.



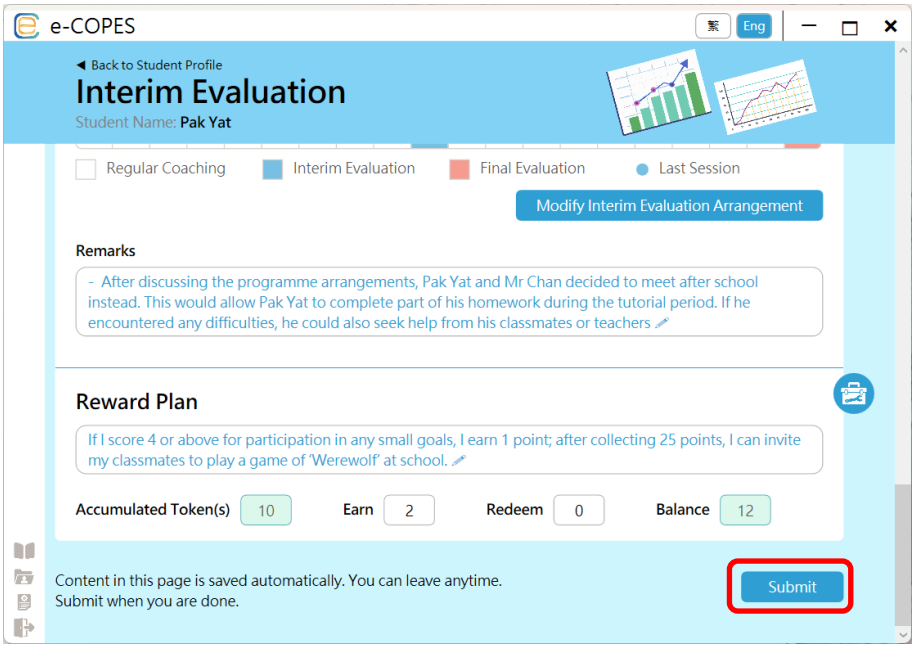
9.5 Revise Reward Plan

➢ During the 'Interim Evaluation', the reward plan can be revised. Tokens can also be awarded and redeemed here.



9.6 Submit 'Interim Evaluation'

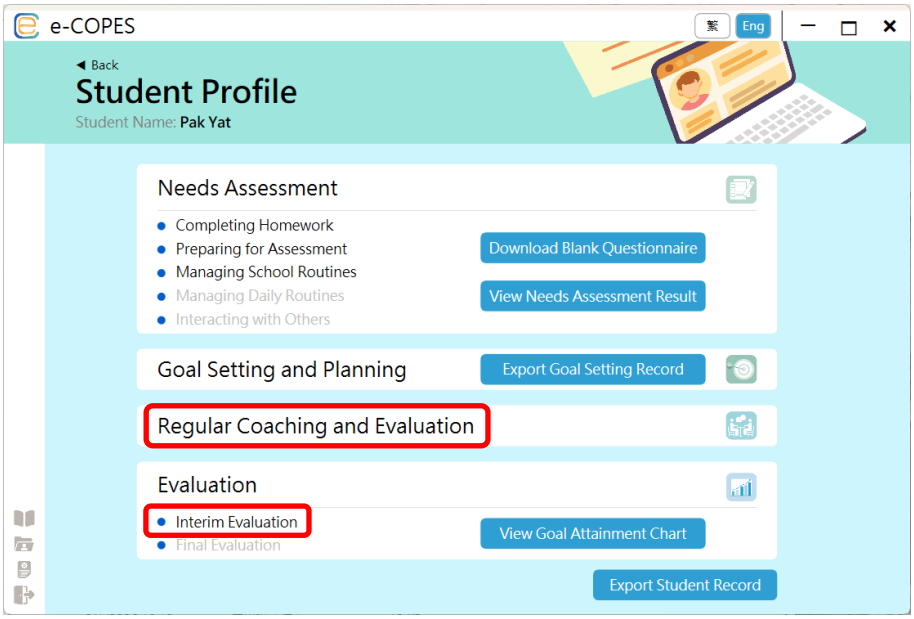
➢ After completing the interim evaluation, click '**Submit**'.



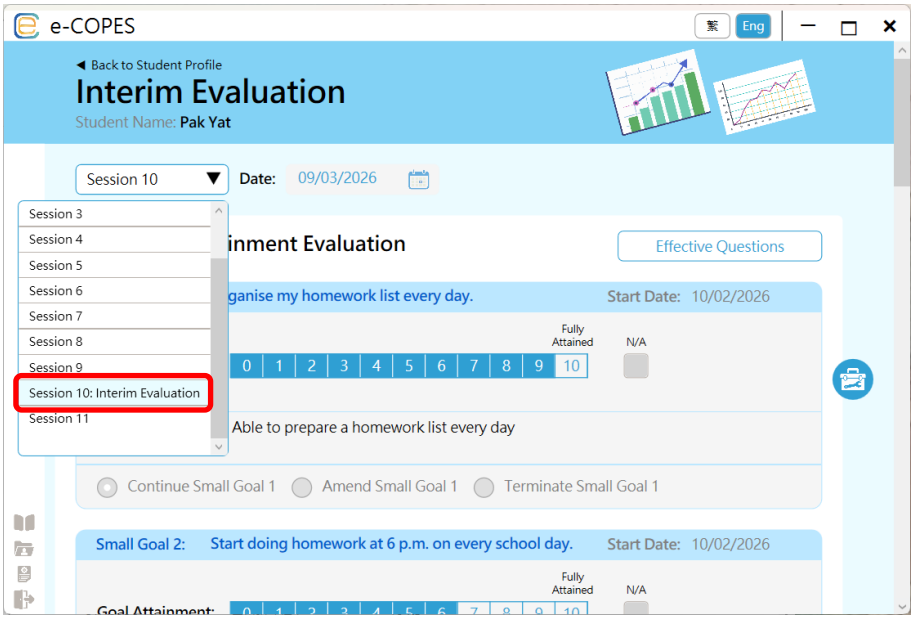
Remarks	Once submitted, the content cannot be edited.

9.7 View Interim Evaluation Records

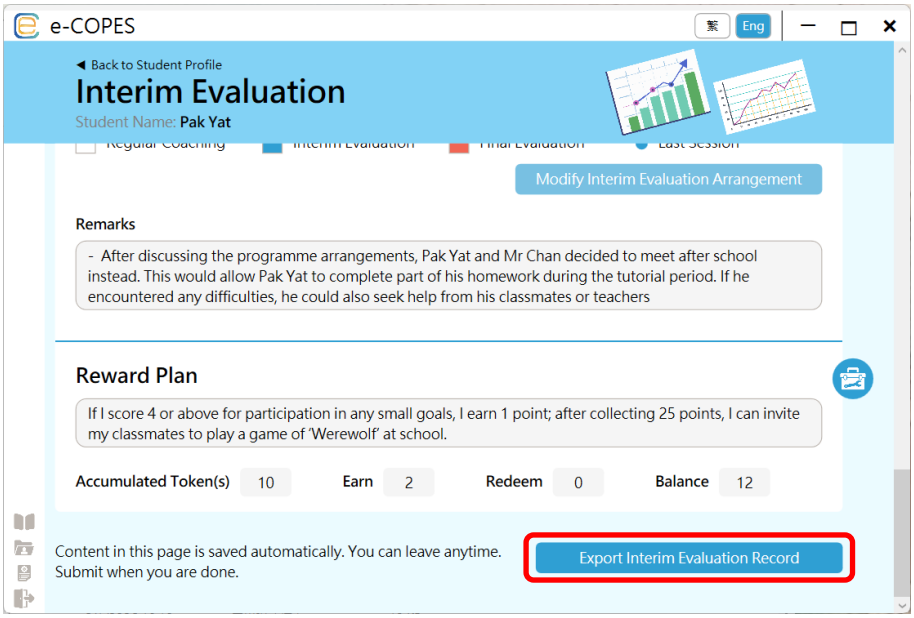
➢ On the 'Student Profile' page, click '**Regular Coaching and Evaluation**' or '**Interim Evaluation**'.



➢ Use the drop-down menu to view past evaluation records.

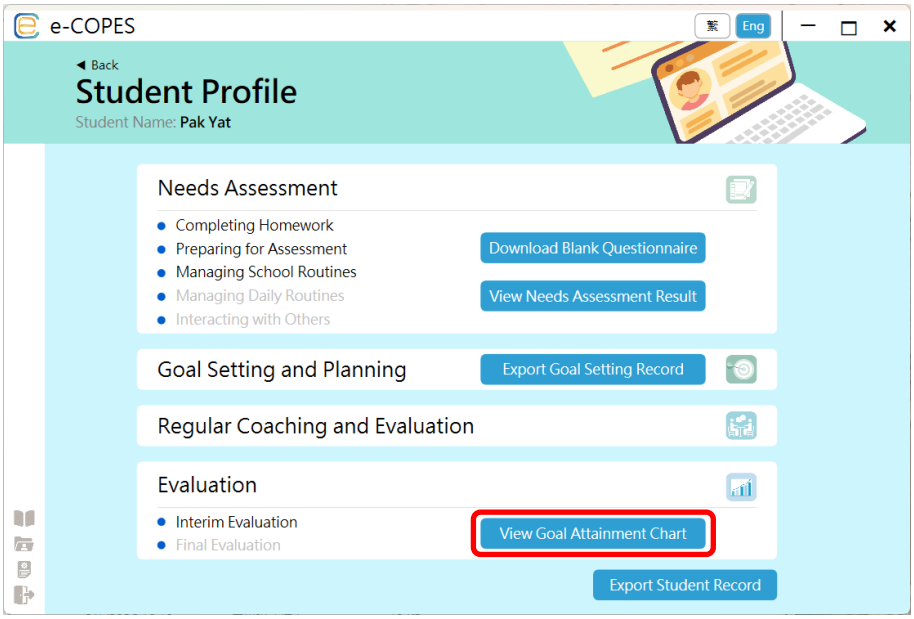


➢ Click '**Export Interim Evaluation Record**' to save the record to the computer.



9.8 View Goal Attainment Charts

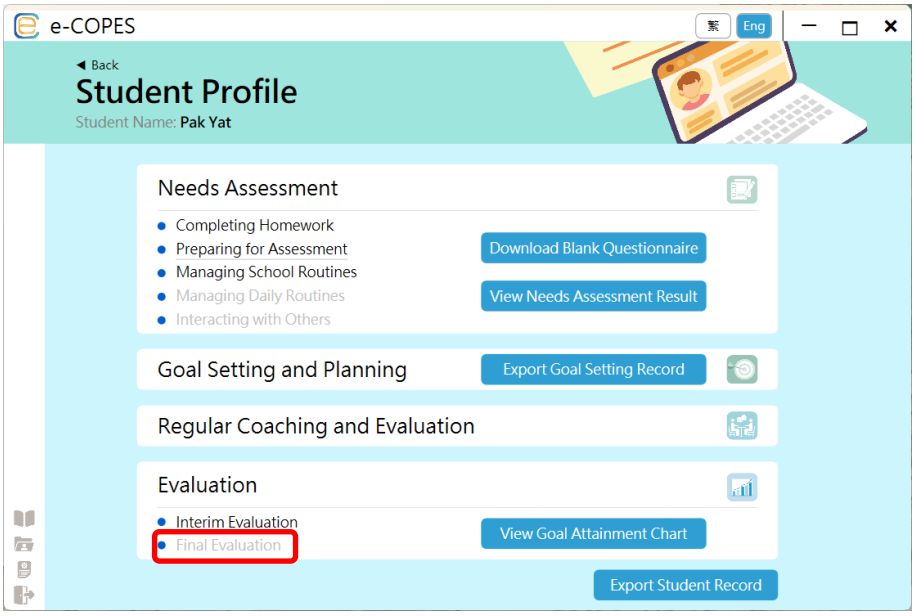
➢ On the 'Student Profile' page, click '**View Goal Attainment Chart**' to view progress towards the small goals and big goal.



