

# DISTANCE LEARNING and TELECOMMUTING APPLICATION GUIDE

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## BLACKBOARD COLLABORATE ULTRA – (*Faculty and Administrative Staff*)

### How do I access Blackboard Collaborate and create a session?

Log into your Blackboard account and access your course. Under the course menu, on the right hand side, go to Course Management and click Course Tools. Select Blackboard Collaborative Ultra.

To start a session, click on Create a Session and provide Event Details. Make sure to click Save.

### Do Users need to install any software to obtain access to Blackboard Collaborate Ultra?

No. Blackboard Collaborate Ultra opens right in your browser\*, so you do not have to install any software to join a session.

\* Preferred Web Browser: Mozilla Firefox, Google Chrome can be used as an alternative

\*\* ALL WEB BROWSERS MUST BE UPDATED TO THE LATEST VERSION

### How can I access Blackboard Collaborate Ultra?

Access your course on Blackboard. Scroll down to you *Course Management >> Course Tools >> Blackboard Collaborate Ultra*

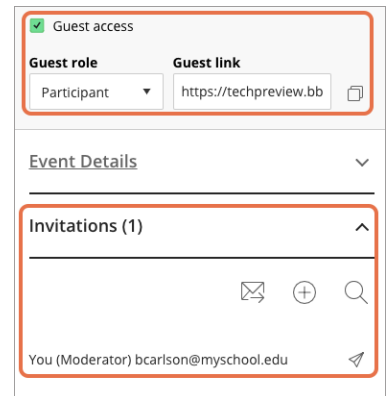
### How do can I access it on a phone or tablet?

On a tablet, you can access BB Collaborate by using a preferred browser and logging into your Blackboard account.

Faculty/ Staff can only use the Blackboard Instructor app that is provided through the app store. 


### Can someone who is not in Blackboard, or not registered for the course, access a Collaborate Ultra session?

- Once a session has been created, users can select the session to open the session details. The information you need to join or share the session is immediately after the session name.
- Users can invite users two ways
  - Send a public guest link
  - Send a personal invitation



### Where do I start a recording and view them after the session?

During your session, you can select Start Recording, which is in your *Session Menu* in the upper left corner.

After the session is done, recordings will be in the Blackboard Collaborate Menu  under *Recordings*. There may be a delay as to when the recording is listed. Make sure to change your filters before requesting assistance.

### How can I share files, application/screen, and the Whiteboard?

All interaction options will be shown in the *Share Content* tab. All settings on how participants interact with the content will be displayed in *Settings*.

### Why can't I share my screen?

Check your browser. Are you using Google Chrome or Firefox? Application sharing is only available through the Chrome and Firefox browsers at this time

**I am having trouble seeing what is on the screen. Can I make it bigger?**

Yes. You can zoom in on a whiteboard or file that is being shared. You can also enlarge captions if you are viewing them. Double-click on the item to make it bigger.

**I cannot hear anything. Can I change the volume?**

Adjust your microphone and speaker volume in *My Settings*. Point to your avatar image to open *My Settings*. Select *Audio and Video Settings*.

**I want to let my students use my room for their study group. How can I do this?**

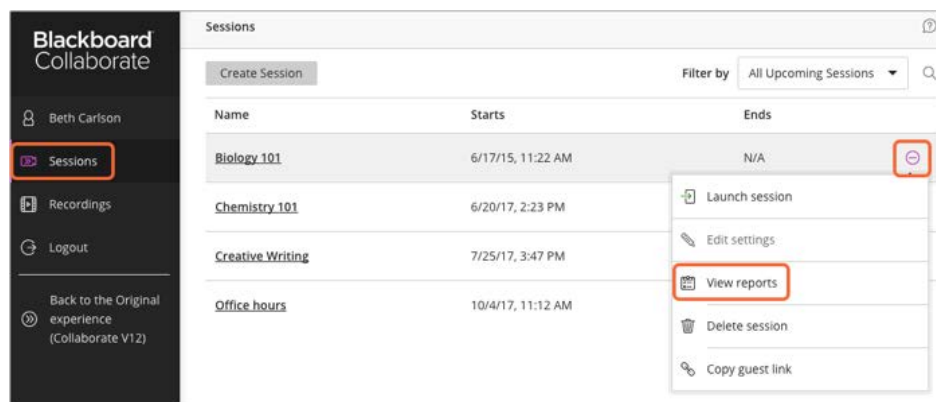
The best way to do this is to allow your students to join a session as moderators or presenters. As moderators, they have the same privileges you do. As presenters, they are limited to sharing content privileges.

- You can do this in two ways.
  - Join the session with your students and promote them to the desired role.
  - Let them use the room without you. Schedule a session that allows all guests to join as moderators or presenters.

**Can get an attendance report for my session?**

You can view Session Attendance Report from the list of sessions in your Blackboard Collaborate tool.

1. Find the session you want to see a report on, and select the *Sessions options* menu
2. Select *View Report*



**Helpful Links:**

<https://www.ccny.cuny.edu/cetl/blackboard-help>

<https://help.blackboard.com/Collaborate/Ultra>

**If you need assistance, please email CETL:** [cetl@ccny.cuny.edu](mailto:cetl@ccny.cuny.edu), if you need assistance they will schedule a Zoom session with you.

## BLACKBOARD COLLABORATE ULTRA – (Student)

### How do access Blackboard Collaborative?

Log into your Blackboard account and access your active course. Under the course menu, on the right hand side, select Tools. Click on Blackboard Collaborative Ultra. Your sessions will be displayed and if available, you can join or dial in.

### Do Users need to install any software to obtain access to Blackboard Collaborate Ultra?

No. Blackboard Collaborate Ultra opens right in your browser\*, so you do not have to install any software to join a session.

\* Preferred Web Browser: *Mozilla Firefox, Google Chrome can be used as an alternative*

\*\* ALL WEB BROWSERS MUST BE UPDATED TO THE LATEST VERSION

### How do I join a Blackboard Collaborate Ultra Session?

Depending on the session and moderator, you can join a session directly from a web link, from your course and from your phone.

- **From a weblink:** Your moderator/instructor has sent you a link to join the session. Open the link in your computer or mobile browser.
- **From your course:** Once your instructor has created a session, enter your Blackboard course click on *Tools >> Blackboard Collaborate Ultra*.

### How can I access it on a phone or tablet?

On a tablet, you can access BB Collaborate by using a preferred browser and logging into your Blackboard account.

Students can also download the Blackboard app through your app store. 


### How can I present material during a session?

Students can only present material if the instructor has given you permission as a presenter or moderator. Select *Share Content* and upload your files.

### How do I present my project to my class?

Moderators/instructors can make participants presenters. As presenters, you can upload, share, edit and stop sharing content.

### Where can I find the recordings of the session?

After the session has ended, click on the Blackboard Collaborate menu  and select *Recordings*. There may be a delay as to when the recording is listed. Make sure to change your filters before requesting assistance.

### Why aren't the recordings and shared material listed?

The instructor must make all recordings and material available for download or add it into the content section of the course.

### Can a participant create a breakout group?

Participants cannot create groups. This action is reserved for only moderators of the session.

**Helpful Links:** <https://help.blackboard.com/Collaborate/Ultra>

**If you need assistance, please email Blackboard Support:** [bbsupport@ccny.cuny.edu](mailto:bbsupport@ccny.cuny.edu)

Include: Full Name, Course Code, EMPLID, and a phone number to contact you

## **ZOOM - (Faculty & Administrative Staff and Students)**

### **How to get a Zoom account**

1. Login link: [ccny.zoom.us](https://ccny.zoom.us)
2. Click on **Sign in: Configure your account**
3. Enter **CCNY Email Credentials\***
  - a. [jdoe@ccny.cuny.edu](mailto:jdoe@ccny.cuny.edu) or [jdoe000@citymail.cuny.edu](mailto:jdoe000@citymail.cuny.edu)

\*If you do not know your CCNY email credentials

1. Link: [reset.ccny.cuny.edu](https://reset.ccny.cuny.edu)
2. Select either **Faculty/Staff or Student**
3. Select **Option A**

### **Setting up Zoom Profile**

Once in Zoom, click on the **Profile tab** on the left hand side, from here you can make any updates and changes to your profile.

