

Fall 2015



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## Tech Center

Main Office (NA 1/301)  
(212) 650-7878  
[servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)  
<http://www.ccny.cuny.edu/it>

**Monday - Friday**  
7:00am to Midnight

**Intersessions**  
9:00am to 5:00pm

**Saturday**  
9:00am to 6:00pm

**Sunday**  
Noon to 6:00pm

## Service Desk

**Monday - Friday**  
8am to 7:30pm

**Intersessions**  
9:00am to 5:00pm

## NAC Lab

**Monday - Friday**  
8:00am to 7:00pm  
Main Desk (NA 1/501)  
(212) 650-6483  
<http://www.ccny.cuny.edu/it>

## Study and Collaboration Room Reservation

[webcheckout.ccny.cuny.edu](http://webcheckout.ccny.cuny.edu)

All hours are subject to change during finals and holidays. For more information contact the Service Desk at ext. 7878

## Message from Ken Ihrer, AVP and CIO



Welcome to the Fall 2015 Issue of TechTalk – the Office of Information Technology's (OIT) newsletter. I hope all of you enjoyed your summer and are ready for a productive semester. Here in the OIT, we have had a busy summer preparing for your arrival.

You will notice that the Wi-Fi names have changed. We are pleased to announce that we have retired the old Wi-Fi infrastructure with the CCNYWIFI and CCNYWIFI-en SSID's and replaced them with "ccny-wifi" and "ccny-guest" SSID's. For details on these changes, see the article on page 7 of this issue of TechTalk.

As part of the CCNY Green initiative, and in conjunction with Student Government, we are pleased to announce that our computer labs have put in place a print quota system for all students starting this Fall semester, giving students a quota of 2,000 pages per academic year. Each student's quota will be broken in to two allotments of 1,000. Please be advised there will be no rollover of unused pages. For more details on the new printing policy, please refer to the article on page 5. Any money saved will be returned to the Student Technology Fee committee for use on other technology projects.

With the addition of our south campus, OIT has begun work on building a high availability data

center. Computing resources will be replicated across our two data centers so, in the event of a failure in one data center, we can pick up computing in the other. Data managed by OIT will also be backed up on an enterprise backup solution for additional loss protection.

As many faculty and staff already know, we have been busy migrating email accounts off of our old email system (Pelican) and on to our new email system (Webmail). The new system is much more reliable and feature-rich and the migration must be completed by the end of November, when the Pelican server will be shut down. Please read the article on page 2 for more information.

Those of you who have visited the Bursar or Financial Aid will have noticed that a new queuing system is in place to help service our students more efficiently. Students visiting these areas may now take a ticket from a kiosk and wait in a lounge area until their number is called for service.

In closing, I hope everyone has a productive and happy Fall semester. Please remember that we are here to serve your Information Technology needs. Do not hesitate to reach out to us if you have questions or need any assistance. Contact the Service Desk via email at [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu) or call x 7878. To access our website, visit <http://www.ccny.cuny.edu/it> ■

**For more information on OIT projects completed and in progress visit:**

[http://www.ccny.cuny.edu/it/projects\\_in\\_progress.cfm](http://www.ccny.cuny.edu/it/projects_in_progress.cfm)

# Goodbye Pelican

Say goodbye to lost emails  
and unreliability! Hello  
and welcome to Webmail.

By Tessa Souter



Webmail@CCNY, the new e-mail and calendaring system for City College's faculty and staff, has been expanding over the past two years and is about to go campus-wide as Pelican is finally (and fully) retired on November 30.

## Why we are moving

Pelican operates on an increasingly obsolete platform which has been expensive to maintain and intermittently unreliable. Understanding how vital e-mail is, replacing this system with a more effective e-mail environment has been a very high priority for OIT. Webmail is not only more robust and secure, it has underlying hardware and software redundancy to ensure consistently high performance and minimal downtime. Plus it benefits from Microsoft's® continuous development and upgrade cycle that allows the college to leverage emerging technologies well into the future.