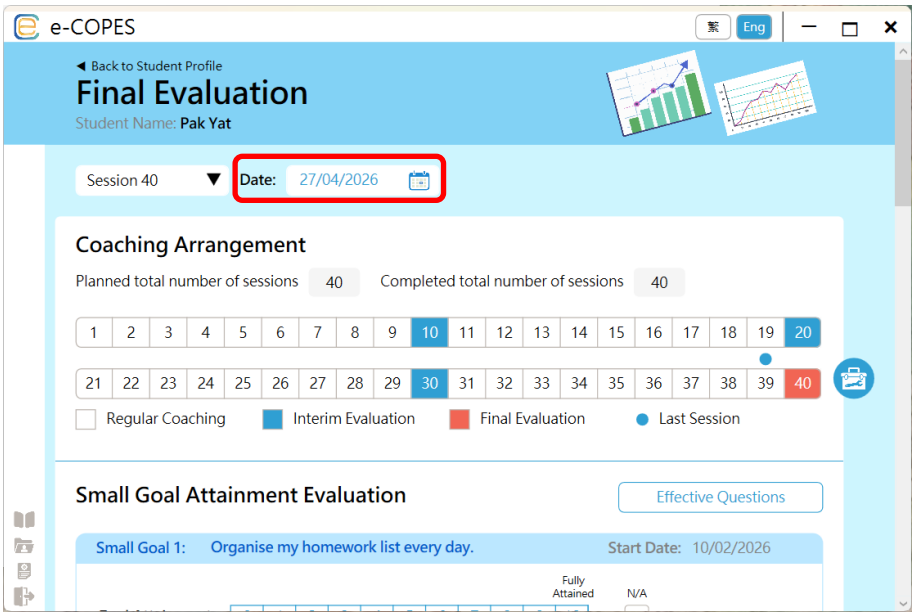
10. Final Evaluation

10.1 Evaluate Attainment of Small Goals

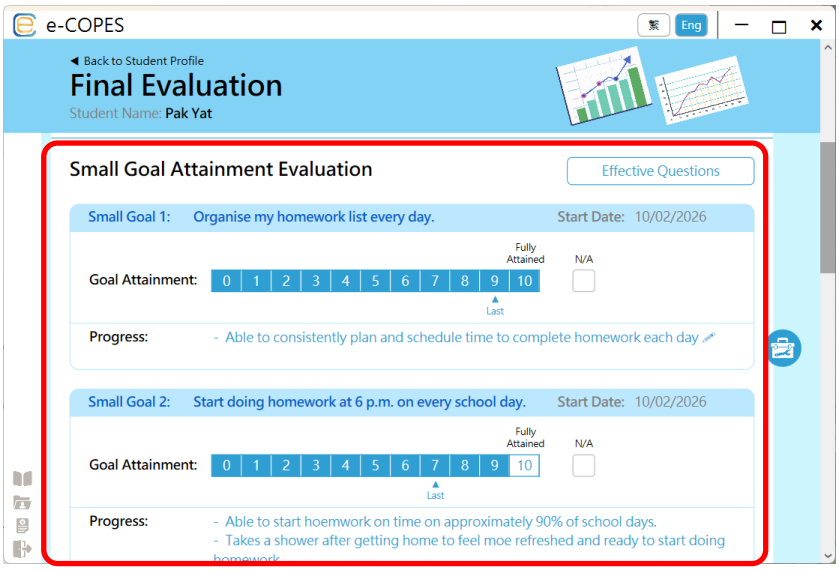
➢ On the 'Student Profile' page, click '**Final Evaluation**'.



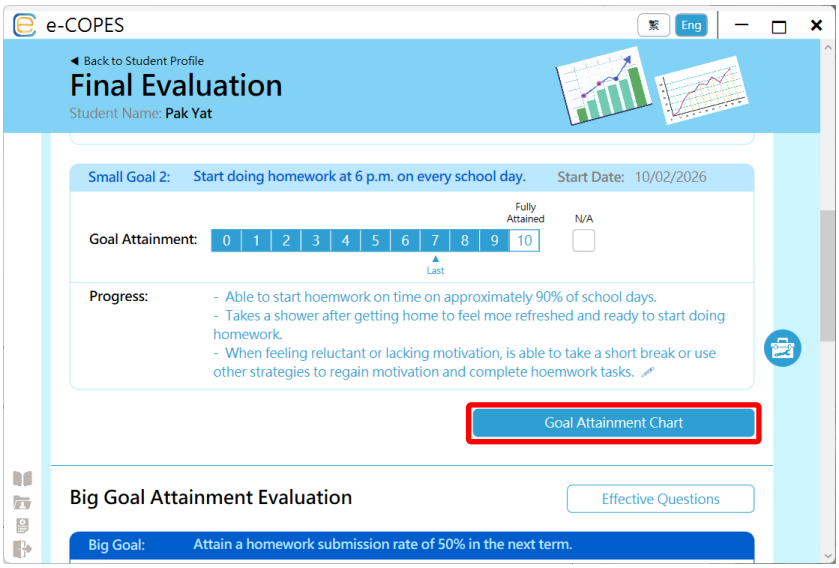
➢ Select the date.

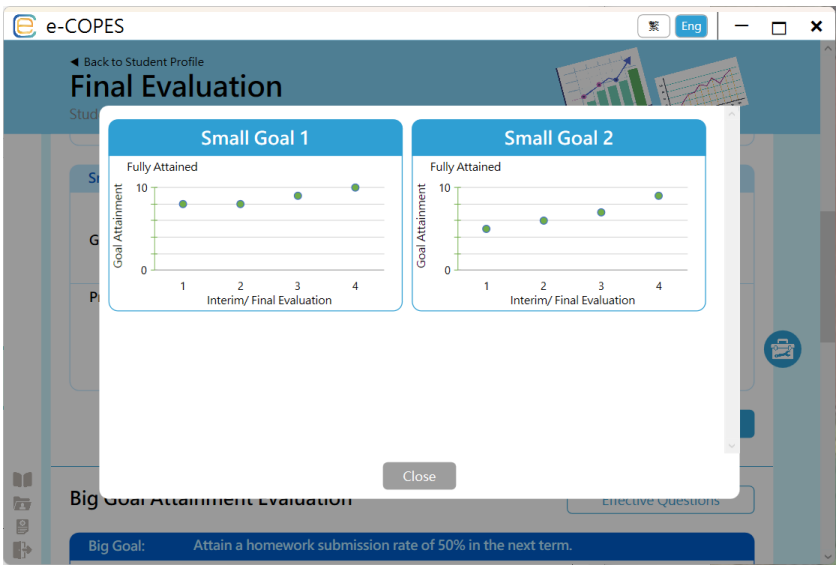


➢ Rate the attainment of small goals being worked on. Refer to '**Effective Questions**' as needed during the discussion.



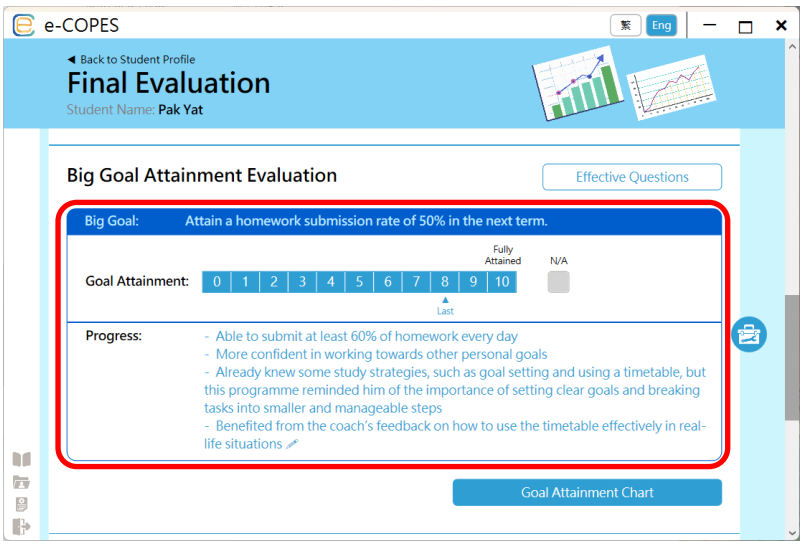
➢ Click '**Goal Attainment Chart**' to view progress towards achieving each small goal.



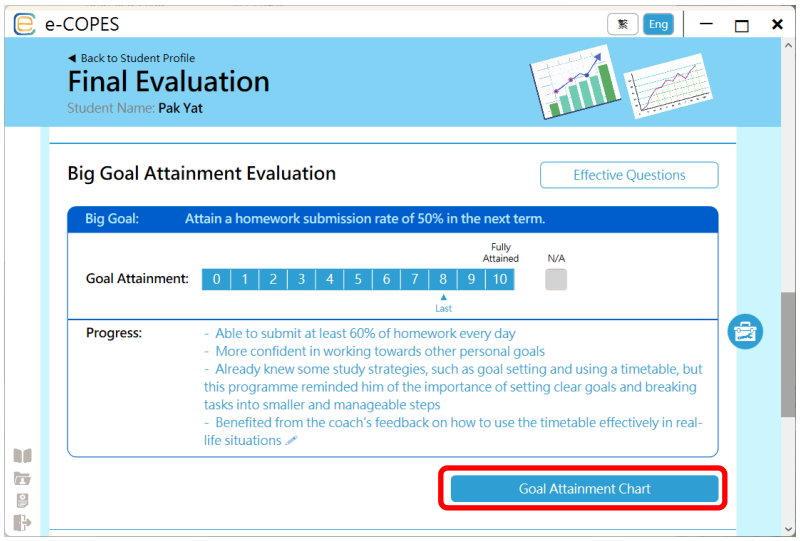


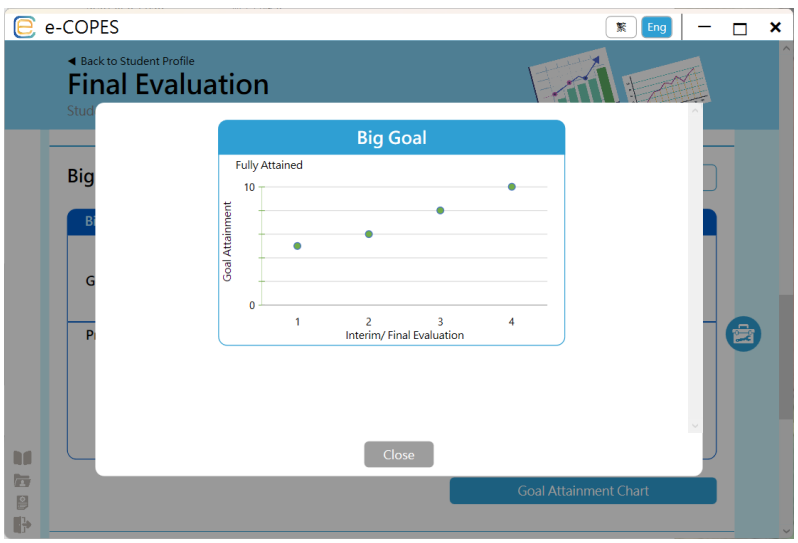
10.2 Evaluate Attainment of Big Goal

- Rate the attainment of the big goal and record the progress. Refer to '**Effective Questions**' as needed during the discussion.