- a. **Department, Job Title and Account Number** are populated you will not be able to change, this information.
- b. **The Personal Meeting ID** - is the number users will need to join a meeting. We would suggest to change that to your CCNY work phone number ( i.e. 212-650-####)

### **How to schedule a meeting?**

1. Once logged in, you will start in the **Profile** tab. To Schedule a meeting click the **Schedule a Meeting** on the top right of the page.
2. From the **Schedule Meeting** page, you are able to:
  - a. Name the Meeting
  - b. Add a description about the meeting
  - c. Schedule the date and time
  - d. Set the **duration of the meeting, time zone, and an option to make the meeting a recurring meeting**
  - e. **Video and Audio** options for the Host and Participant(s)
  - f. Meeting options
  - g. You may also invite a participant to be a **Guest Host**.
    - i. \*\*\* Please note: if you use this option, it will give the guest host the same full control options and the Primary Host\*\*\*
3. Click **Save**

### **How to Share Files?**

1. Click on the **Settings** tab to modify your options
2. Within the **Settings** page, click the **In Meeting (Basic)** option. Scroll down to the **File Transfer** option and toggle to turn on the feature. \*\*\* You may also click Only Allow Specified file types\*\*\*

### Enabling Breakout Room

Breakout room is a way you can split up students into groups for projects/ interactive learning within the Zoom Meeting

1. In the **Settings** page,
2. Click on the **Meeting (Advanced)** option. **Breakout Room** is the first option under the **Meeting (Advanced)** section of the page. Toggle to turn on the feature. \*\*\* You may check the **Allow host to assign participants to breakout room when scheduling**, if you already have pre-picked groups of students to work with. You may set up the groups when creating/ scheduling the Meeting in the "Scheduling Meeting" page. \*\*\*Please Note: You cannot have Breakout Room and Remote Support enabled at the same time. \*\*\*

### Accessing Recorded Meeting via Cloud

1. Click the **Recordings** tab on the left hand side
2. Once in the **Recordings** page you will find a list of recorded meeting
  - a. You have the option to **Share** the recorded meeting(s) by copying the link provided to you and modify permission of who can view/ download the recorded meeting(s).
  - b. If you click on the **More** option, you have the choice to either **Download** or **Delete** the recorded meeting.

### Joining a Meeting

1. Once you login to Zoom
2. Click Join a **Meeting** on the top right
3. Enter the **Meeting ID**, the meeting ID will be provided when the host sends you the invitation link from Zoom
4. Click **Join**
5. The Launch Application will open up double click on **Zoom Meetings**
6. **The application will open up**
7. The option of joining via **Phone Call** or **Audio Computer** will be available
  - a. **Phone Call**
    - i. Dial one of the numbers provided, it will prompt you to enter the meeting ID and the participant ID. Click **Done**
  - b. **Computer Audio**
    - i. Click join with Computer Audio, make sure your mic is on and the volume is up

## **ZOOM PLUGIN – MICROSOFT OUTLOOK (*Faculty and Administrative Staff*)**

The Zoom Microsoft Outlook plugin is designed to make scheduling a meeting in Microsoft Outlook quick and convenient. The plugin allows you to schedule and start instant Zoom meetings, as well as make existing meeting events Zoom meetings.

### **1. Downloading Zoom Plugin for Microsoft Outlook**

- a. On your desktop computer or laptop, visit Zoom's download center: <https://zoom.us/download>
- b. Under **Zoom Plugin for Microsoft Outlook**, click **Download**
- c. Click **Save File** on the pop up window
- d. On the top right corner of the browse, click on the **down blue arrow**
- e. Double click on the **ZoomOutlookPluginSetup** to begin download, follow the prompts
- f. Once download is complete, close Microsoft Outlook and reopen

### **2. Schedule, Join or Start an Instant Zoom Meeting via Outlook Application**

- a. **Schedule a Meeting**
- b. Once in Outlook, under **Home tab** click on the **Schedule a Meeting Icon**
  - i. **If NOT signed in to ZOOM** – the *Sign in Zoom window* will pop up
    1. **Join a Meeting:** Click to join a meeting without Signing in to Zoom, MUST have the Meeting ID
    2. **Sign In:** Click to schedule a new meeting
      - a. Click on **Sign in with SSO**, enter **ccny.zoom.us**
      - b. Enter CCNY email credentials
      - c. Under the **Home tab** click on **Schedule**
      - d. Select desired settings (*Topic, Meeting ID, Password, Video, Audio, Calendar Advanced Options*)
      - e. Click on **Schedule**
      - f. The Outlook Meeting calendar page will pop up, enter the recipients you would like to invite to the meeting
      - g. Click **Send**
    - ii. **If signed in to Zoom**, the *Zoom – Schedule Meeting* window will pop up
      1. Select desired settings (*Meeting ID, Meeting Password, Video, Audio, Advanced Options*)
      2. Click **Continue**
      3. The invitation will automatically fill in with details
      4. Click at the top of the calendar invite **Save & Close**

### **3. Making an existing event a Zoom Meeting**

- a. Open an existing calendar event in Outlook
- b. Under the **Appointment** tab click on **Schedule A Meeting**
  - i. Select desired settings (*Meeting ID, Meeting Password, Video, Audio, Advanced Options*)
- c. Click **Continue**
- d. The invitation will automatically fill in with details
- e. Click at the top of the calendar invite **Save & Close**

### **4. Start Instant Meeting** – Allows you to start an unscheduled instant meeting

## Features available during a Zoom meeting

1. Most of the functions for both the Host and Participant will be located at the bottom of the screen.
  - a. The **audio settings**- Change from computer audio to an external microphone.
  - b. **Webcam Settings**- You may either enable or disable the camera settings
  - c. **Invite other participants**- via email, copy the invitation information, or copy the URL.
  - d. **Manage Participants**- You can view the number of Participants, ( as the Host) Mute/ Unmute the Participants, Chat, Make a Participant a Host, Allow the Participant to record, Rename the Participant, and Remove the Participant from the meeting.
  - e. **Share Screen**- Not only can the Host share their screen but can also enable the Participants to share content. This option does not limit the Host to only sharing their screen, but other content as well. Such as: Whiteboard, (the view of individual) Applications, and can project content from iPhone/iPad.  
[You cannot share documents during your Share screen Session.](#)
  - f. **Chat**- The chat function allows the Host and Participants to chat with one another, or a 1:1 private Chat.
  - g. **Record**- (Self-Explanatory) The Host has the option to either save the recordings on their computer or save it to a cloud storage or access it from Zoom.
  - h. **Support**- the Host can request from a participant to request desktop control, request application control, or request to restart the (participant's) computer.
  - i. **Reactions**- Positive encouragement. Either a thumbs up or a hand clap
  - j. **End Meeting**- to Exit or end the meeting.