## Help us to help you

For departments that are scheduled for migration, OIT asks that all faculty and staff make a good faith effort to reduce the size of their existing mailbox prior to the migration. This will expedite the migration process. Helpful strategies for managing your email include managing your Inbox and Sent folders by removing obsolete messages and deleting duplicates and earlier portions of message chains. Around 40 accounts per day are being migrated automatically with most new users very happy with the move. Anthony Achille, Executive Director of Government, Community and Cultural

Affairs, found the entire process relatively painless. "It was fairly easy. I had done all the back ups I needed to in advance and the OIT tech who was helping me got all my contacts moved over. I think

**"Pelican contacts and calendars will not be moved automatically. These will need to be moved for you post-migration but *before* the November 30 deadline."**

it was easier because I was already using Outlook. I never liked Pelican."

By the way, the whole of the CCNY directory is integrated into Webmail, so college contacts are built in. However, although the e-mail migration automatically re-routes your old *e-mail* to the new system, it will not automatically re-route any contacts or calendars which are in Pelican. If, like Anthony, you use Outlook to view Pelican, you should be fine. If not, contacts and calendars will need to be moved post-migration by a member of OIT *before* November 30.

In addition to individual user accounts, service accounts (i.e., shared departmental

accounts) and resource accounts (assigned to devices such as printers and scanners) are being migrated. Pelican accounts currently not in use will be deactivated. To comply with CUNY user policies, people will multiple accounts will be required to consolidate to a single account.

## Webmail features at a glance

- 3GB of e-mail storage space
- Unlimited archival storage
- Shareable calendar
- Global address book listings of all CCNY faculty, staff, and students
- Web interface integrating e-mail, calendar, address book, and tasks
- Calendar reservations of campus meeting and conference rooms
- Ability to sync e-mails and calendars across multiple devices
- Autosave
- Built-in malware and spam protection.

If you would like to know exactly when you are scheduled to migrate from Pelican to Webmail, please contact the Service Desk at extension 7878. ■

## RESOURCES

For important status updates and FAQs visit:

<http://support.ccny.cuny.edu/webmail/>

To view and print out a quick reference guide visit:

<http://goo.gl/NtIA1i>

For general questions contact the Service Desk:

212-650-7878 or email

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



## Meet Our Staff Yiu Ming Cheung

Job Title  
Systems Administrator  
Department  
Office of Information Technology  
At CCNY  
10 years



### 20 Questions

*What is your favorite geeky gadget?*

My Raspberry Pi. I built a security camera system out of it.

*What did you want to be when you grew up when you were a child?*

A Chef. I still cook a lot during my free time.

*What did you major in?*

I majored in Economics.

*What is the most useful thing you learned as a student?*

Everyone make mistakes so always double check your work.

*How did you get into working in the IT division?*

I used to be a College Assistant and I was selected for an interview for the Administrative Computing helpdesk.

*What do you like most about this job?*

I get to work with different products and vendors to expand my knowledge.

*CDs, music downloads or vinyl?*

Definitely music downloads, I don't recall the last time I listened to a CD.

*What is your favorite app?*

WhatsApp. I've been using it since it first came out.

*What about working in IT has surprised you the most?*

The amount of time/work the OIT needs to perform in the background just to keep something very simple operational.

*What don't people know about you that they might be surprised to hear?*

I can wiggle my ears!

*What do you like to do outside of work?*

I like to cook, and eat. I like trying different kinds of food.

*What gadget do you wish someone would hurry up and invent?*

A teleportation device. People spend too much time traveling from point A to point B.

*What do you think people will use to communicate with each other ten years from now?*

People will send live hologram calls which can interact with the surroundings.

*What gadget that you don't already own*

*would you like to have?*

A 3D printer. With a 3D printer I can build and improve existing gadgets.

*If you could choose to do any job you want, what would it be?*

A doctor. I enjoy helping people.

*What is your idea of a perfect holiday?*

Enjoying the sun on the beach without my cellphone/laptop.

*If you could choose a talent you don't have, what would it be?*

I want to learn how to play the piano.

*If you could live in any other country for two years, where would you go?*

I always wanted to live in Greece.