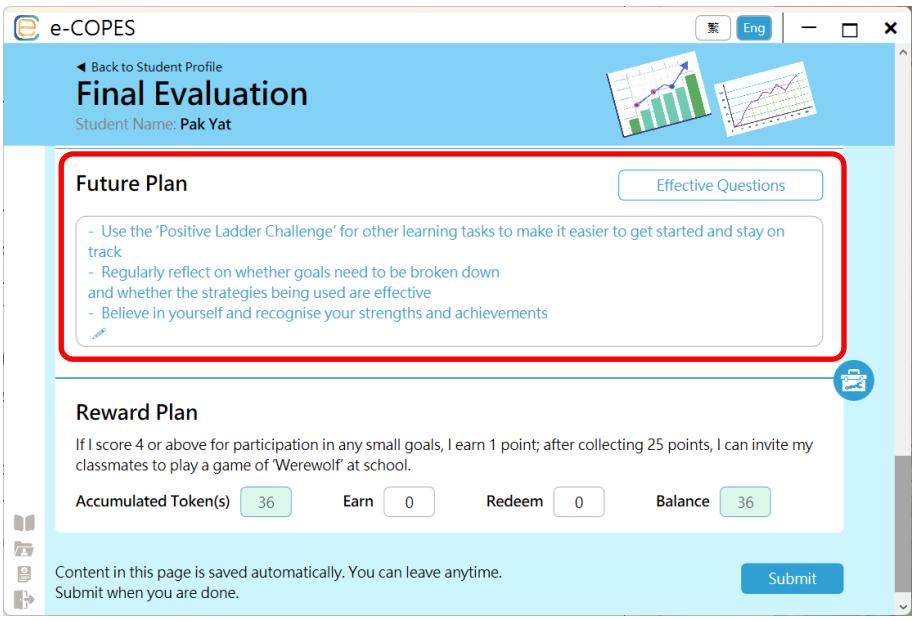
- Click '**Goal Attainment Chart**' to view progress towards achieving the big goal.





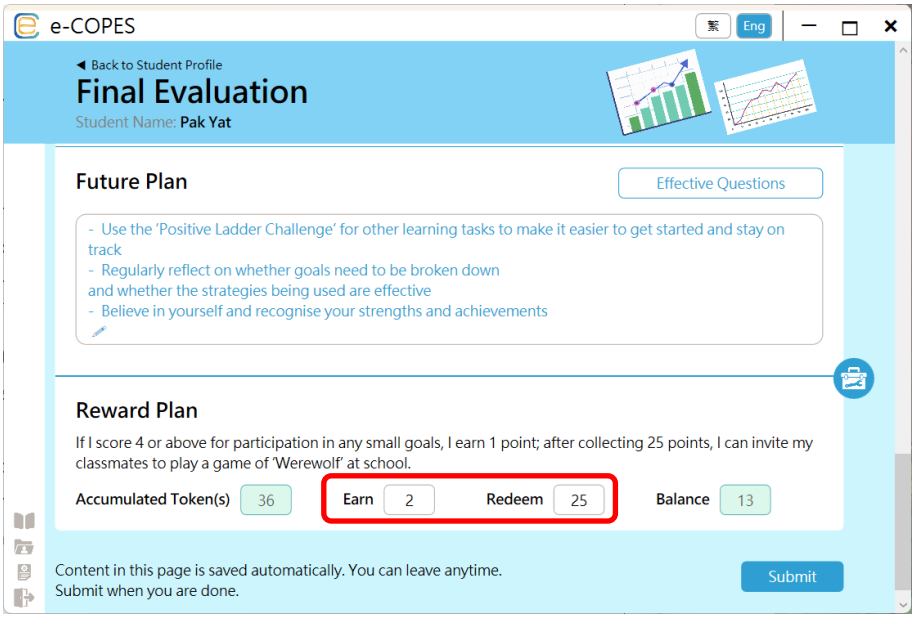
10.3 Develop Future Plan

➢ Complete the 'Future Plan'. Refer to '**Effective Questions**' as needed during the discussion.



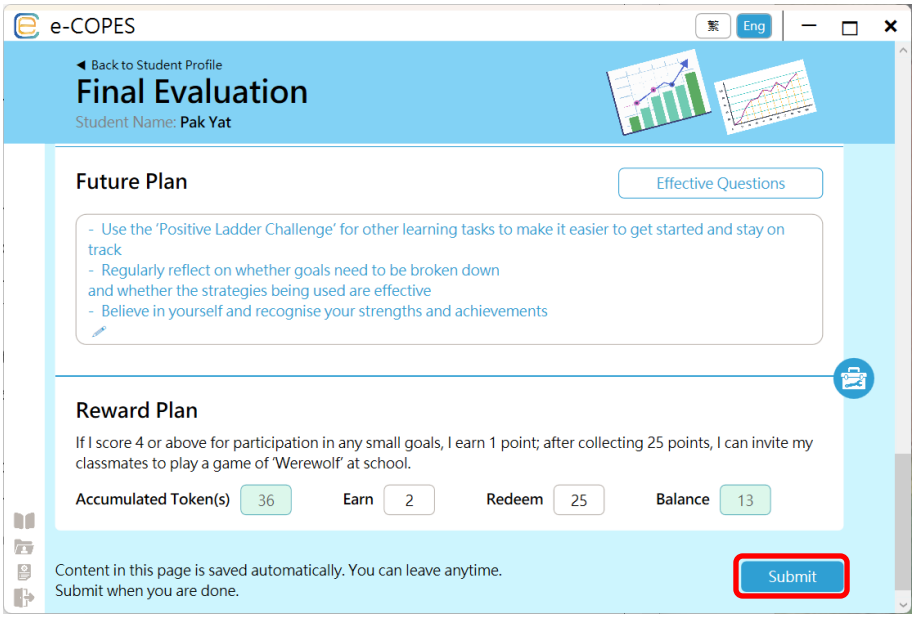
10.4 Review Reward Plan

➢ Award tokens and process reward redemption according to the reward plan.



10.5 Submit 'Final Evaluation'

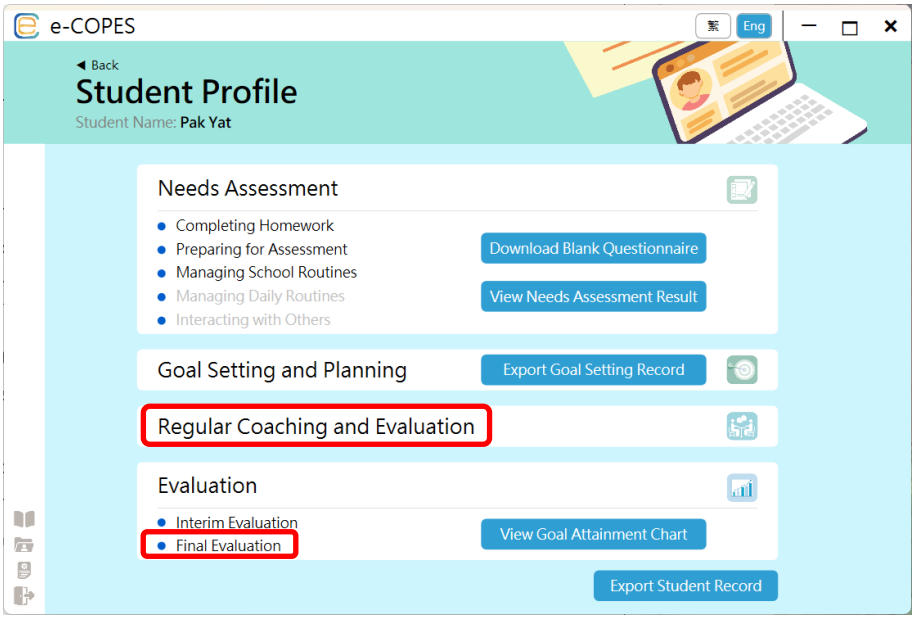
➢ After completing the 'Final Evaluation', click '**Submit**'.



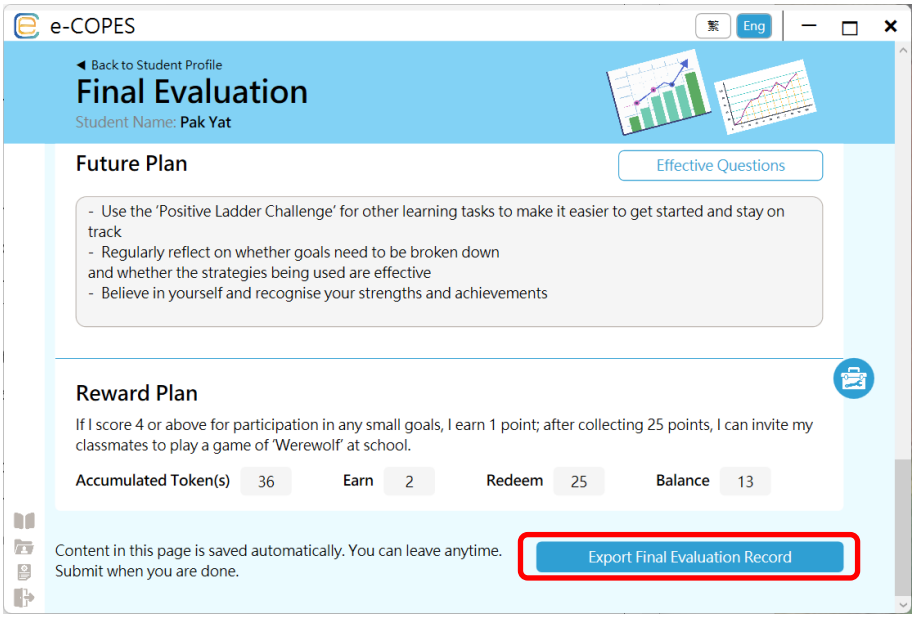
Remarks Once submitted, the content cannot be edited.

10.6 View Final Evaluation Record

➢ On the 'Student Profile' page, click '**Regular Coaching and Evaluation**' or '**Final Evaluation**'.



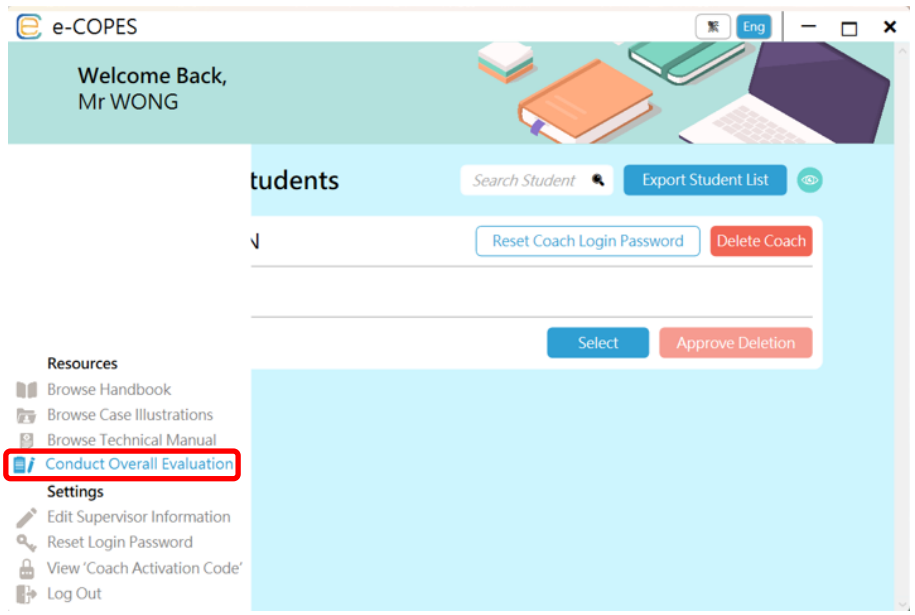
➢ Click '**Export Final Evaluation Record**' to save the record to the computer.