Zoom FAQs: <https://support.zoom.us/hc/en-us/sections/200277708-Frequently-Asked-Questions>

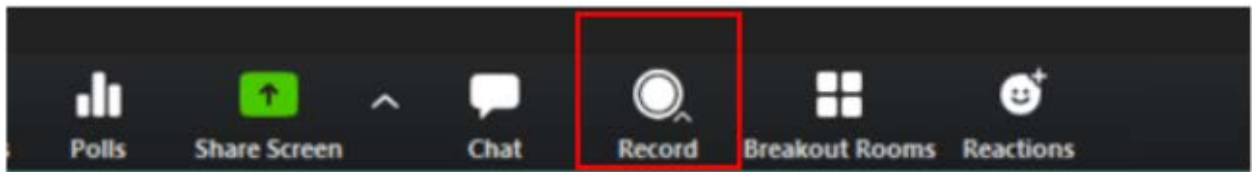
## RECORDING AND SHARING A MEETING – ZOOM

### *Enabling Recording Option in Zoom*

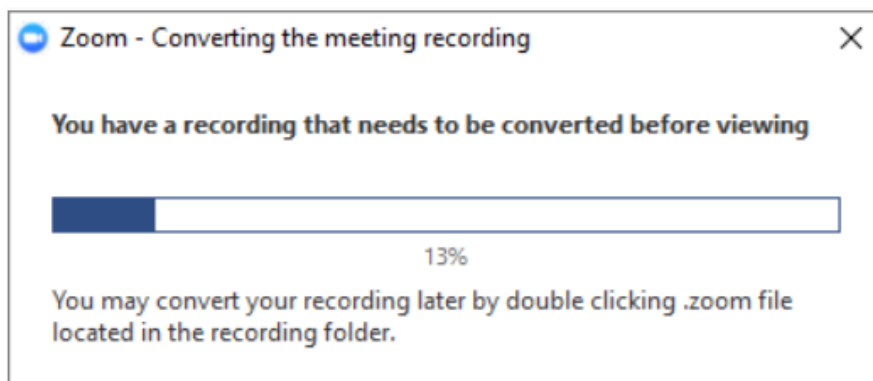
1. Sign in to Zoom
2. Click on **Settings** on the left hand menu
3. Click on the **Recording** Tab
4. Turn on Local Recording and Cloud Recording
  - a. You can customize each option

### *Recording a Meeting*

1. Once you start a Zoom meeting as the Host
2. Click the option to **Record** on the bottom menu of the Zoom meeting
  - a. You have two options **Record on this Computer** or **Record to the Cloud**.
    - i. **Record on this Computer**. This option stores the file locally and can later be uploaded to a file storage service like Dropbox.
    - ii. **Record to the Cloud**. This option stores the recording in the Zoom application, which will need to be downloaded to share it.



3. Once the meeting has ended, Zoom will convert the recording and you will be able to access the files.



**Note:** By default, the audio/video file (MP4) will be named **Zoom\_0.mp4**. The audio only file (M4A) is named **audio\_only.m4a**.

### ***Accessing Recorded Meeting – Record on this Computer***

By default, all local recordings are stored in the **Documents** folder under **Zoom**

### ***Accessing Recorded Meeting – Record on to the Cloud***

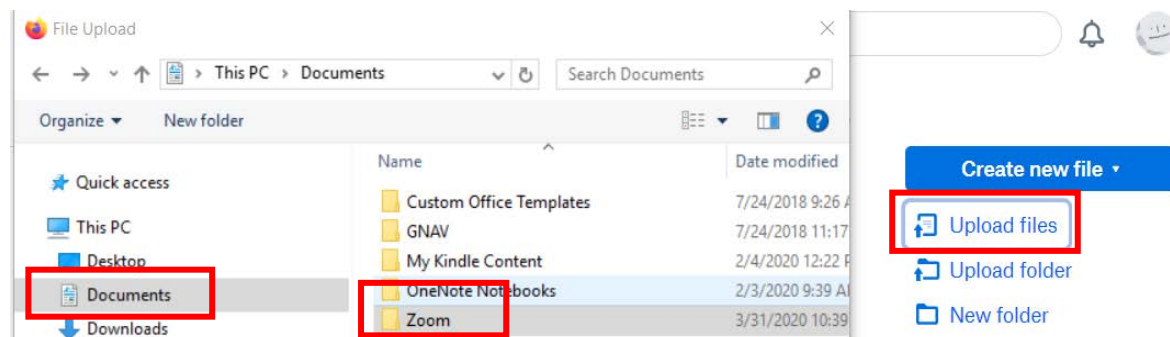
3. Click the **Recordings** tab on the left hand side
4. Once in the **Recordings** page, you will find a list of recorded meeting
  - a. You have the option to **Share** the recorded meeting(s) by copying the link provided to you and modify permission of who can view/ download the recorded meeting(s).
  - b. If you click on **More** option, you have the choice to either **Download** or **Delete** the recorded meeting.

For more information, you can visit the [Zoom Recording Link](#)

### ***Uploading and Sharing Recordings in Dropbox***

#### ***Record on this Computer***

1. Login to <https://dropbox.cuny.edu> (with CUNY Login credentials)
2. In the Home tab, click **Upload Files**
3. The file upload windows comes up, click **Documents** on the left

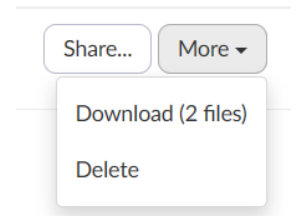


4. Double click **Zoom** folder, select Recording (*saved by date*) you would like to upload, double click on zoom\_0 file.
5. Click **Upload**
6. In Dropbox, you can share the file with your students or download it by clicking the three horizontal dots on the far right of the file.



*Record on to the Cloud*

1. On the left hand side click on **Recordings**, list of recording will be available to **Share** or **Download** and **Delete**.
2. Click on **Download** to save on your computer, from your Dropbox account you can upload the file.
3. Once you login to Dropbox, in the Home tab, click **Upload Files**
4. The file upload windows comes up, select the location where you saved the recording, click **Upload**.



## RECORDING AND SHARING A MEETING – BLACKBOARD COLLABORATE

You can have multiple recordings during one session. If you decide to continue recording a session after you have stopped, a new recording is saved and added to the list of recordings for that session.

When creating a session make sure to enable the download option for the recordings (*see instructions below.*)

1. During your session, click **Start Recording**, under *Session Menu* in the upper left corner. The recording camera appears on with a red dot while recording is in progress.
2. To finish recording, open the **Session menu** and select **Stop Recording**.

### ***How do I find the recordings?***

You can view recordings in courses you are enrolled in. You may be able to download recordings. Moderators must allow session recording downloads for each session.

Go to Collaborate, open the Menu, and select Recordings.

### ***Recording email***


Collaborate emails moderators links to their recordings. This requires a valid email address. Moderators who own the session or join by personal email get the email.

### ***Enabling Recording sessions to be downloaded***

You can enable this feature when setting up the session or after session has ended.


1. Once you click **Create a Session**
2. On the left hand side menu scroll down to Session Settings. Select **Moderator** under Default Attendee Role. Under **Recording** check off **Allow recording downloads**

If you have a session already recorded, you can go to that session, on the left hand side menu scroll down to Session Settings. Under **Recording** check off **Allow recording downloads**.

Session Settings 

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**Default Attendee Role**

Participant 

**Recording**

☒ Allow recording downloads

☐ Anonymize chat messages

...

### ***Accessing Recordings***

1. Once in the course, go to Blackboard Collaborate, click on the **menu icon**
2. Click on **Recordings**, you will find all recorded sessions for the course.
3. By click on the **three horizontal dots** next to the recording, you will be able to **Watch, Download** as well as **Copy link** to email your students.
4. When downloading you will be prompted to save the file, once you save it, you can upload to Dropbox. (*see above for instructions*)



For more information, you can visit the [Blackboard Collaborate Recording Link](#)

## FILENET – CUNYFIRST – *(Students)*

CUNY/CIS launched a new feature in FileNet that will allow students to remotely upload documents securely.

### To upload and submit documents using CUNYfirst:

1. Log into CUNYfirst
2. Select **Campus Solutions > Self Service > Document Upload**.  
The Document Upload page is displayed with your name and EMPLID.
3. Using the **Document Class** drop-down menu, select one of the following document classes corresponding to the document to be uploaded:
  - Financial Aid
  - Health Services
  - Registrar

A Document Type drop-down menu is added to the Document Upload page.