*What is the hardest thing you've ever done?*

Completing my four years college degree.

*Is there anything you have wanted to do but haven't?*

I always wanted to go skydiving but as time progresses this idea seems more and more unrealistic. ■





## Meet Our Staff Ivette Rodriguez

Job Title  
Service Desk Manager  
Department  
Office of Information Technology  
At CCNY  
11 years



### 20 Questions

*What is your favorite geeky gadget?*

My geeky gadget is my smartphone and smart TV.

*What did you want to be when you grew up when you were a child?*

A pediatrics nurse.

*What did you major in?*

I majored in Business Management.

*What is the most useful thing you learned as a student?*

Networking, social skills, self-worth, empathy and respect.

*How did you get into working in the IT division?*

I started working in IT division in 2003 with the help of Otto Marte who offered me a position as a College Assistant. In 2012 I became the Administrative Assistant for the former VP of IT. In 2014, IT opened up the position for Service Desk Manager, for which I interviewed and was selected.

*What do you like most about this job?*

I like to assist others; I get to interact with so many different people. Being a manager has allowed me to grow personally as well as professionally. My job challenges me every day to be a better person than I was the day before.

*CDs, music downloads or vinyl?*

I use Pandora to listen to music and if I love the song I download it.

*What is your favorite app?*

Groupme and Slack. They allow me to keep in contact with my friends every second of the day.

*What about working in IT has surprised you the most?*

What is surprising about technology is that it is slowly becoming part of every second of our daily life.

*What don't people know about you that they might be surprised to hear?*

My friends know everything there is to know about me.

*What do you like to do outside of work?*

Travel, it exposes me to how other cultures live and work, and it can be a bit of a shock.

*What gadget do you wish someone would hurry up and invent?*

A device you could hook up to your brain to upload information and any desired skills... or teleportation

*What do you think people will use to communicate with each other ten years from now?*

Maybe microchips behind the ear.

*What gadget that you don't already own would you like to have?*

I would like to own a smartwatch.

*If you could choose to do any job you want, what would it be?*

To travel around the world getting paid to review the most exclusive hotels and resorts.

*What is your idea of a perfect holiday?*

The holidays that allow me to spend time with my family.

*If you could choose a talent you don't have, what would it be?*

Mind-reading - with the ability to turn it off and on.

*If you could live in any other country for two years, where would you go?*

If I could live in any other country it would be Costa Rica, it has something for everyone, you can relax and soak up the sun or be adventures go zip lining, white water rafting or rappel down the side of a waterfall.

*What is the hardest thing you've ever done?*

The hardest thing I've had to do was letting go of my fear of swimming.

*Is there anything you have wanted to do but haven't?*

Travel around the world. for a year. ■

# Paper Cuts

**Ouch! Maybe. But the new print quota saves money *and* the environment. By Tessa Souter**



As some of you may know, CCNY, is one of the last of the CUNY schools to switch from unlimited printing in the Tech Fee-funded computer labs (which include the Tech Center, NAC 1/301; Fishbowl, NAC 1/501; Graduate Lab, 1/207; Undergraduate Lab, 1/114) to a print quota system. Printing will be limited to 2,000 pages per person per year, broken into two quotas of 1,000 each for the Fall/Winter and Spring/Summer semesters. Based on current printing statistics, this will more than accommodate 85 per cent of our students. We hope the policy will bring the remaining 15 per cent of our printing population in line with their peers.

Only a few weeks into the new policy, we have already seen a substantial drop in paper usage - from 1,553,848 in the first month of Fall 2014 (and a whopping 1,734,431 in the first month of Spring 2015) to a more modest 853,822 in the first month of the Fall 2015 semester. That's almost half the usage of this time last year. Kimberly Lopez, Computer Lab Manager, says the transition has been pretty smooth. "We haven't had many complaints," she says. "Most of the people seem to be okay with it."