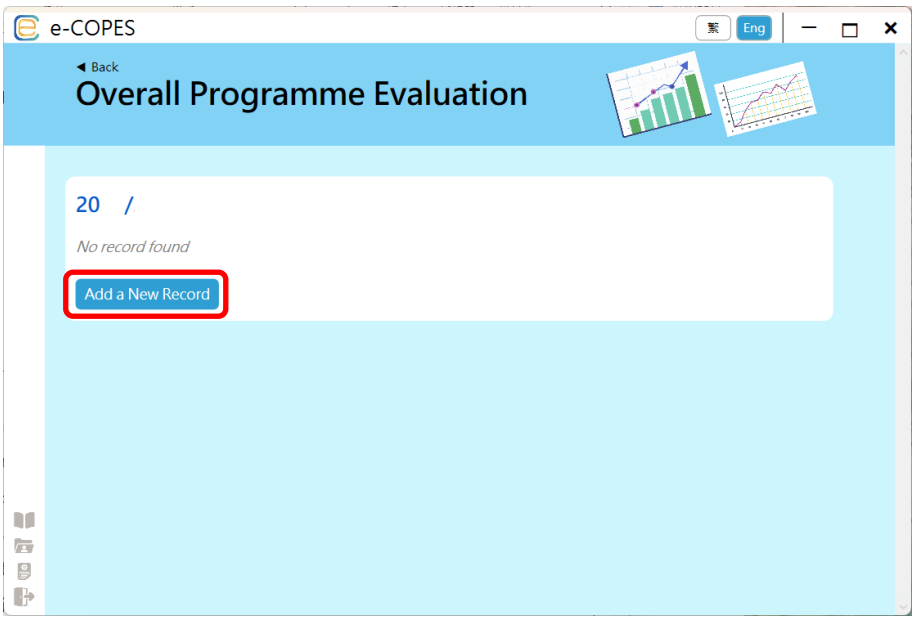
11. Overall Programme Evaluation

11.1 Conduct Overall Programme Evaluation

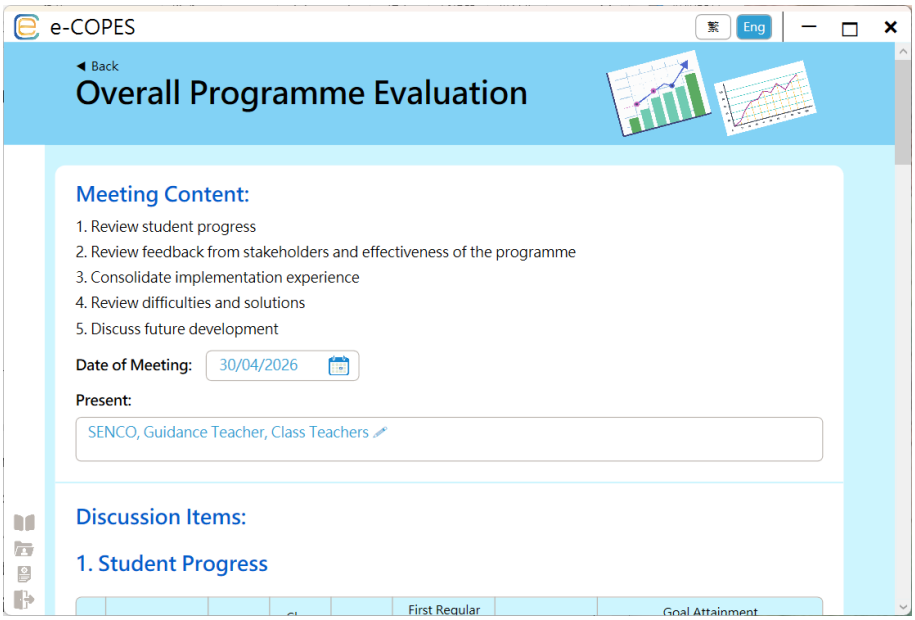
- Log in to supervisor account, open the left control panel and click '**Conduct Overall Evaluation**'.

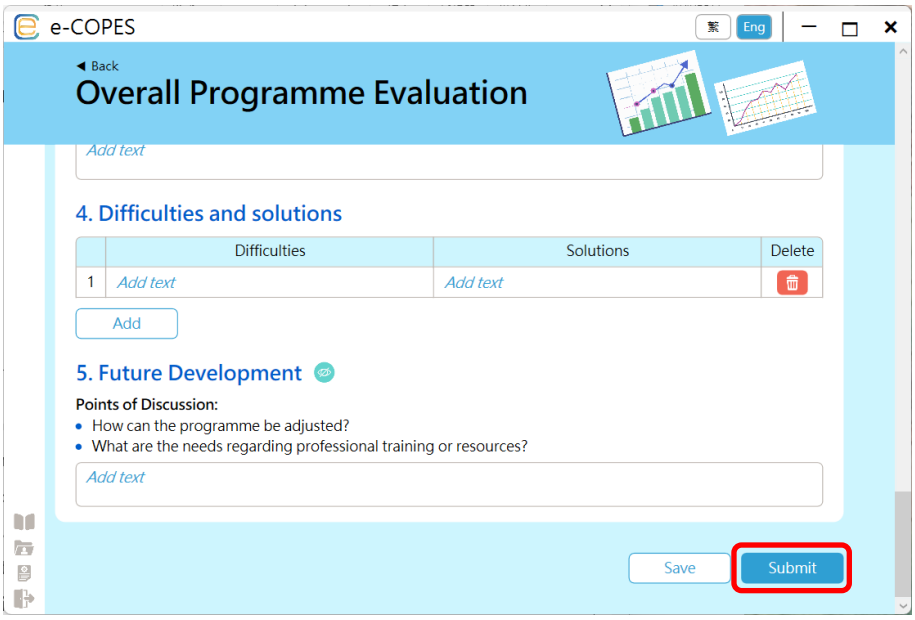


- Click '**Add a New Record**'.



➢ After completing the ‘Overall Programme Evaluation’, click ‘**Submit**’.

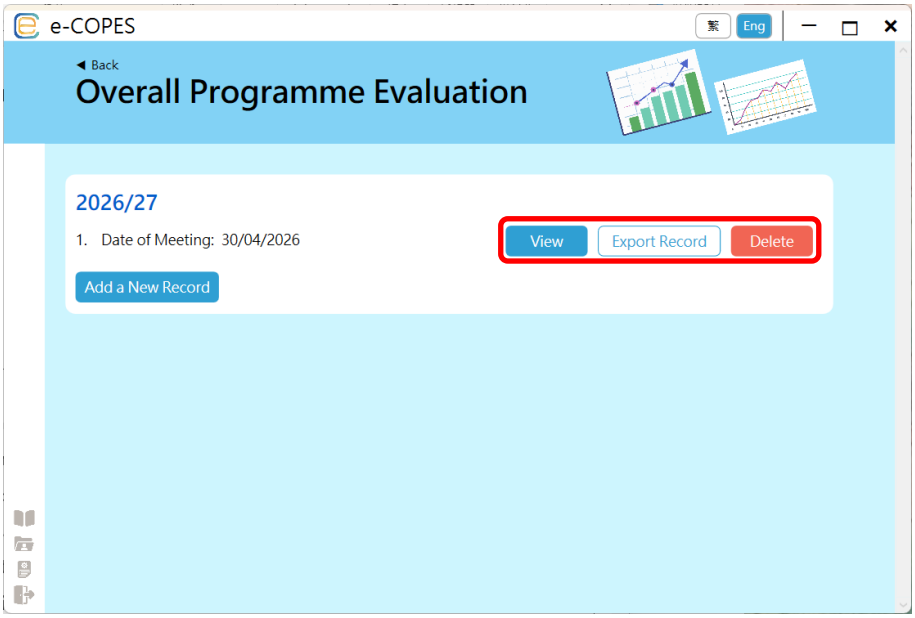




Remarks	Once submitted, the content cannot be edited.

11.2 View Overall Programme Evaluation Record

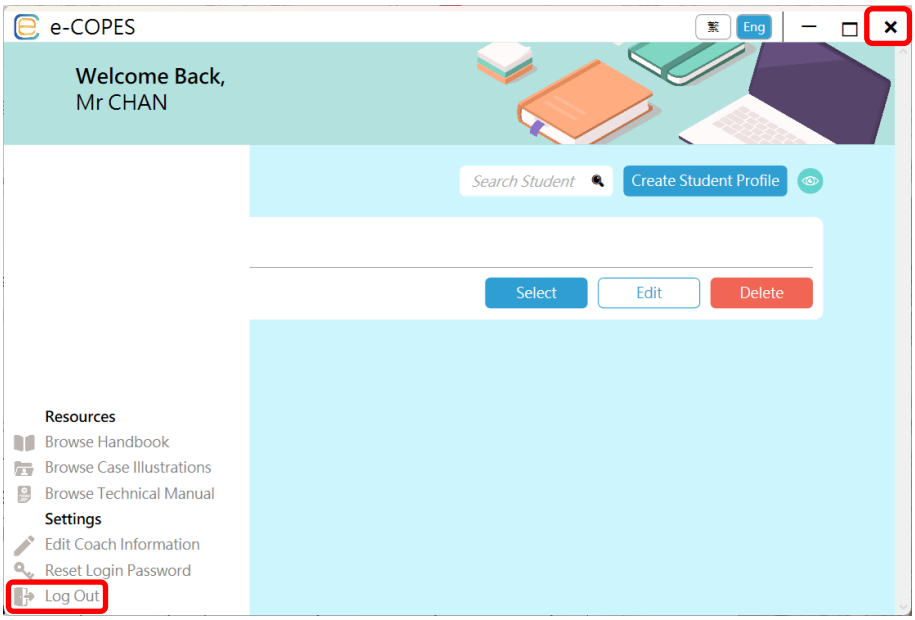
➢ After submitting the 'Overall Programme Evaluation', the supervisor can view or delete the saved record, or click '**Export Record**' to save it to the computer.



12. General Operations

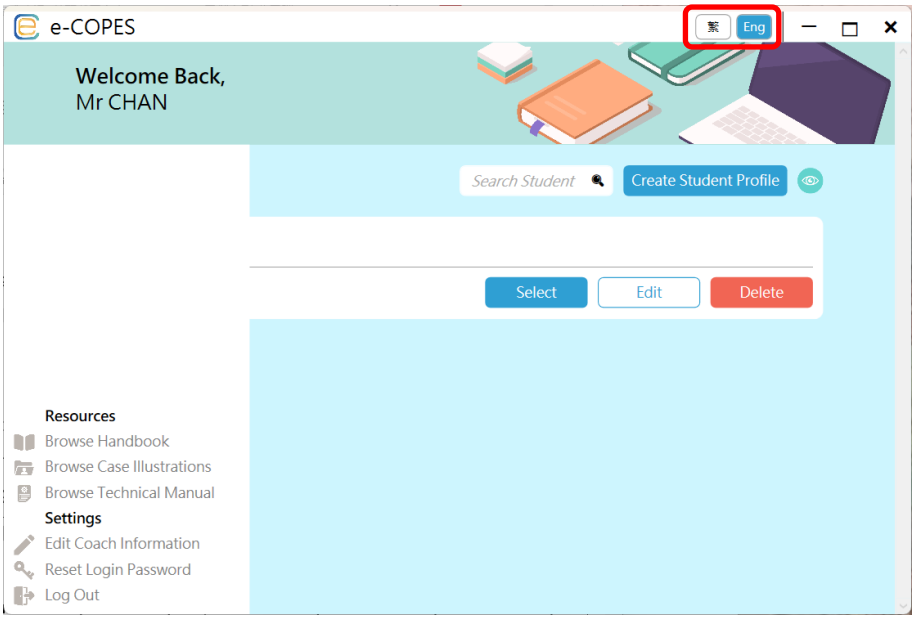
12.1 Exit or Log Out

➢ Upon completing the session or leaving the device, users must ensure all progress has been saved, then close the software or click '**Log Out**' to prevent unauthorised access to data.



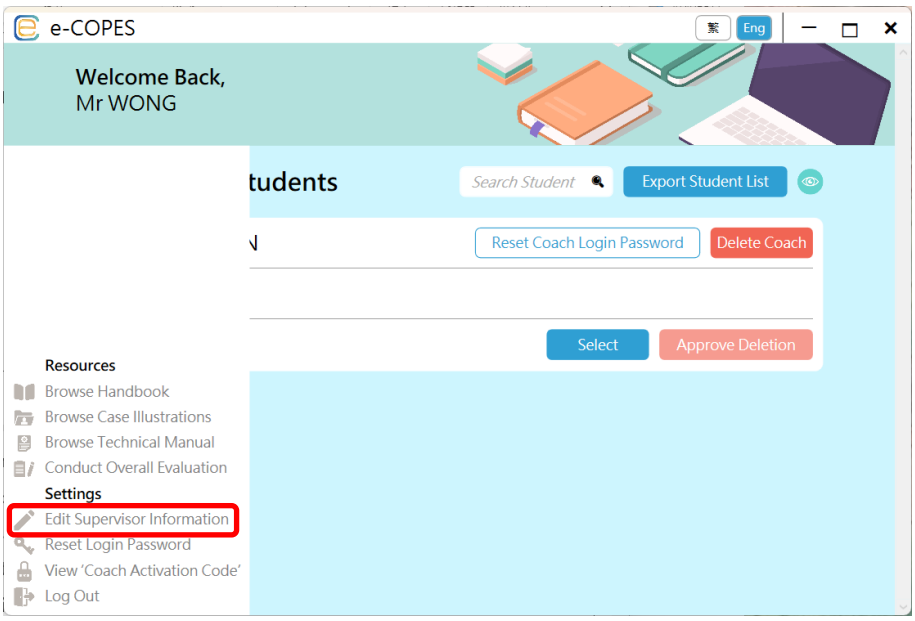
12.2 Change Display Language

➢ Change the display language at any time using the language option at the top of the page while using the software.