4. Using the **Document Type** drop-down menu, select the type of document being uploaded.
5. Click on the >> (“Go”) button to the right of the **Document Type** drop-down menu.  
A message displays to inform you that you are transferring to the Student Documents Repository system.
6. Click the **OK** button to continue with the document upload.
  - a. If you are presented with a Student Documents Repository login prompt, enter your CUNY Login credentials and click **Log In**.
  - b. A Student Documents Repository page is displayed with your name, EMPLID and the document class and type selections from CUNYfirst.
7. Click the **Choose Files** button to open your computer’s file manager/explorer tool.
  - a. **Notes:** You can select multiple files to upload for the document type selected. Each file to be uploaded must be less than 20 MB.
  - b. The selected file name is displayed next to the **Choose Files** button.
8. If you need to confirm or change the document type before uploading the file, click the **Document Type** drop-down menu.
9. Click the **Add** button at the lower right of the window to upload the file.
  - a. If you encounter an error message during the file upload, contact your campus help desk or wait a while before trying to upload the file again.
10. Click **Close** when the upload confirmation message is displayed.
11. After the file is uploaded, do one of the following:

Return to CUNYfirst to upload another document without having to log into the Student Documents Repository again

12. Close the Student Documents Repository page if you are done uploading files and want to return to other applications in the browser window
13. Click on your CUNY Login username at the top of the Student Documents Repository page and select **Logout**

## GOOGLE - *(Faculty & Administrative Staff and Students)*

### How to Login to Google

1. Login link: google.com
2. Enter CCNY email (i.e. [jdoe@ccny.cuny.edu](mailto:jdoe@ccny.cuny.edu) or [jdoe000@citymail.cuny.edu](mailto:jdoe000@citymail.cuny.edu))
3. Enter CCNY email login credentials\*

\*If you do not know your CUNY Login or need to reset password see link below

1. Link: [reset.ccny.cuny.edu](https://reset.ccny.cuny.edu)
2. Select either Student or Faculty/Staff Password Reset
3. Click: Option A

### Access Google Apps

On the top right corner, click on the square to see apps.

- **Accounts** – Manage your info, privacy, and security to make Google work better for you
- **Drive** – Allows users to store files on their servers, synchronize files across devices, and share files.
- **Docs** - Is a word processor included as part of a free, web-based software office suite offered by **Google** within its **Google** Drive service. The app is compatible with Microsoft Office file formats. The application allows users to create and edit files online while collaborating with other users in real-time.
- **Meets** - Google Meet is a video-communication service developed by Google
  - [Google Meets Help Center](#)
- **Classroom** - Classroom in your school to streamline assignments, boost collaboration, and foster communication.
  - [Google Classroom Help Center](#)
  - [Classroom FAQs](#)
  - If you need access to Classroom, email the Service Desk ([servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu))

## Google Meets – Computer

1. Login Link: <https://meet.google.com/>
2. Enter your login information.
  - a. Use your personal Google account or your CCNY G-Suite account (*see instructions above*)
3. Alternatively, login to Google.com. On the top right corner, click on the square to see apps, click on **Meets**.

## Personal Google Account

### Scheduling a meeting

Once logged in, on the left side of your screen, select the green **New Meeting** button to start a new meeting.

You have three options:

1. **Get a meeting link to share** – This will generate a meeting link, which you can share to meet now or later. Copy and paste the meeting link into a browser, or type the code into the **Enter meeting code** field click **Join**.
2. **Start an instant meeting** – Creates a meeting that you join now.
  - a. Click **Join Now**
  - b. Under the **Add Others**, you will find the link to share with others to join your meeting. Click on **Copy joining info**.
  - c. Click on **Add people** – You can either enter the email or select from the list of contacts. Click **Send email**
3. **Schedule in Google Calendar** – Fill out the scheduled meeting details. Include the **Title, Date, Time**, and **Description**. Remember to add guests via their respective emails in the **Guests** menu on the right. When finished, click **Save** button at the top. This will schedule your meeting(s) and notify all people you entered into the **Guests** menu via email.

### Joining a meeting – *With Code or Link*

1. If you already have a Google Meet code or link to join a meeting, simply copy and paste the code or link into the blank area next to the **New Meeting** button, click **Join**.
2. Once you are **Ready to join** the meeting click **Ask to join**.

### Joining a meeting – *From Calendar Invite*

Find your scheduled meetings in Calendar and quickly join a video meeting.

1. In the scheduled meeting, in your calendar, click the event you want to join. If you are not logged in to your Google account, you will be redirected to the login Google page.
2. Click Join with **Google Meet**.
3. In the window that opens, click **Join Now**.

### Joining a meeting – *From Meet*

1. In a web browser, enter <https://meet.google.com/>.
2. Select the meeting from your list of scheduled events. Only meetings scheduled through Google Calendar appear on Google Meet.
3. Click **Join now**.

### **G-Suite CCNY Account**

1. Login link: <https://meet.google.com/>
2. Click **Sign In**
3. Enter CCNY email (i.e. [jdoe@ccny.cuny.edu](mailto:jdoe@ccny.cuny.edu) or [jdoe000@citymail.cuny.edu](mailto:jdoe000@citymail.cuny.edu))
4. Enter CCNY email login credentials

### **Starting a meeting**

Click **Join or start a meeting**

1. Enter nickname or leave blank, click **Continue**
2. Click **Join Now**
3. Under the **Add Others**, you will find the link to share with others to join your meeting. Click on **Copy joining info**.
4. Click on **Add people** – You can either enter the email or select from the list of contacts. Click **Send email**

### **Joining a meeting – With Code or Link**

Click **Join or start a meeting**

1. If you have a code or link, enter the code. Click **Continue**
2. If **Ready to join**, click **Ask to join**

### **Google Meets Features During Meetings**

#### **Bottom menu of the meeting window**

1. *Meeting Details* – Joining Info to share with others
2. *Microphone button* – turn on and off
3. *Hang Up* – to leave meeting
4. *Camera* – to turn on and off
5. *Present Now* – to share your screen during the meeting
6. Three vertical dots on the right corner
  - a. Change Layout
  - b. Full Screen
  - c. Turn on background blur
  - d. Settings – Audio, Video settings

#### **Top menu of the meeting window**

1. *Participants Icon* – See participants in the meeting. As well as **Add people**, **Remove** and **Mute** participants during the meeting.
  - a. To remove a participant click on the down arrow next to the name, click on the “–” sign
  - b. To mute a participant, click on the down arrow next to the name, click on the **microphone**
2. *Chat Icon* – Message meeting participants

## VPN CLIENT INSTALLATION AND REMOTE CONNECTION

The following is a brief guide showing how to install the AnyConnect VPN client and connect to campus resource remotely. If you have any trouble following these steps, please contact your area's Tech Support.

### 1. Log-in and install the AnyConnect client

- a) On a web browser, open the following site:

<https://vpn.ccny.cuny.edu>

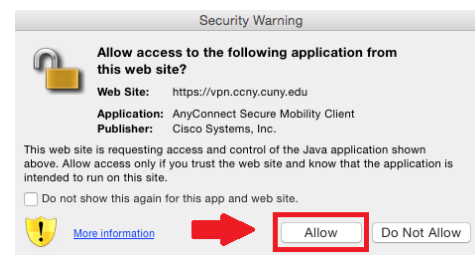
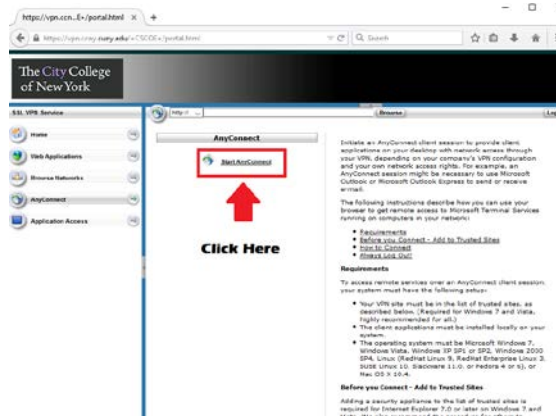
- b) You will be prompted to enter your credentials to proceed. Make sure to change the “**GROUP**” field to [CCNY-USER-VPN] as seen in the image below then enter your CCNY email username and password and click on Login.