Which is perhaps not so surprising when you consider that our print quota is still one of the most generous in the CUNY system. CCNY's allowance of 1,000 pages per semester is substantially more than, say, Hunter (300 per semester) or Laguardia (400 per semester). And,

don't worry, clubs will be able to print off their own club email accounts (which are allocated 4,000 pages per year, split into two quotas of 2,000 each) - so that individual students are not forced to choose between printing flyers or printing their homework. If you have specific concerns or needs, we will do our best to accommodate you.

To ensure that your student tech fee is being

put to CCNY student use, the print system that manages these quotas will only allow our students to access the printers. In the past, some faculty and staff have used these labs for printing, as well as students from other CUNY schools - eager to avail themselves of our previously, perhaps over-generous unlimited printing policy. As these labs are funded through a CCNY student-paid Technology Fee, they will no longer be available for outsider use. From now on, faculty and staff will need to use departmental resources or the CCNY Copy Center for their printing needs.

The reason behind the new quota is two-fold. One, the need to conserve financial resources is very important. But perhaps even more important, the new "green" policy will help to protect the environment. Because we can recycle all we want, but that won't put a stop to the harmful pollutants that are released into the atmosphere as a result of (even recycled) paper production, not to mention the loss of trees.

From chopping down trees (reducing oxygen, causing soil erosion, and destroying the natural habitat of many vulnerable animal species), to burning bark (which releases greenhouse gases, causing acid rain, destroying crops and polluting drinking water) to bleaching pulp (more pollution), the impact on the earth of paper production is incalculable. Trees also provide 30 per cent of the world's oxygen. The other 70 per cent

**"We can recycle  
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production. Not  
to mention loss  
of trees"**

comes from plants in the ocean, which are being destroyed by all the pollutants running into the world's oceans - some of which are created by paper production. One tree can counteract the toxic emissions of an average car being driven 4,000 miles. Who *wouldn't* want that.

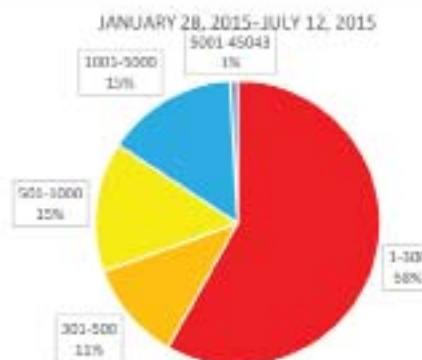
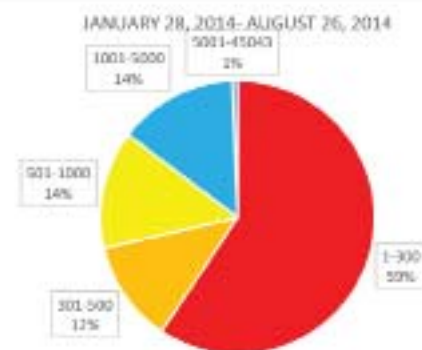
CCNY is very proud of its record and focus on sustainability. Our Master's Degree in Sustainability in the Urban Environment was the first such degree program offered in the US in 2010. We have reduced our GHG emissions by approximately 32 per cent since 1993; we have an active recycling program in cooperation with the NYC Sanitation Department; new plantings, including more native species, are replacing paved areas on campus and we are exploring "green roofs"; grass clippings are mulched; custodial services uses "green" cleaning products; we are in the process of installing waterless urinals in several restrooms on campus; we even use electric vehicles for patrol and maintenance - among many other "green" measures. The new printing policy is another very important brick in that wall. And we know we have your full support on this.

As part of our push to save the environment, we are also asking you to please remember to recycle. All the computer labs have clearly marked recycling bins, which are located in the high print areas and we urge you to use them - even for paper coffee cups, as well as regular printing paper. Recycling is very important for two reasons: it saves landfill space and it reduces the amount of methane — a greenhouse gas — that is emitted from a landfill when paper products and other materials buried there decompose. Of course it also saves cutting down trees.