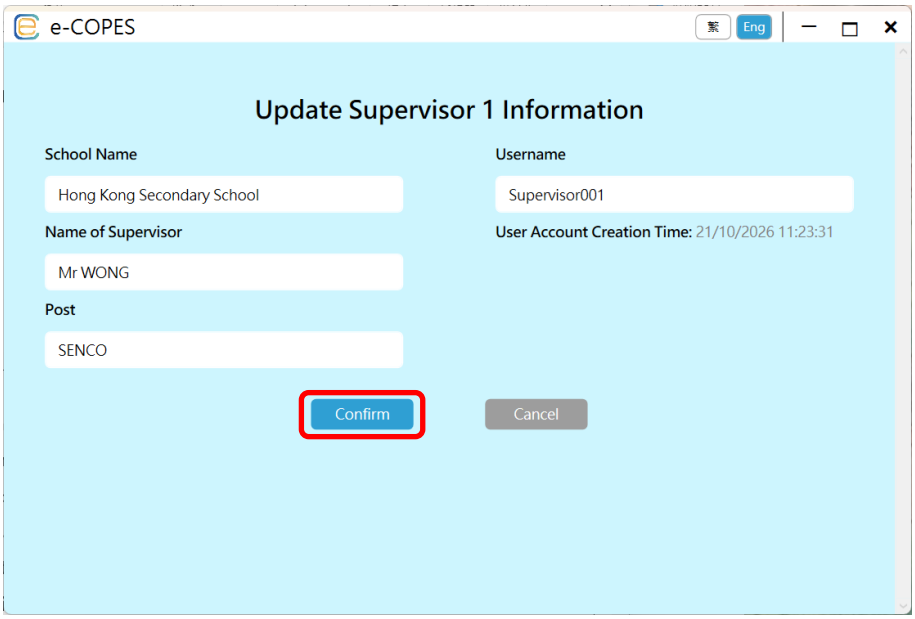


12.3 Edit Supervisor Information

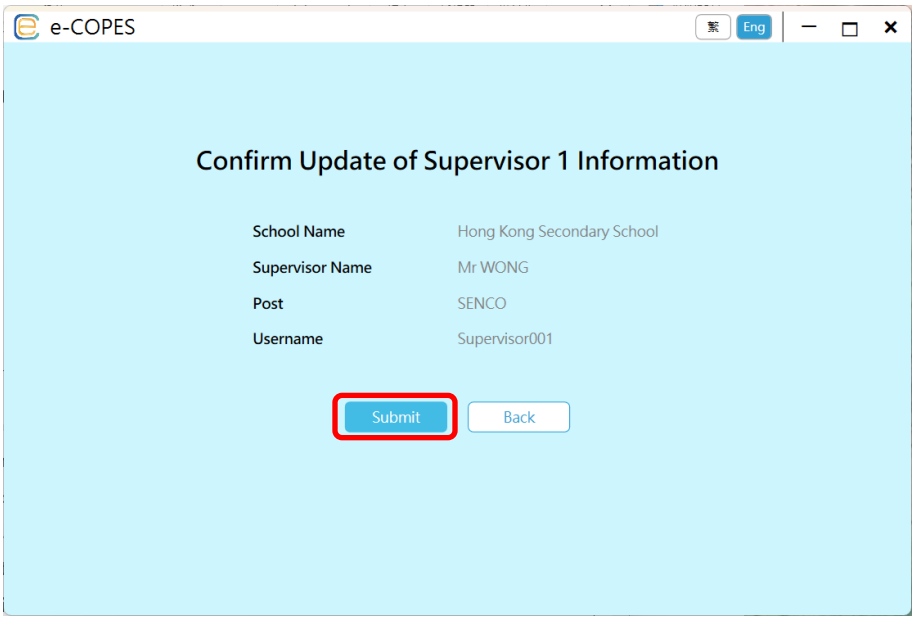
- Log in to supervisor account, open the left control panel and click '**Edit Supervisor Information**'.



- Enter the updated information, then click '**Confirm**'.

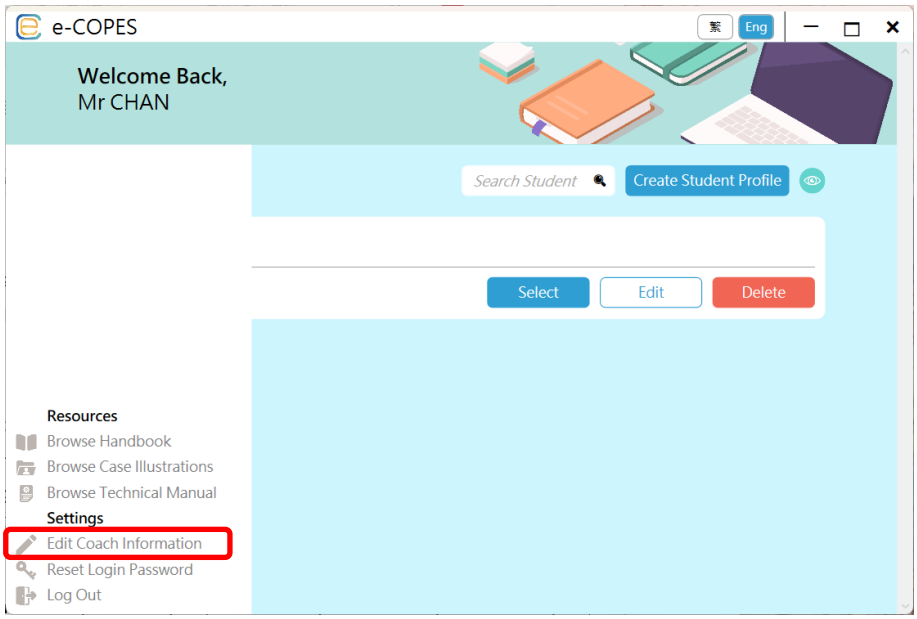


➢ After checking that all information entered is correct, click '**Submit**'.

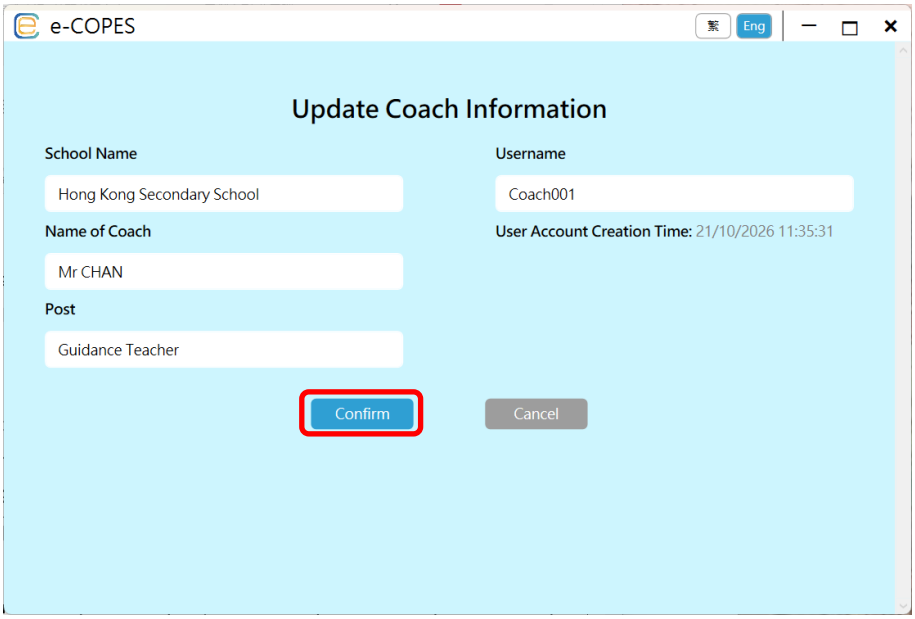


12.4 Edit Coach Information

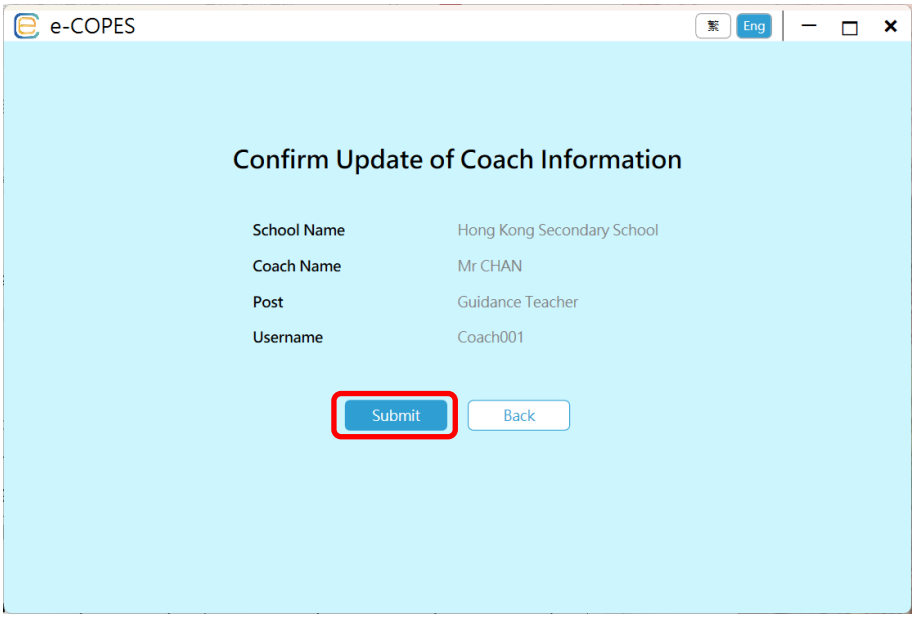
➢ Log in to coach account, open the left control panel and click '**Edit Coach Information**'.



➢ Enter the updated information, then click '**Confirm**'.

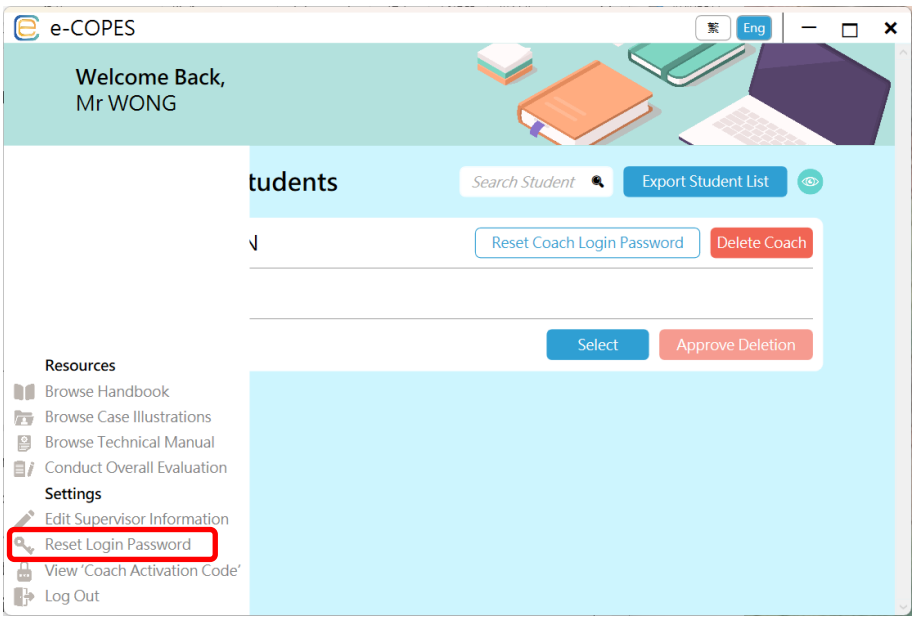


➢ After checking that all information entered is correct, click '**Submit**'.