The image shows two screenshots of a web-based login interface for a VPN client. The first screenshot on the left shows the 'GROUP' dropdown menu set to 'CCNY-ADMIN-VPN'. The 'USERNAME' field is set to 'CCNY-LOCAL-VPN' and the 'PASSWORD' field is set to 'CCNY-USER-VPN'. A red box highlights the 'PASSWORD' field. A blue arrow points to the second screenshot on the right, which shows the 'GROUP' dropdown menu set to 'CCNY-USER-VPN'. The 'USERNAME' field is now 'username' and the 'PASSWORD' field is filled with asterisks. Both screenshots have a 'Login' button at the bottom.

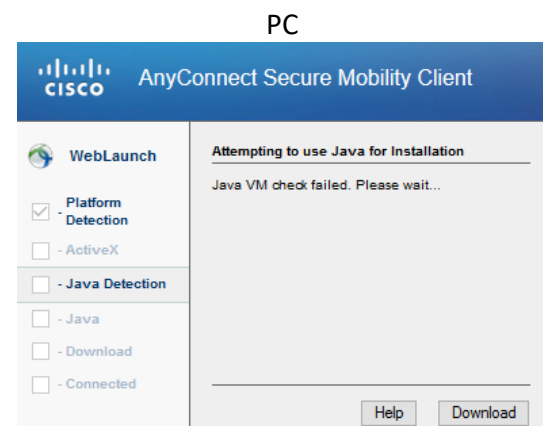
- c) Read the End User agreement for our VPN network and then click on “**Continue**”.

The image shows a warning dialog box with the following text: "\*\*\*\*\* WARNING PLEASE READ \*\*\*\*\* THIS IS A RESTRICTED AND PROTECTED SYTEM Unauthorized access to this system is strictly prohibited. If you do not have proper authorization, disconnect immediately. Use of this computer system, authorized or unauthorized, constitutes consent to monitoring of your activities on this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action." At the bottom of the dialog box are two buttons: "Cancel" and "Continue".

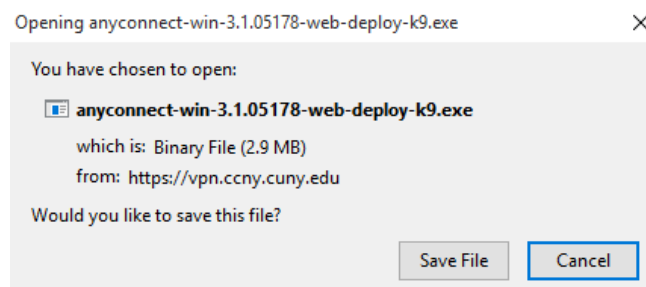
- d) Once you log in you will see this screen. Click on **“Start AnyConnect”** to begin the AnyConnect Java installation. You should get a pop-up notification asking to allow or grant permission for the website to use Java, Please click on **“allow”** or **“yes”** to continue with the installation. Depending on your security settings, you may have to enter the username and password of your computer’s administrator account.



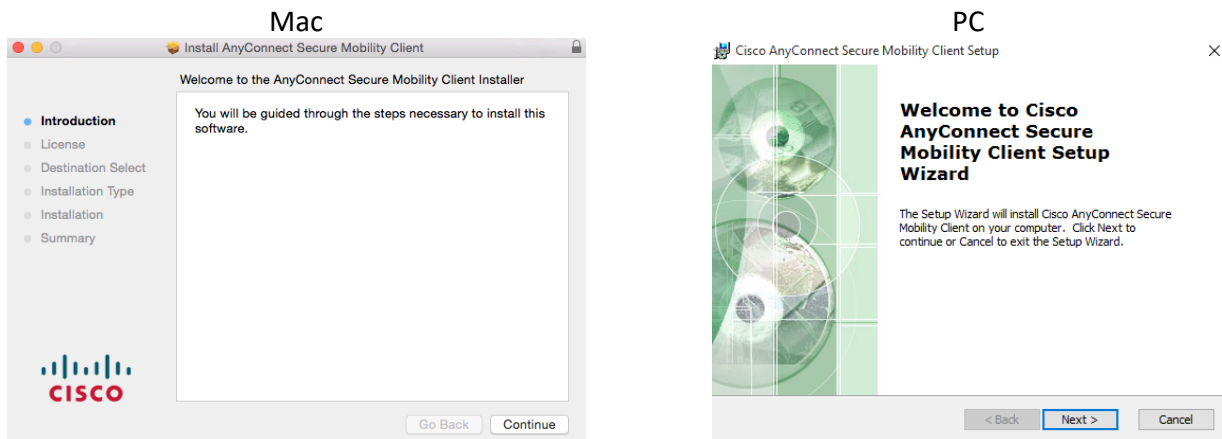
- e) In the case that automatic installation fails, you will be given the chance to install the AnyConnect application manually. For Mac click on the link provided and for PC click on the download button to proceed with manual installation.



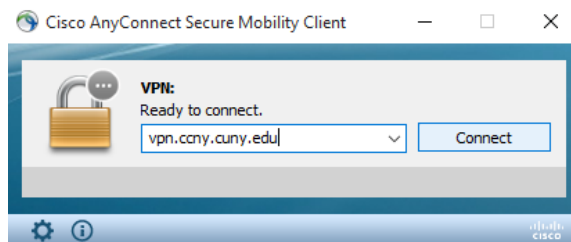
- f) A pop-up will appear to download the installer. Click to allow this download, we recommend that you download this file to your desktop.



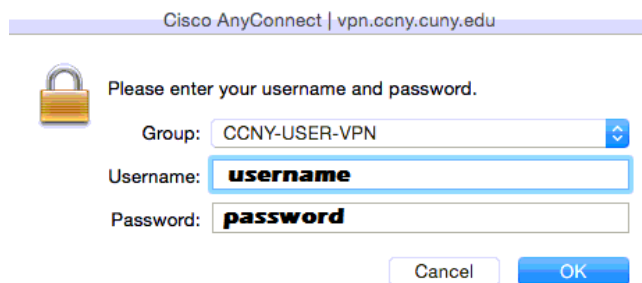
- g) Double click on the downloaded file and follow the on-screen prompts to install the software. You may need to enter the administrator's username and password during this installation.



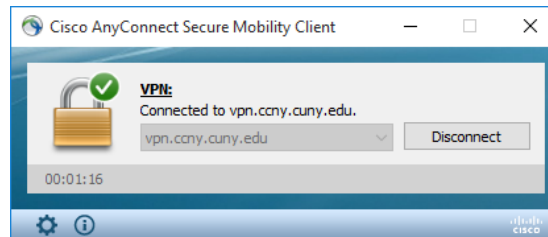
- h) Once installation is complete, AnyConnect should automatically open and prompt you for the address to the VPN. If it does not, you can find it in the applications folder (for Mac) or under the programs heading on the start menu (for PC). Additionally, there should be an icon in the status menu (Mac, upper right corner of the screen) or the system tray (PC, lower right corner of screen). When AnyConnect starts up you will be prompted to enter the address for the VPN which is **"vpn.ccny.cuny.edu"** and click **"Connect"**.



You will be prompted to enter your username and password. Please enter the information and make sure to change the Group setting as seen in the image below to **"CCNY-USER-VPN"**:



Successful login will show the following message after accepting the EULA and you are now successfully connected to VPN.