**“Our print quota is still one of the most generous in the CUNY system. CCNY’s allowance of 1,000 pages per semester is substantially more than, say, Hunter (300 per semester) or Laguardia (400 per semester)”**

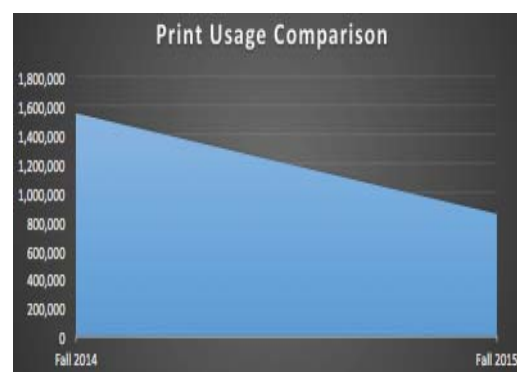
#### Printing policies and procedures

- Print quotas will be reset to 1,000 pages the day before the Fall/Winter and Spring/Summer semesters. There will be no rollover of unused pages
- This quota applies whether you are printing from a Wi-Fi device or from the Tech Fee-funded lab computers
- A sheet printed on both sides counts as two pages. A sheet printed on one side counts as one page. Please note: The lab printers default to duplex printing
- Anyone who needs to exceed their quota may purchase print credits in blocks of 100 pages at 10 cents per page, via the Bursar. There is a \$10 minimum
- Printing issues (paper jams, poor quality) must be presented to a Tech Center staff member immediately, to determine whether a credit is merited
- Never share your login or password.



You will be charged every time someone prints a job using your user ID

- Verify and locate which printer you are using and pick up your print job right away. "Lost" documents will not be reimbursed. ■



Above: the pie charts above represent the ranges of paper usage before implementing the new print quotas. The illustration below compares paper use for first month of the Fall 2014 (left) and Fall 2015 semesters.

For more information on printing policies and procedures, please visit: [www.ccny.cuny.edu/it/printing.cfm](http://www.ccny.cuny.edu/it/printing.cfm) ■



# Wi-Fi upgrades

It's not your imagination, CCNY Wi-Fi connectivity has been improved



The jury might be out on the health and safety of cell phone use, but the proliferation of mobile devices continues, and it is fundamentally transforming the role of Wi-Fi connectivity on campus. To address some of the deficiencies in our current system, which were partly due to overloading, we have upgraded the current wireless infrastructure. This is intended to:

- provide enhanced and uninterrupted coverage as users move between locations
- improve security
- increase capacity and bandwidth in high density areas.

The first change you will notice is that the wi-fi names are no longer the same. We have retired the old wi-fi infrastructure with the “ccnywifi” and “ccnywifi-en” SSID’s. The new names are “ccny-wifi” and “ccny-guest” (please note the hyphens in the new addresses).

We have also increased the wi-fi footprint, which has substantially boosted the power. Over the summer we migrated 11 campus buildings and 400 Wireless Access Points to a new wi-fi infrastructure with the “ccny-wifi” and “ccny-guest” SSID’s. These upgrades have increased the signal range and strength in most public indoor spaces (classrooms, cafeteria, libraries).

Throughput and bandwidth has also been increased throughout the campus. This will provide everyone with a better user experience and enhanced security. Staff and students may now use “ccny-wifi”

to connect to the wireless network with the same username as their email account before the @ sign (i.e., do not include @ ccny.cuny.edu).

**“Over the summer we migrated 11 campus buildings and 400 wireless access points to a new w-fi- infrastructure and substantially increased throughput and bandwidth to provide a better user experience and enhanced security”**

Another improvement is the fact that for Windows-based computers there is no longer any need to install and use an authentication token, Windows computers will now connect natively 802.1x to the wireless network just like Apple devices

(including iOS based devices), Android and other Linux/Unix operating systems.

For guests, the guest SSID “ccny-guest” is a self-provisioning wireless access. The end user will be greeted with a portal page, where they can fill out the form and receive their credentials by email or via a text message on their cell phone. They will be given a temporary PIN, which will be valid for 24 hours. If you have any special needs or requests, we will evaluate the situation and try to accommodate you as best as we can.