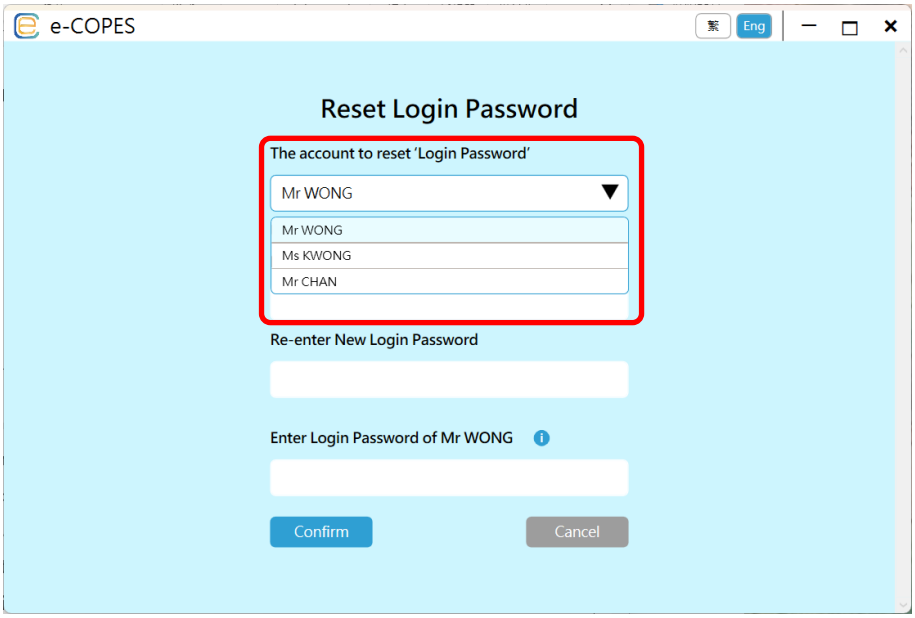


12.5 Reset Supervisor or Coach Login Password via Supervisor

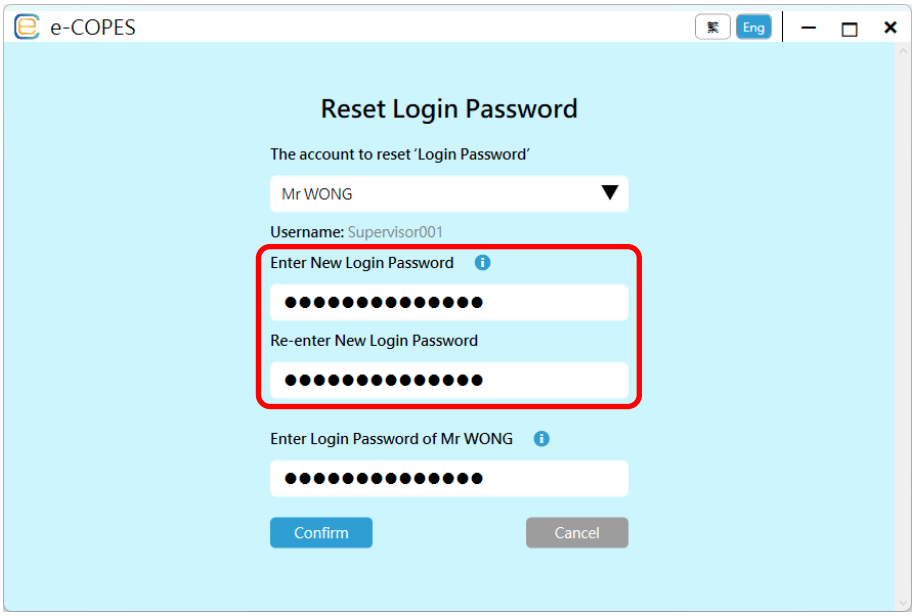
- Log in to supervisor account, open the left control panel and click '**Reset Login Password**'.



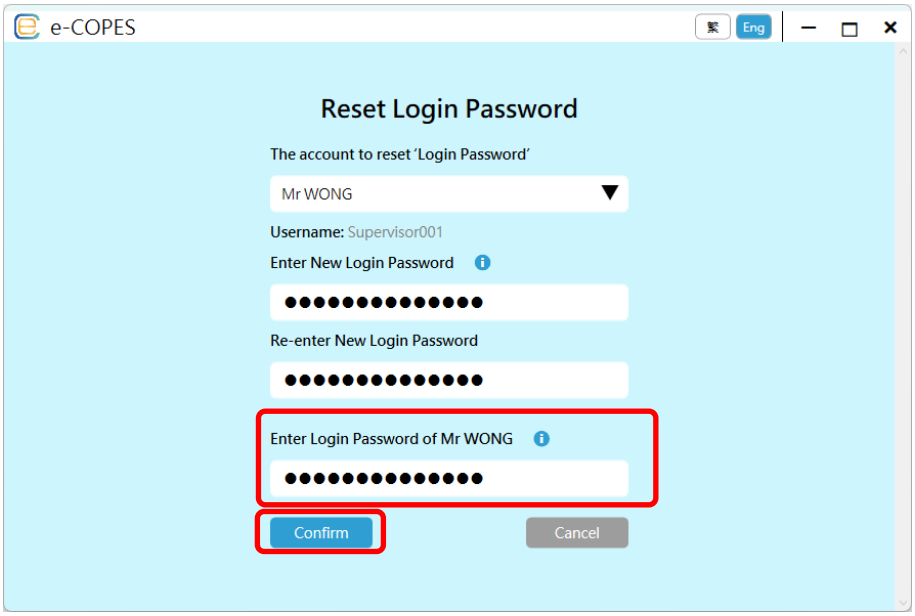
- Select the supervisor or coach account requiring a password reset from the drop-down menu.



➢ Enter the new login password.



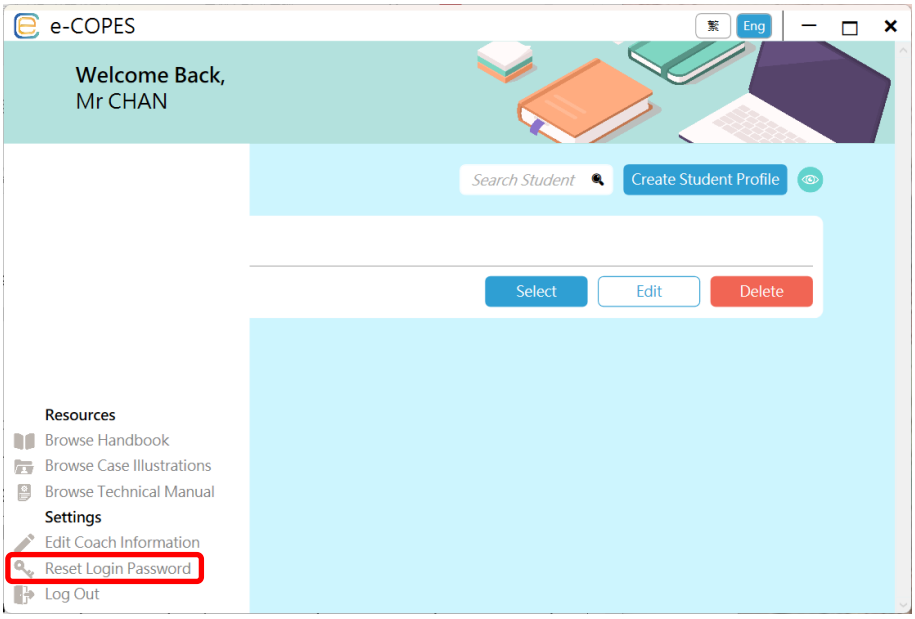
➢ Supervisor currently logged in enters own password, then click '**Confirm**'.



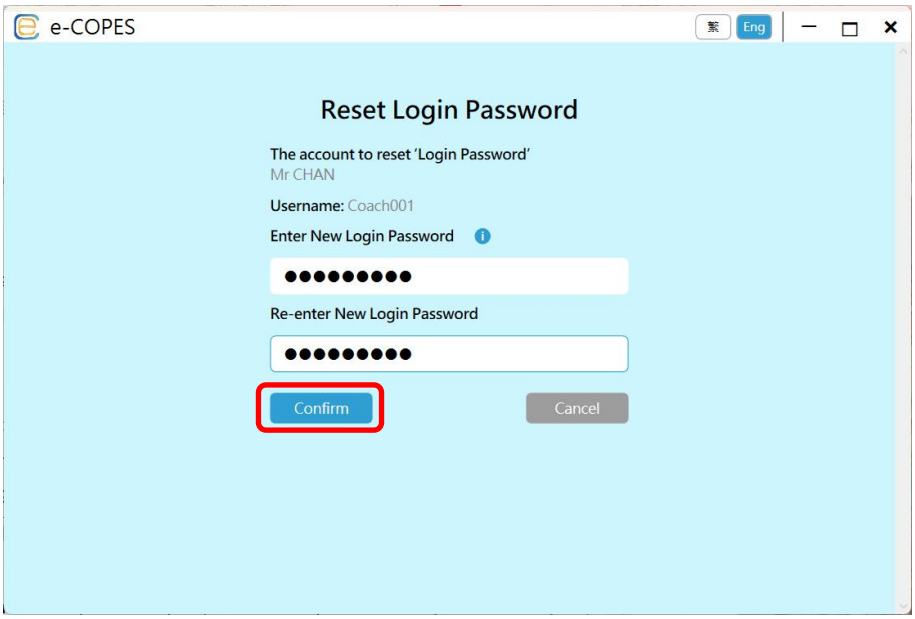
Remarks	For account safety, it is recommended to update the login password every six months.

12.6 Self-Reset Coach Password

➢ Log in to coach account, open the left control panel and click '**Reset Login Password**'.



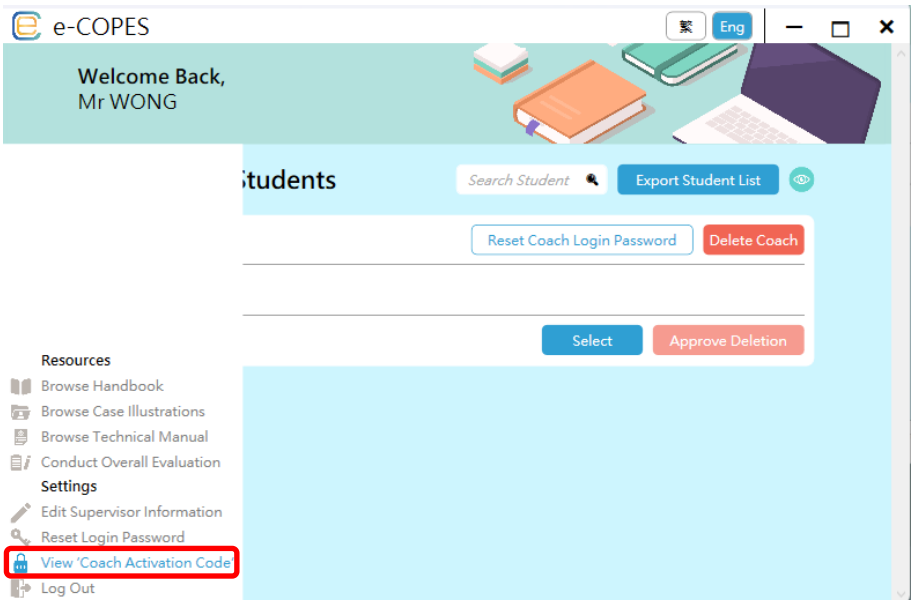
➢ Enter the new login password, then click '**Confirm**'.