### **ATTENTION!**

For **Windows 10** computers - In order to successfully connect to VPN, **Internet Connection Sharing (ICS)** must be disabled in order for AnyConnect to succeed. To disable ICS on Windows 10 machines please follow these steps:

- Click on the Start button or press the Windows key, and type “**Network Connections**”. Click View network connections.
- Right click the connection the user uses to access VPN through; you may be prompted to enter administrator credentials to continue.
- Click the **Sharing** tab and de-select the “**Allow other network users to connect through this computer’s internet connection**” checkbox. ICS is now disabled.

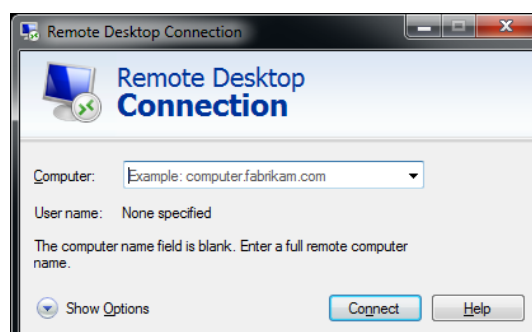
## **2. Connect to campus computer through VPN**

The following steps outline common methods of connecting to devices on the CCNY campus. This is not an exhaustive list of steps or methods and individual cases can require different solutions. Also, please note for users who are attempting to connect to devices that are behind a firewall or on a private network; you must obtain a **PUBLIC IP** in order to access the device via VPN. If you are unclear about this, please consult with OIT.

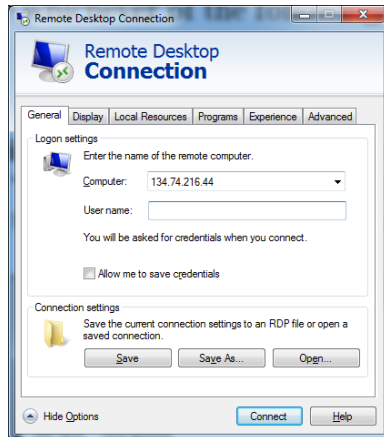
### **Connecting to VPN with AnyConnect**

Right click the AnyConnect icon in the System Tray or Status Menu and choose the “connect” option. Just like with installation set the group to “CCNY-USER-VPN”, and enter your username and password to connect to VPN. Once the VPN connection has been established you can use whichever of the following methods to connect to campus devices as appropriate.

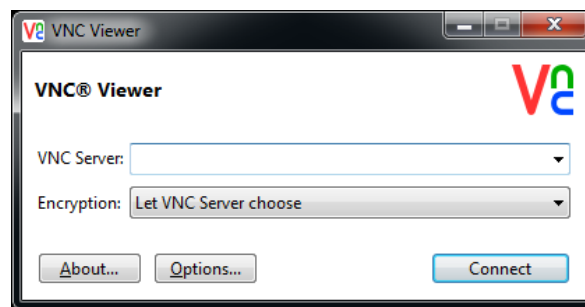
- a) **RDP from a Pc to a Pc (windows):** From your Pc, press the windows key or click on the start button and type “remote desktop connection” and the option will return from the search. Click on the icon and the Remote Desktop Connection window will appear.



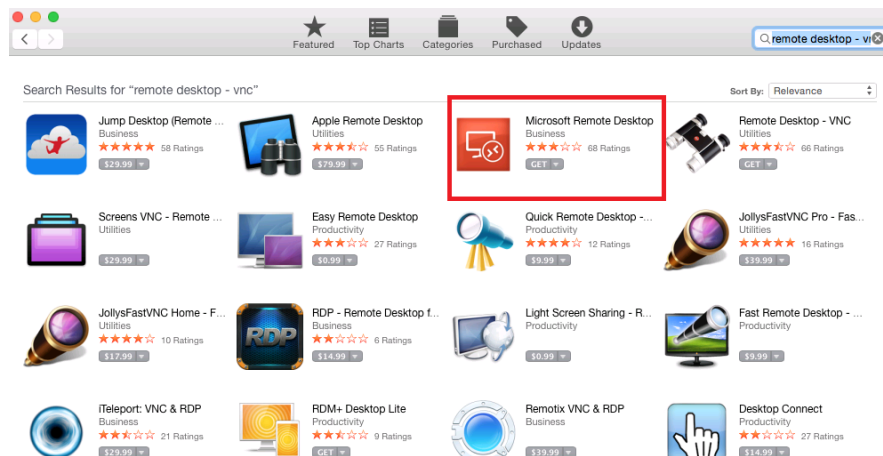
Enter the IP address of the machine you wish to connect to and click on “connect”. You will be prompted to enter credentials for the machine you are connecting to. Make sure that when entering credentials, to add the domain to the username if the machine is bound to one, i.e. username: itcs\jnorris.



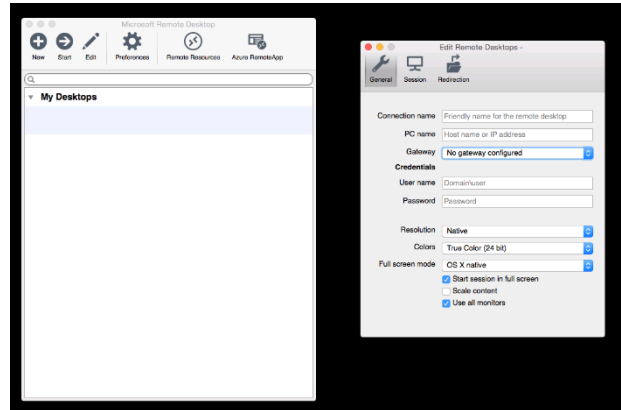
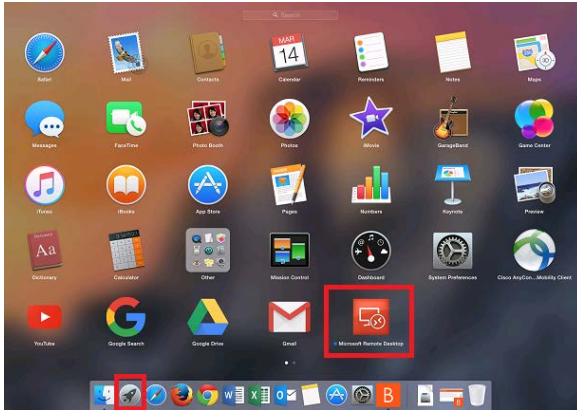
- b) **Pc to Mac (via VNC):** In order to connect remotely to a Mac computer, you will need to download a VNC client. In the following example, VNC viewer was used. Simply open the client and enter the IP address and follow the prompts to authenticate into the Mac. Make sure to remember the password that was created when screen sharing was enabled. A viewer from REALVNC can be found here: <https://www.realvnc.com/en/connect/download/viewer/>



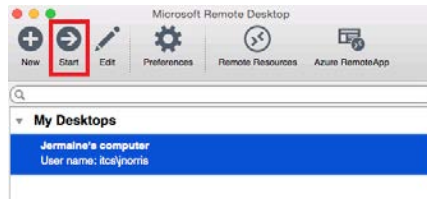
- c) **Mac to Pc (via RDP):** In order to connect remotely to a Pc with a Mac, you will need to install the Microsoft Remote Desktop app from the Apple App Store.



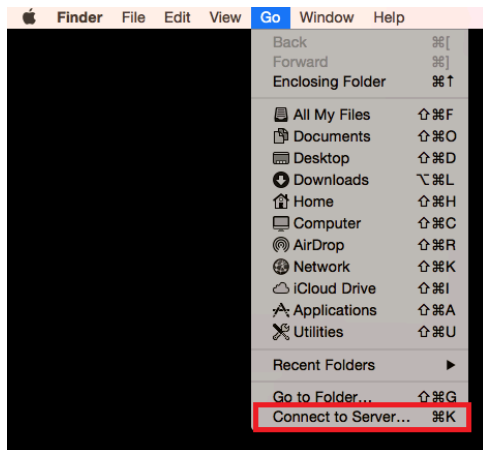
Open the app from the Launchpad, and then click on “New” to create a new connection. Create a name for this connection, enter the PC name (the IP address of the machine you are connecting to), and enter your username and password. Make sure to enter your username in domain\username format (i.e. “itcs\bsmith”).