The new wi-fi system gives OIT a simpler way to build a foundation that supports enterprise-wide policies, strong security and an enhanced user experience. From this single management platform, contextual data is leveraged across the network to ensure that users and devices are granted the right access privileges. OIT can centrally manage network policies, automatically configure devices and distribute security certificates, and admit guest users to ensure that users and devices are granted appropriate privileges. We will continue to expand the WiFi coverage throughout the campus as funding becomes available. ■

## RESOURCES

**For general questions contact the Service Desk:  
Tel: 212-650-7878  
Email: [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)**



## How Did We Live Without These gizmos?

A *TechTalk* Guide to ease you in to productivity. By Tessa Souter



**Tytl Energi 2K**  
**\$30 (google for best prices on all these gadgets)**

The Tytl Energi 2K doubles as a standard USB charger and external battery pack with a rechargeable 2,200mAh battery built into the unit and foldaway prongs. When plugged in, the Energi 2K charges your device first, then its internal battery. When on the go, it should almost double the battery the life of your smartphone.



**Anker® Bluetooth Ultra-Slim Keyboard**  
**\$16**

Comfortable typing for your laptop, tablet or smartphone compatible with iOS, Android 3.0 or above, Mac OS X 10.2.8 or above, Windows 10 / 8 / 7 / Vista / XP. Super lightweight and compact. Perfect for taking lecture notes on your phone or tablet.



**SanDisk Ultra Fit CZ43 64GB USB 3.0 Low-Profile Flash Drive**  
**\$21.75**

Fits almost flush in your laptop - with nothing to break off. Provides a storage boost of up to 64GB. Move content fast (a full-length movie transfers in less than 40 seconds). Includes 128-bit file encryption and password protection for your private files while leaving the rest of the drive available for sharing.



**iRing**  
**\$20**

This is so simple you won't believe it hasn't been around forever. Basically, it turns your smartphone into a giant wearable "ring" - enabling you to keep it handy while doing other things - like texting or taking selfies. The ring also works as a horizontal and vertical kickstand to prop the phone up for easy viewing. Comes with a hook so you can hang your phone (or any tablet weighing up to 15 pounds) on your car dashboard for map reading. <http://www.iringusa.com>



**Etekcity 2-in-1 8GB Mini Portable Rechargeable Digital Audio Voice Recorder**  
**\$17**

Great for lectures and general note-taking, and less than \$20, this gizmo allows you to record for up to 15 hours on a single charge. It has an easy to use on/off switch (much more reliable than voice-activated), it is tiny (it will even record in your pocket, if you have a need to be a private detective for any reason), and you can upload WAV files easily to your computer. Caveats: It takes a second or two to save the file when you turn it off; and you have to remember to charge it. Buy two so you can keep a charged one handy at all the times.



**SanDisk Connect 32GB Wireless Flash Drive For Smartphones And Tablets**  
**\$40**

Memory too full to take another photo? Connect to the wireless Flash Drive from any mobile device or computer, move files, and free up space on your mobile device. Stream and store videos, photos, music and documents across multiple mobiles, without the hassle of cables, email attachment limits or even Internet availability.



**AmaziPro8 iPhone Charge Sync Cable + Bottle Opener + Key Chain**  
**\$14**

Not only does it charge and sync your iPhone without the hassle of long cables getting twisted up in your backpack, but it doubles as a key ring and bottle opener. Put your house keys on it and you'll never forget it.



**RUBAN 6.2 Foot Universal Security Cable For Notebook Laptop PC**  
**\$10**

Now you can take bathroom breaks while studying without gathering up all your things or losing your coveted space. Mac locks are pricier The Maclocks 4-Dial Combination Laptop Lock is around \$46. As with all these gadgets, google for best price. ■



# Need a High Performance Computing Cluster?

CUNY's HPCC is here



## HIGH-PERFORMANCE COMPUTING CENTER

*The City University of New York*

[www.csi.cuny.edu/cunyhpc](http://www.csi.cuny.edu/cunyhpc)

The City University of New York (CUNY) High Performance Computing Center (HPCC) is located on the campus of the College of Staten Island. The HPCC is accessible from all campuses throughout the CUNY network. On offer are commodity clusters ranging in size from 16 to 2,816 cores. The HPCC is available to address the scientific computing needs of all CUNY faculty, students, staff, and their public and private sector partners by making state-of-the-art HPC resources

**“ Supporting  
the scientific  
computing  
needs of CUNY  
faculty and their  
collaborators ”**

and expert technical assistance available. Enabling exploration and discovery - from nanoseconds to billions of years, nanometers to billions of miles - is only part of the world of research that is enabled by commodity cluster-based supercomputers that support interactive as well as batch computing and visualization.