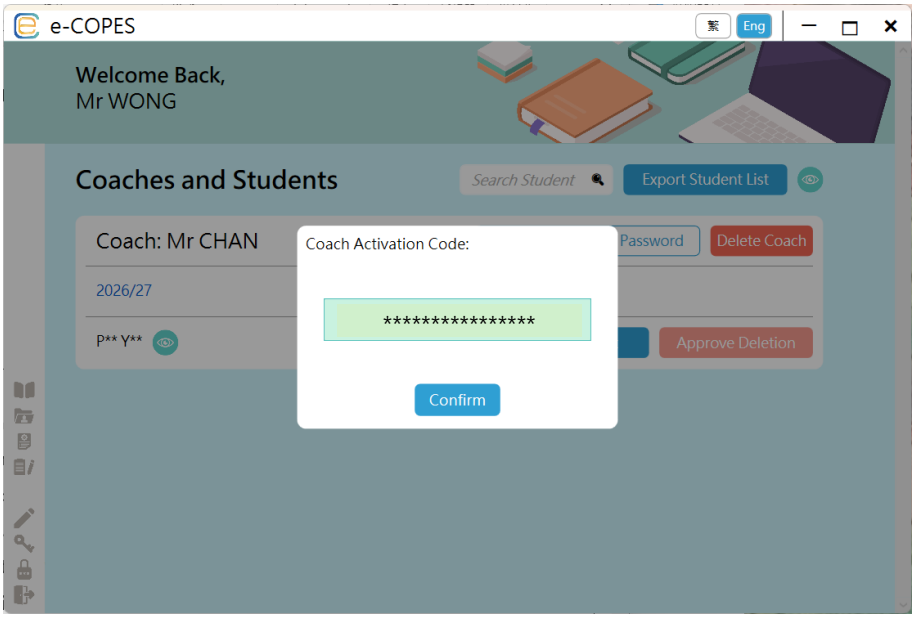


Remarks	For account safety, it is recommended to update the login password every six months.

12.7 View Coach Activation Code

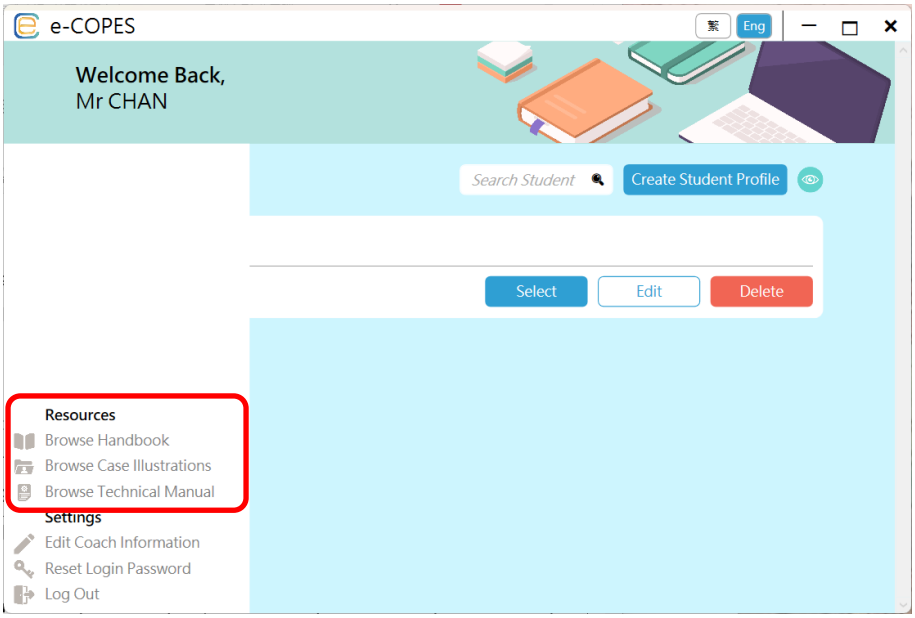
- Log in to supervisor account, open the left control panel and click '**View 'Coach Activation Code''**.





12.8 Browse Coaching Resources

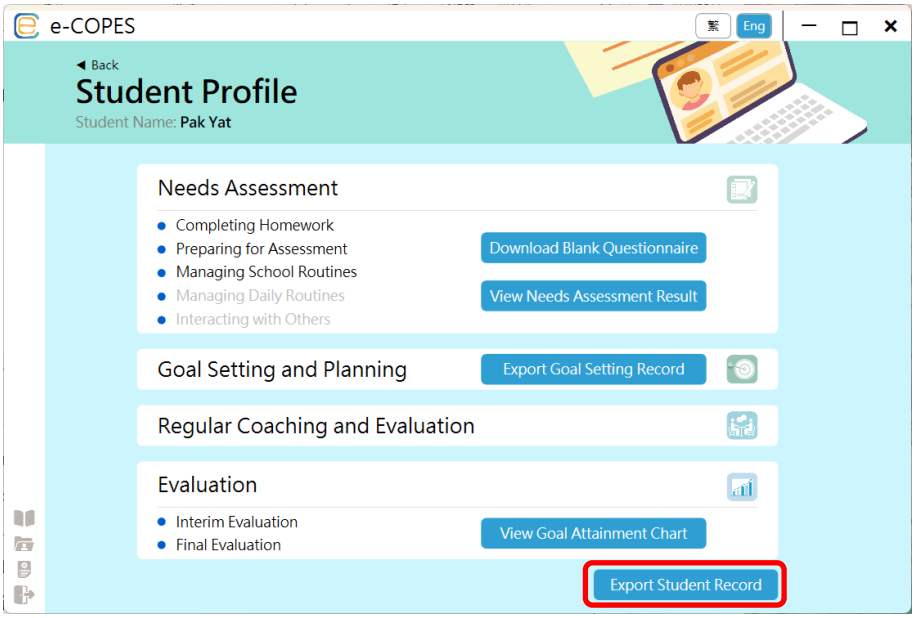
➢ After logging in, open the left control panel and click any resource name (including 'Handbook', 'Case Illustrations' and 'Technical Manual') to access the corresponding resource.

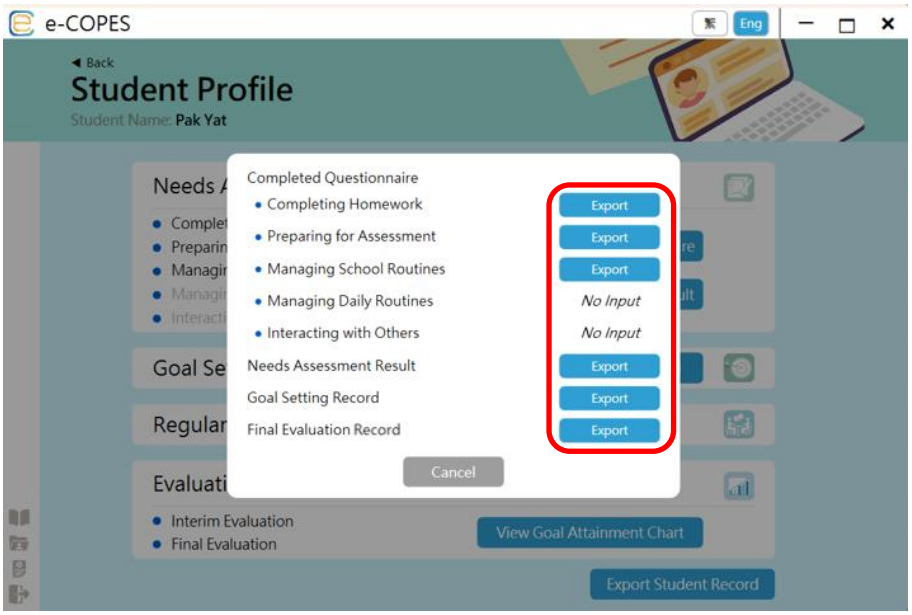


Remarks	During a coaching session, the coach can open the left control panel at any time to access the programme resources.

12.9 Export Student Record

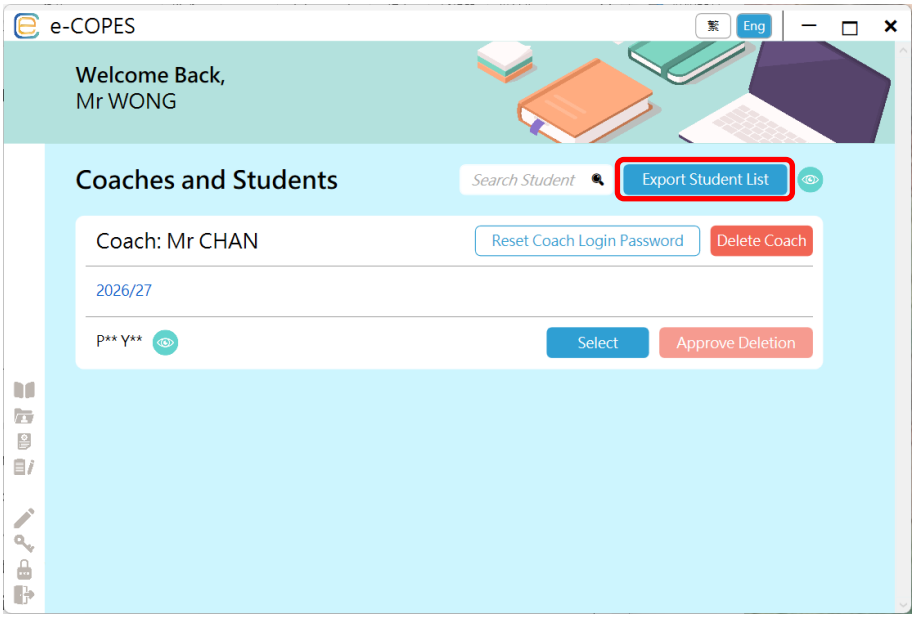
➢ Click '**Export Student Record**' on the 'Student Profile' page to download the 'Completed Questionnaire(s)', 'Needs Assessment Result', 'Goal Setting Record' and 'Final Evaluation Record'.





12.10 Export Student List

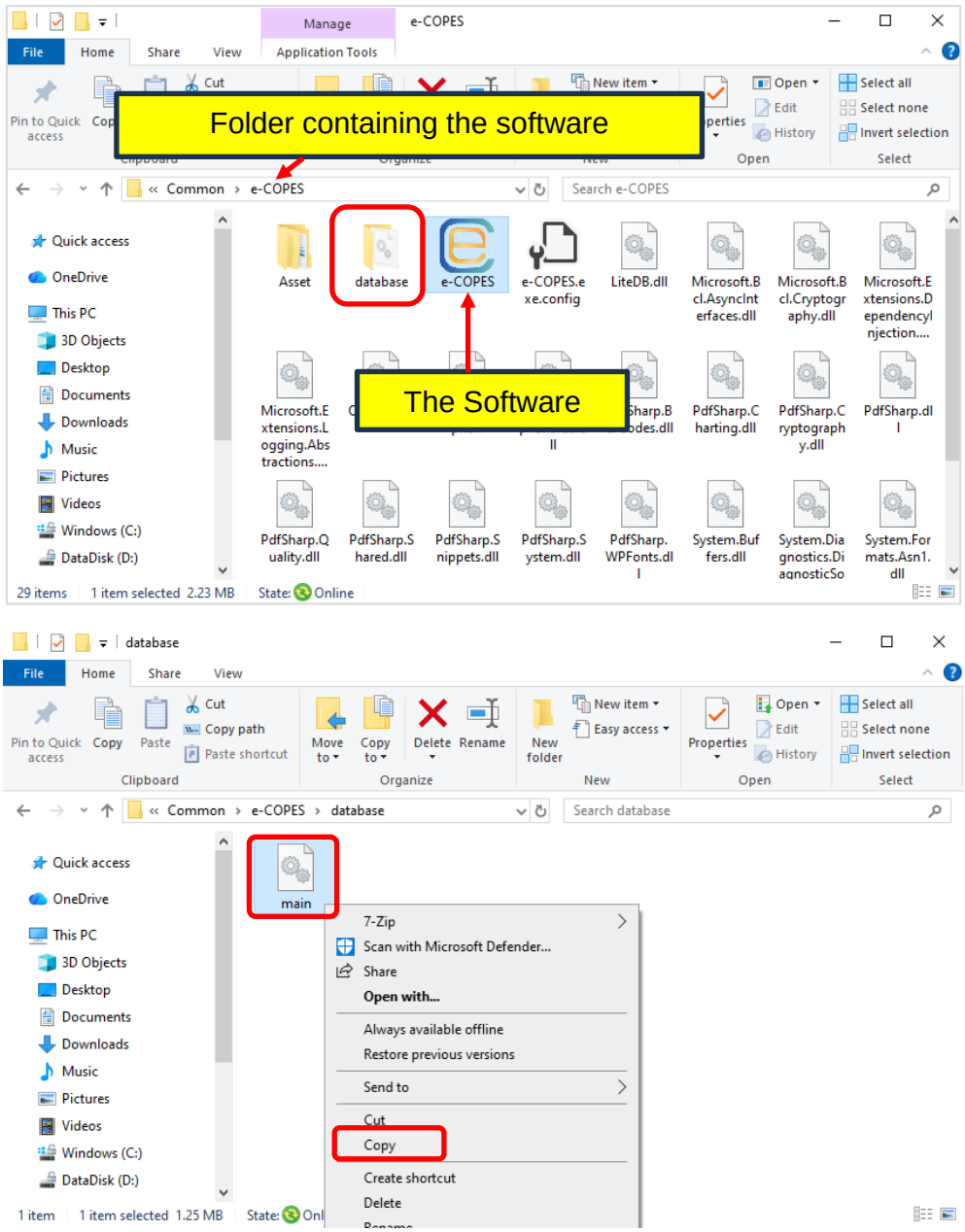
- Log in to supervisor account, open the left control panel and click '**Export Student List**' to save it to the computer.