Close the Edit Pane and make sure the connection you just created is highlighted. Click on Start to open a remote session and follow the prompts to arrive at a Windows login screen.



- d) Mac to Mac (via SSH):** To connect to another Mac from a Mac make sure Finder is the active application, then click on go from the top left of the screen. Choose “Connect to server” or use the shortcut keys “ $\text{Command} + \text{K}$ ” to bring up the connection window. In the Server Address field enter the IP address of the Mac preceded by “vnc://” and click on connect to open the remote Mac’s desktop in a new window.



## **DROPBOX - (Faculty & Administrative Staff and Students)**

### **Who has access?**

- All CUNY student\*, faculty and staff\*
- Faculty and staff will be provisioned first
- Staff that are not considered administrative staff by HR will not have access to Dropbox.

### **How do I login?**

1. Link **dropbox.cuny.edu**
  - Email: Enter you **CUNY Login username** ([name.lastname##@login.cuny.edu](mailto:name.lastname##@login.cuny.edu))\*
  - Click **Sing on**

\*If you do not know your CUNY Login or need to reset password see link below

1. Link: [cuny.edu](http://cuny.edu)
2. Top right corner click **Login**
3. Under Login, click on either **Forgot Username or Forgot Password**
  - a. If you have never activate your CUNY Login click on **New User**

### **How much storage space do I have?**

1. Active Faculty and administrative staff have unlimited storage space
2. Students have 15Gb of space

### **Helpful Links:**

Help Center: <https://help.dropbox.com/>

CUNY help center: <https://www2.cuny.edu/about/administration/offices/cis/technology-services/dropbox/>

### **If you have any issues you can email the [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)**

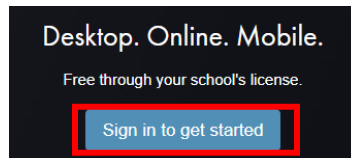
1. Include Following information
  - i. DESCRIPTION OF INCIDENT / OTHER:
  - ii. NAME:
  - iii. TITLE (STUDENT, FACULTY, STAFF):
  - iv. EMPLID:
  - v. CUNY LOGIN USERNAME
  - vi. EMAIL ADDRESS IN CUNYFIRST -- FACULTY AND STAFF = BUSINESS ADDRESS\*
  - vii. STUDENT = PREFERRED EMAIL ADDRESS
  - viii. ERROR MESSAGE AND SCREENSHOT IF NECESSARY

## DOWNLOADING / UPDATING MatLAB LICENSE

**Link:** <https://www.ccnycuny.edu/it/matlab-and-simulink>

**Click** MatLAB Portal

**Click** Sign in to get started



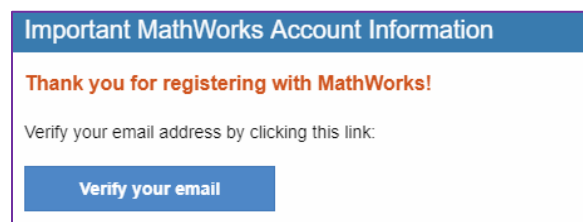
**A. First time downloading MatLAB:** If you do not have a MathWorks account, click on Create Account

**Email Address:** CCNY email - (If you do not know your CCNY email, use the following link: [reset.ccnycuny.edu](https://reset.ccnycuny.edu))

Once you create an account an email will be sent to your CCNY email for verification

### To check email

- **Faculty:** [webmail.ccnycuny.edu](mailto:webmail.ccnycuny.edu)
- **Student:** [login.microsoftonline.com](https://login.microsoftonline.com) (enter entire email ie [jdoe000@citymail.ccnycuny.edu](mailto:jdoe000@citymail.ccnycuny.edu))



**Click** Verify your email

Complete the process of creating your account

To finish creating your profile, provide the following information for tmccoye000@citymail.cuny.edu

First Name

Last Name

User ID (Optional)

Must include 6 to 16 alphanumeric characters and start with a letter (Example: jsmith555) [Learn more](#)

Password

Password Confirmation

What describes your role?

Department

#### Location of your School/University

Please provide the following information in English.

Location of School/University

School / University

Click on I accept....

Click Create




☐ I accept the [Online Services Agreement](#)

Create

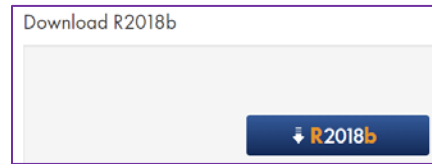
Once account is completed, it will be associated with the CUNY campus wide MatLAB license. **Only CUNY issued emails will be associated to MatLAB.**

Click the download icon

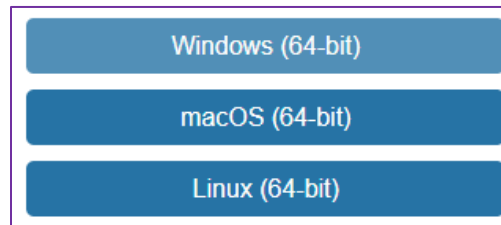
#### My Software

License	Label	Option	Use	
1111017	Individual	Total Headcount	Academic	  

**Click** on R2018b



**Select** operating system you are currently running



Once installation is complete, MatLAB window will pop up

1. **Select** Log in with MathWorks account
2. **Select** Yes on the License Agreement
3. **Enter** CCNY email address and MathWorks Password
4. **Select** License
5. Follow the prompts and complete download

If you are still having issues, you may contact MathWorks Support directly.


#### **Contact Phone**

Customer Support: 508-647-7000

Technical Support: 508-647-7000

## MICROSOFT OFFICE 365 for EDUCATION – (*Faculty and Administrative Staff*)

### How do I download Office 365?

1. Link: [login.microsoftonline.com](http://login.microsoftonline.com)
2. Sign In: **CUNY Login username\***
3. Web Applications Login: Username and Password: **CUNY Login Credentials\***
4. Stay signed in? select either **Yes or No**
5. On the top right you will see **Install Office** drop down, click on **Office 365 apps**
6. Window will pop-up, click **Save File**
7. If using *Firefox*, on the top right corner of the browser click on the **download**  icon, click on the **Setup.Def.en** file. Office 365 will start download, follow prompts.
8. If using Chrome, on the bottom left of the browser click on **Setp.De.en**. Office 365 will start download, follow prompts

\*If you do not know your CUNY Login or need to reset password see link below

1. Link: [cuny.edu](http://cuny.edu)
2. Top right corner click **Login**
3. Under Login, click on either **Forgot Username or Forgot Password**
  - a. If you have never activate your CUNY Login click on **New User**
4. Follow the prompts


**For more information see the FAQs link:** <http://www.cuny.edu/about/administration/offices/cis/technology-services/microsoft-office-365-for-education/faqs/>

**If you need assistance email the Service Desk at** [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)

Include: Full name, EMPLID, Phone Number, CUNY Login Username, include any error messages

## MICROSOFT OFFICE 365 for EDUCATION - (*Students*)

### How do I download Office 365?

1. Link: [login.microsoftonline.com](http://login.microsoftonline.com)
2. Enter **CCNY Email Credentials\*** (*i.e: jdoe000@citymail.cuny.edu*)
3. On the top right you will see **Install Office** drop down, click on **Office 365 apps**
4. Window will pop-up, click **Save File**
5. If using *Firefox*, on the top right corner of the browser click on the **download**  icon, click on the **Setup.Def.en** file. Office 365 will start download, follow prompts.
6. If using Chrome, on the bottom left of the browser click on **Setp.De.en**. Office 365 will start download, follow prompts