**For information on how to access the HPCC please visit <http://www.csi.cuny.edu/cunyhpc/>**

 **Office 365**  
Software and Additional Offerings



# FREE Microsoft Office download for CCNY students

The City University of New York in conjunction with Microsoft are pleased to announce additional software applications and online collaboration tools that will enhance your productivity and allow you to do more during your academic career at CCNY. As a current student, you are allowed to install the desktop software on up to five different computers. This subscription is free and available to students who are active and currently enrolled in classes. New students are automatically given access AFTER the registration deadline has passed. Visit the Service Desk website and find the free download under Student Quick Links. <http://www.ccny.cuny.edu/it/help.cfm>

# OIT Projects

Working to improve your IT experience

## Current and Recent Projects

### SysAid Service Desk Deployment

SysAid, a new service desk software system, became operational last fall. In addition to migrating historical service tickets and user information, we will be rolling out new resources, including a comprehensive IT Service Catalog, formal Service Level Agreements, automated routing procedures, and a self-service portal for users to submit and track their service incidents and requests. Over the coming year, additional SysAid modules will be adapted to our environment, including asset management, service analytics, remote software update management, mobile application support, and IT project management.

### Active Directory Rollout

The Active Directory rollout is currently in full swing, integrating all computers on campus into a single Windows Server Active Directory domain. When fully implemented, AD users will be able to conveniently log in to multiple campus resources such as the wireless network, campus-based computers, e-mail, and departmental file servers, using a single set of credentials. For students, several computer labs have been joined, including the TECH Center, NAC 1/501, NAC 1/207, and NAC 1/114. In order to avoid disrupting classes, work on that front will not resume until the Winter break. For staff, technicians are working their way through the Division of Science, the Colin Powell School of Civic and Global Leadership, the School of Education, and a few administrative offices such as Enrollment Management, and Communications and Public Relations.

### Campus-wide Upgrades

Over the summer, eight classrooms (NAC 4/113, NAC 6/122, NAC 6/150, MR 702, MR 1026, MR 1307 and SH 201 and SH 308) were upgraded to Smart Classrooms and fitted with projectors, screens, speakers and AV plates. Most of these classrooms, in collaboration with Facilities, were also painted and new lighting and shades were installed.

In addition CG 252 is in the middle of being upgraded with AV equipment and a new podium, and the Fishbowl lab had new flooring installed over the summer.

### Wi-Fi Upgrade

The proliferation of mobile devices is fundamentally transforming the role of wi-fi connectivity. To address some of the deficiencies in our current system, we have upgraded the current Wireless Infrastructure to provide enhanced and uninterrupted coverage as users move between locations, improve security, and increase capacity and bandwidth in high density areas. Rather than increase the footprint, we are boosting the power of the footprint we have. These upgrades will increase the signal range and strength in most public indoor spaces (classrooms, cafeteria, libraries).

### Webmail

The current e-mail system, Pelican (as well as the Engineering and Science email servers), is not only outdated and expensive to maintain, but unreliable and unpredictable. OIT is currently collaborating with departmental liaisons to migrate e-mail accounts from Pelican to the more robust and reliable Webmail system. Please see the article on page 2 for more information.