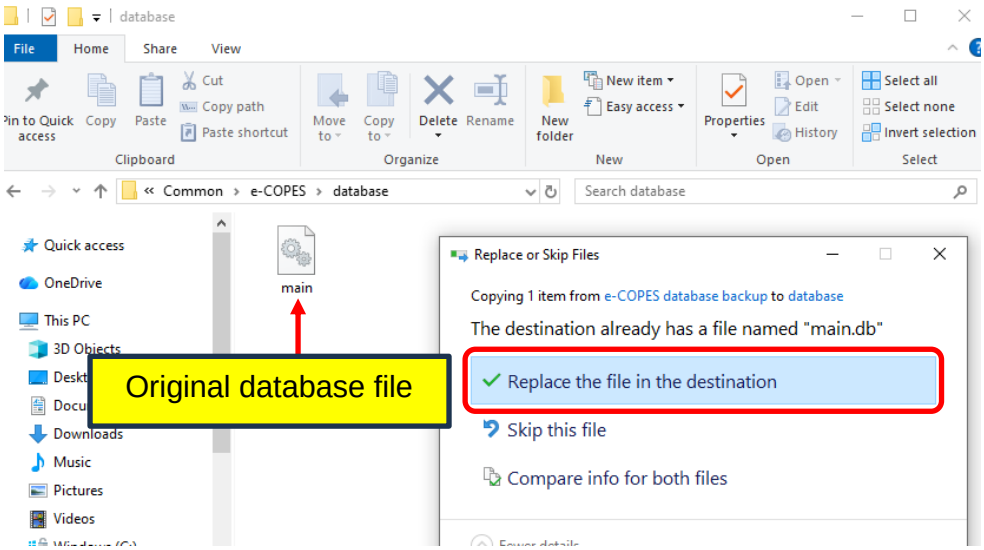
13. Information Security

13.1 Data Backup and Recovery

- Schools should regularly (e.g., weekly) back up the software database file to prevent data loss (File location: <Software Folder>\database\main.db).



- If data recovery is required, the school can download the software again from the SENSE website of the Education Bureau (https://sense.edb.gov.hk/en/index.html), then replace the original database file with the backed-up database file (File location: <Software Folder>\database\main.db).



13.2 Information Safety

- Schools should refer to the Education Bureau's 'Information Security in Schools' webpage[1] when developing and implementing appropriate IT security policies and measures. This helps ensure that the software operates in a secure environment and the stored data is properly protected.
- Schools should strictly implement measures to safeguard student data. It includes defining secure storage methods and locations, data retention periods, authorised personnel with access to the data, whether data may be shared with third parties; and whether printed records need to be kept as part of the school's documentation, etc.
- **Before using the software to implement coaching with students, coaches should explain the purpose of data collection and the use of the collected data to both students and parents. Data should only be entered after obtaining their consent.** Only information that is necessary for the programme should be collected. Unnecessary personal data, including personal health and medical information, should not be collected.

[1] Information Security in Schools: https://www.edb.gov.hk/en/edu-system/primary-secondary/applicable-to-primary-secondary/it-in-edu/information-security.html

13.3 Handling Data Loss or Suspected Data Breach Incidents

- If schools discover data loss or suspect a data breach, they should refer to the Privacy Commissioner for Personal Data (PCPD)'s 'Practical Tips for Handling Data Breach Incident'[2] and 'Guidance on Data Breach Handling and Data Breach Notifications'[3], and take appropriate follow-up actions in accordance with the relevant guidance.

[2] Practical Tips for Handling Data Breach Incident:
https://www.pcpd.org.hk/english/enforcement/data_breach_notification/breach_tips.html

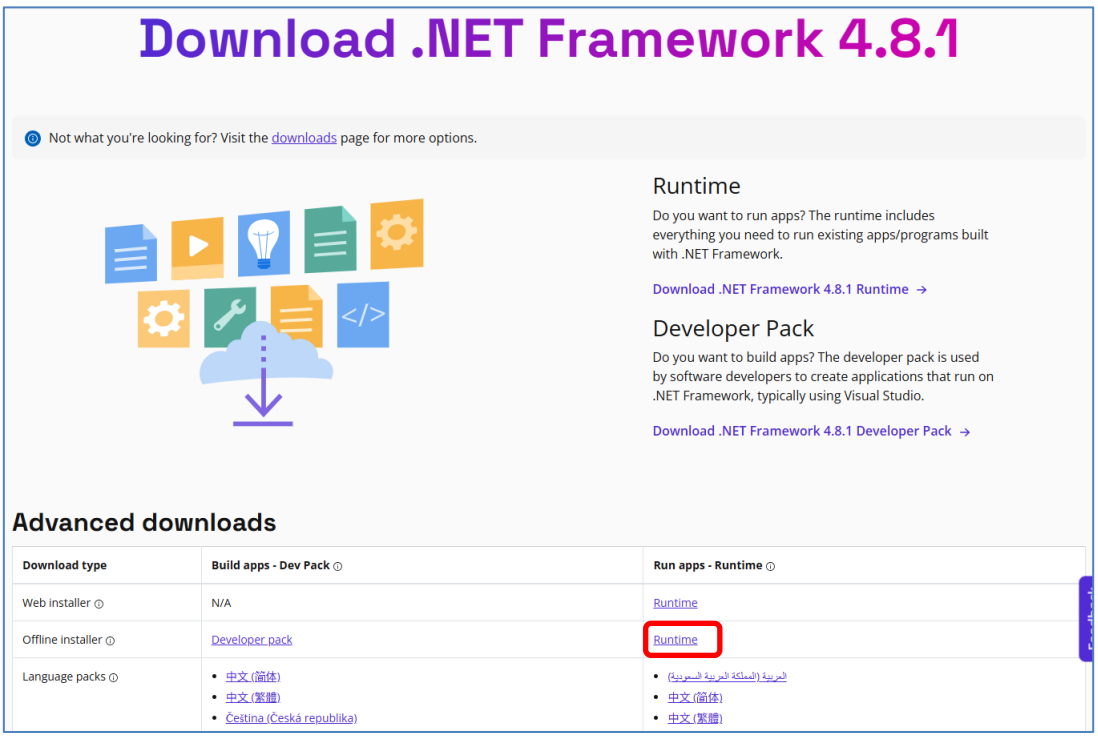
[3] Guidance on Data Breach Handling and Data Breach Notifications:
https://www.pcpd.org.hk/english/resources_centre/publications/files/guidance_note_dbn_e.pdf

14. Frequently Asked Questions

14.1 Software Installation and Use

Q1 : Why does the software prompt me to install '.NET Framework 4.8.1' when I open e-COPES?

A1 : The e-COPES software requires '.NET Framework 4.8.1' to run. In most cases, Windows 11 includes '.NET Framework 4.8.1' by default. If this message appears, it means that '.NET Framework 4.8.1' is not installed on the computer. Please download and install it from the official website of Microsoft. If further help is needed, please consult the school's technical support personnel.



Q2 : Can the same user account of the e-COPES be logged in on different computers at the same time?

A2 : If the software folder is stored on the school's internal network drive, supervisors or coaches can log in to their own accounts using different computers at the same time to view the information. However, coaches **should only use one computer to enter and edit student coaching records at a time** to avoid system errors. If an error message appears (e.g., 'Data corruption detected. Please re-login.'), users must log in again before continuing to use the software.

Q3： **If a coach is conducting a session with a student using the e-COPES software, can the supervisor view the student's record and see the newly entered information at the same time?**

A3： The software updates coaching records only after the coach saves the entered data. Therefore, the supervisor may not see newly entered information in real time on their computer. Supervisors are suggested to review the session record after the coaching session is completed.

Q4： **Does the e-COPES software require an internet connection?**

A4： The e-COPES software can be used without an internet connection. However, the software includes links to online programme resources, such as the 'Handbook' and the 'Tool Bank'. Therefore, it is recommended to use the software on a device with internet access, or download the required resources beforehand.

Q5： **If I am unable to enter the record in the software on the same day of coaching, can I enter it later?**

The software does not allow selecting a date that is earlier than the last recorded entry. To add missing past records, you must select the corresponding dates in chronological order and submit all uncompleted entries before starting a new coaching session or interim evaluation session.

For example, if the last date recorded in the software is 13 April 2026, and the user then submits a record for 17 April 2026, any coaching sessions that occurred between 14 April and 16 April 2026 can no longer be added back into the system.

Q6： **If there is a change of coach during the same school year, do I need to create the student profile again?**

A6： No. The username and login password only need to be passed to the successor, who can then view and manage the existing student profiles in the account. To safeguard student personal data privacy, upon logging in, the successor should immediately update their personal details, username and login password. The access permissions for related computers and network drives should also be taken care of should there be changes in personnel involved in using the software.

Q7 : If a student needs to join the coaching programme across academic years, do I need to recreate their new student profile again?

A7 : Yes. It is recommended to conduct a final evaluation for the student at the end of each academic year. If the student requires continued coaching in the new academic year, the coach has to create a new student profile for them. The software does not automatically carry over records from the previous academic year to the new one.

Q8 : If the usernames or login passwords of both supervisors are lost, can the passwords be reset to access the data stored in the software?

A8 : The Education Bureau staff cannot reset supervisor passwords for this standalone software. If both supervisors lose their usernames or login passwords, users will not be able to use the functions of supervisor accounts, including accessing and exporting data saved in the software. Re-installation of the software will be required. However, the saved data cannot be transferred to the newly created accounts.

14.2 Calculate the School Year

Q1 : How does the system determine the school year?

A1 : The software automatically calculates the students' school year based on the Windows system date when the student profile is created. Each academic year runs from 15 August of the current year to 14 August of the following year.

14.3 Export Files

Q1 : Why do I need to enter a password when exporting files? Should I use my login password?

A1 : As the exported files contain students' personal data, the software requires users to set an encryption password to protect the exported document.

This password should not be the same as the login password. Creating a separate, unique password is strongly recommended to ensure information security.

Q2 : Why does the software prompt me to install Microsoft Office when exporting PDF files?

A2 : When exporting files, the software uses Microsoft Office to generate documents before converting them into PDF format for download. Therefore, if Microsoft Office is not installed on the computer, users will be unable to use the export feature.

As Microsoft has ended support for older versions of Office, the export feature in the e-COPES supports only Microsoft Office 2024 or later (including Microsoft 365).

If no files need to be exported, the e-COPES can still be used normally without Microsoft Office.

Q3 : The Microsoft Office is installed on the computer, but the files cannot be exported from the e-COPES. What should be done?

A3 : If Microsoft Office is installed but files still cannot be exported from the e-COPES, please close all open Microsoft Office applications and files, restart the e-COPES, and try exporting again. If the issue persists, please contact the school's technical support personnel for assistance.