\*If you do not know your CCNY email credentials or need to reset password use the following

1. Link: [reset.ccny.cuny.edu](http://reset.ccny.cuny.edu)

**For more information, see the FAQs link:** <http://www.cuny.edu/about/administration/offices/cis/technology-services/microsoft-office-365-for-education/faqs/>

**If you need assistance, email the Service Desk at** [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)

Include: Full name, EMPLID, Phone Number, CCNY EMAIL, include any error messages

## MICROSOFT TEAMS (*Faculty & Administrative Staff and Students*)

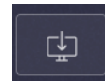
1. Login: login.microsoftonline.com
2. Enter **CUNY Login username and password**
3. Click on the **Teams** icon on the top menu

### To Join or Create a Team

1. Once in Teams click on **Teams** on the left hand menu
2. On the left hand side click on **Join or Create Team**
3. Click on **Create a Team**
  - a. Select what type of team you are creating
    - i. **Class:** Discussion, group projects, assignments
      1. **Name:** It can be the name of the course
      2. **Description:** of the course or topic
    - ii. **Professional Learning Community (PLC):** Educator working group
      1. **Name:** It can be the name of the course
      2. **Description:** of the course or topic
      3. **Privacy:** who will be able to access the team
    - iii. **Staff:** School administration and development
      1. **Name:** It can be the name of the department
      2. **Description:** Topic
      3. **Privacy:** who will be able to access the team
    - iv. **Other:** Clubs, study groups, after school activities
      1. **Name:** It can be the name of the department
      2. **Description:** Topic
      3. **Privacy:** who will be able to access the team
  - b. **Enter the CUNY Login Username:**
  - c. Click **Add**
  - d. Once you have added everyone to the team, click **Close**
  - e. Once in the Team you can upload class material

### Download the Desktop App

1. Inside teams application, on the bottom left click on the **download icon**
2. On the new window click **Save File**
3. On the top right click on the blue arrow
4. Select **Teams\_windows**
5. **Microsoft Teams** icon will show up on your Desktop



For more information, you can visit the Teams Training page: [Teams Education Training](#)

CUNY FAQ and Policy: [Microsoft Office 365](#)

For Training: Virtual Zoom - Tech Center Support Bridge- <https://ccny.zoom.us/j/2126505480>

## CUNY VIRTUAL DESKTOP

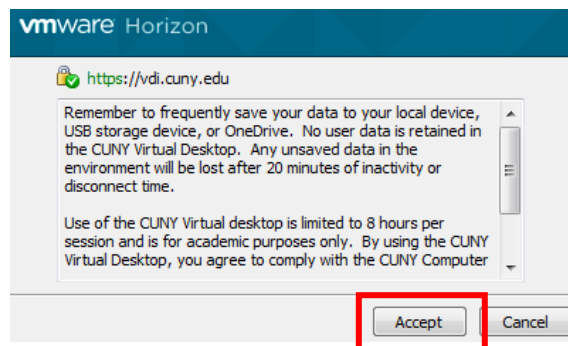
The CUNY Virtual Desktop lets you access software remotely. Current applications available include ArcGIS, SPSS, SAS, Matlab, Mathematica and Maplesoft.

### How do I install virtual desktop?

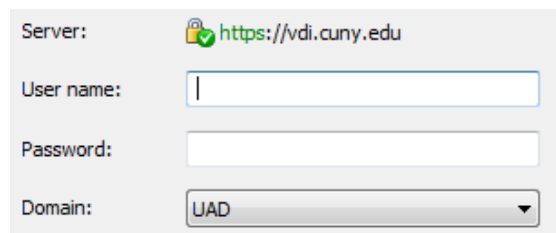
1. Link: <http://www.cuny.edu/about/administration/offices/cis/virtual-desktop/installation/>
  - a. Select the Installation that is required for your computer **Windows or Mac Installation**
  - b. Follow the prompts
2. Once your computer has restarted, go to: <https://cuny.edu/virtualdesktop>
  - a. Access your applications by clicking on one of the icons:



- b. Click **Accept**



- c. Log in using the **CUNY Login username** (name.lastname##@login.cuny.edu)\* and password



\*If you do not know your CUNY Login or need to reset password see link below

1. Link: [cuny.edu](http://cuny.edu)
2. Top right corner click **Login**
3. Under Login, click on either **Forgot Username or Forgot Password**
  - a. If you have never activate your CUNY Login click on **New User**
4. Follow the prompts

### IMPORTANT TO REMEMBER:

Save your data to a flash drive or local drive. Be sure to save your data before exiting the CUNY Virtual Desktop or your work will be lost. Print to any printer connected to your local device

### Logging off VDI

When you are finished with your session it is recommended that you **disconnect and Logoff**.

If you experience any issues with CUNY VDI, please email the [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)

1. Email the CIS Service Desk at [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)
2. Email Subject: VDI Incident / Campus Name
  - How user is connected wireless / hardwired
  - Location of student Campus/ Campus Lab/ Home
  - Desktop/Laptop
  - MAC/PC/Tablet/Cell
  - Operating System
  - Software Application user was in
  - Browser and Version
  - Error Message
  - Describe incident and navigation
  - EMPLID and CUNYfirst ID.

## OFFICE OF INFORMATION TECHNOLOGY RESOURCES

### Citymail

#### ***Claiming / Resetting CCNY email password (Faculty / Staff)\****

1. Link: <https://reset.ccny.cuny.edu>
2. **Click on Faculty & Staff Password Reset**
3. **Option A**
  - Your password **MUST** include: 1 number, 1 capital letter, 1 lowercase, at least 8 characters total
  - Your password **MUST NOT** include: name, DOB (including the year), SSN, former password (cannot be similar to previous password, such as no repeated words or series of numbers)

#### ***Access CCNY Email***

Link: <https://webmail.ccny.cuny.edu>

The Email credentials will provide access to most CCNY application and online forms.

- Citymail Email
- Microsoft Office365 Applications
- ccny-wifi network
- WebCheckout
- Library Database
- Computers on campus

### Webmail

#### ***Claiming / Resetting CCNY email password (Student)\****

1. Link: <https://reset.ccny.cuny.edu>
2. **Click on Student Password Reset**
3. **Option A**
  - Your password **MUST** include: 1 number, 1 capital letter, 1 lowercase, at least 8 characters total
  - Your password **MUST NOT** include: name, DOB (including the year), SSN, former password (cannot be similar to previous password, such as no repeated words or series of numbers)

#### ***Access CCNY Email***

Link: <https://login.microsoftonline.com>

The Email credentials will provide access to most CCNY application and online forms.

- Webmail Email
- ccny-wifi network
- WebCheckout
- Library Database
- PCs on Campus
- VPN Access

### CCNY Device Loaner Request Form

Link: [Device Loaner](#)

Enter CCNY email credentials

**\*IMPORTANT:** After resetting the password make sure to update ALL devices using the CCNY email credentials, not changing it will cause your account to lock. Make sure to check your keychain, password manager for CCNY email stored passwords. If any are stored, delete them.

**Email sensitive information**

1. Link: <https://securetransfer.ccny.cuny.edu>
2. Username and Password: CCNY email credentials.

**VPN Request (*FACULTY and ADMISNISTRATIVE STAFF ONLY*)**

1. Link: <https://portal.ccny.cuny.edu/depts/oit/vpn/login.php>
2. Username and Password: CCNY email credentials.

**Email Password Reset:**

Link: <https://reset.ccny.cuny.edu>

**Service Desk**

Email: [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)

Call: 212-650-7878

**Tech Center Training**

<https://ccny.zoom.us/j/2126501301>

Faculty, Staff and Student training on Microsoft Office 365 Suite and Dropbox

**Distance Learning & Conferencing Support Bridge**

<https://ccny.zoom.us/j/2126505480>