# Student Services

## e-Services Available to CCNY Students

<b>Blackboard</b>	An interactive on-line learning tool which allows you to receive course content, take tests and quizzes, participate in on-line discussions with students/instructor(s), submit course materials, view course syllabus, etc. <a href="http://cunyportal.cuny.edu">cunyportal.cuny.edu</a>
<b>CCNY Guide App</b>	A one-stop information hub to help new students navigate the first year at CCNY. Find event schedules and contact information, as well as network with other incoming students via social media. Can be accessed via smart phone, tablet, laptop, and/or desktop computer and will help in the acclimation and engagement digitally at CCNY. Download from App store.
<b>ePermit</b>	An online system for requesting approval to take a course at another CUNY college. Solely for CUNY students, faculty and staff. <a href="http://cunyportal.cuny.edu">cunyportal.cuny.edu</a>
<b>DegreeWorks</b>	A web-based degree audit and academic advising tool. It includes an orderly display of all courses taken, a checklist of requirements still outstanding in order to graduate, active stops on a record, current registration appointments and initial English and Mathematics placement levels, etc. <a href="http://cunyportal.cuny.edu">cunyportal.cuny.edu</a>
<b>CUNY eMail</b>	A virtual shopping plaza, where merchants offer a variety of discounts and other promotional programs, MacAfee, phone plans and FREE software to faculty, staff and students. <a href="http://cunyportal.cuny.edu">cunyportal.cuny.edu</a>
<b>CCNY Libraries</b>	Find e-Journals, reference databases, research assistance, subject guides, and useful resources compiled by the subject specialists at the City College of New York Libraries. <a href="http://libguides.ccny.cuny.edu">libguides.ccny.cuny.edu</a>
<b>CUNY Alert</b>	Subscribe to receive text or voice alerts of emergencies and weather-related closings on campus via your cell, your home phone or your e-mail. <a href="http://www.cuny.edu/news/alert.html">www.cuny.edu/news/alert.html</a>
<b>CityCentral</b>	City Central is a student portal developed by CCNY's OIT where students can view their course schedules, transcripts, grades, cancel graduation, apply for NJ Transit discount passes and submit an F policy form. The portal was created to enhance a sense of community among students, as well as provide an alternative location where students can view their information. <a href="https://central.ccny.cuny.edu/">https://central.ccny.cuny.edu/</a>
<b>Wi-Fi Printing</b>	With their username and password, CCNY students can now remotely and securely submit, resume or delete jobs over the Wi-Fi and then submit them to print using the Web Printing Station located in NAC 1/301. <a href="http://goo.gl/o8cVgP">http://goo.gl/o8cVgP</a>
<b>CUNYfirst</b>	Manage students' education and records, faculty and staff employment and benefits information, and all college business operations - including registering for classes, checking schedules and more. <a href="https://home.cunyfirst.cuny.edu">https://home.cunyfirst.cuny.edu</a>
<b>InYourClass</b>	A student portal combining educational and social networking technologies for academic use. <a href="http://www.inyourclass.com">www.inyourclass.com</a>
<b>CUNYfirst MyInfo</b>	This secondary resource is intended to give students, faculty and staff quick read-only access to critical information that may be essential, particularly at the start of a new semester, including classes, textbooks, programs and holds. <a href="https://myinfo.cuny.edu">https://myinfo.cuny.edu</a>
<b>CollegeCentral</b>	Search for jobs posted exclusively at CCNY, search our mentoring network, upload your resume to Resume Central, view class schedules, unofficial student transcripts, gain access to career advice events, videos, podcasts and articles from over 125 authors. <a href="http://www.collegecentral.com/ccny/Student.cfm">http://www.collegecentral.com/ccny/Student.cfm</a>
<b>CCNY Wi-Fi</b>	Use your e-mail userid (e.g.,jsmith01) and password to access the campus-wide wireless network.
<b>Web Checkout</b>	Visit NAC 1/301 to register to use WebCheckout, the reservation system used to reserve study rooms as well as equipment from iMedia. <a href="https://webcheckout.ccny.cuny.edu">https://webcheckout.ccny.cuny.edu</a>

For help with any of the above please visit the Service Desk in NAC 1/301 x 7878 or email us at [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)

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#### How are we doing?

Send feedback or suggestions for future issues to [techtalk@ccny.cuny.edu](mailto:techtalk@ccny.cuny.edu)

#### CCNY OIT Website:

<http://www.ccny.cuny.edu/it/help.cfm>