

### 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*

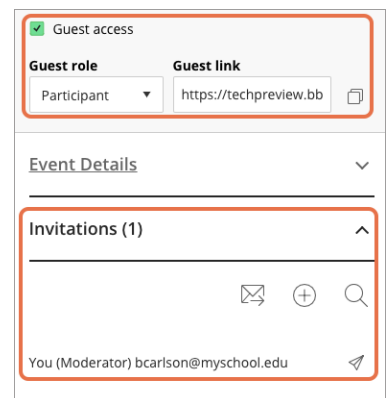
### How do can I access it on a phone or tablet?

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



The screenshot shows the 'Guest access' section of a Blackboard Collaborate Ultra session. It includes a 'Guest role' dropdown set to 'Participant' and a 'Guest link' field containing 'https://techpreview.bb'. Below this is an 'Event Details' section with a dropdown arrow. Underneath is an 'Invitations (1)' section with a list of invitations. The first invitation is from 'You (Moderator) bcarlson@myschool.edu' with a status of 'Invited'. There are icons for email, add, and search in the invitation list.

### 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?**

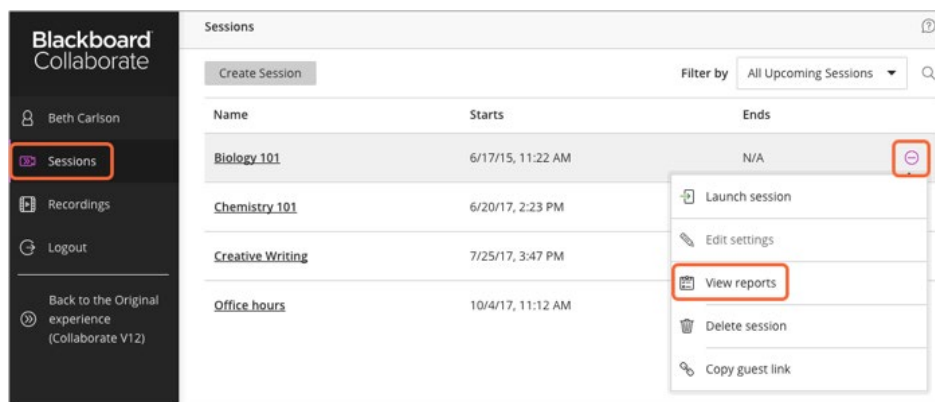
The best way to do this is to allow your students to join a session as moderators or presenters. As moderators, they have the same privileges you do. As presenters, they are limited to sharing content privileges.

- 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.ccnycuny.edu/cetl/blackboard-help>  
<https://help.blackboard.com/Collaborate/Ultra>  
<https://ccnytlc.commonsgc.cuny.edu/>

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

## Connect CUNY Dropbox Account to CCNY Zoom Account

**Login to Dropbox:** [dropbox.cuny.edu](https://dropbox.cuny.edu)

**Click** on avatar (profile picture or face icon) in the upper-right corner

**Click** *Settings*

**Click** on the *Connected apps* tab

**Click** *Zoom\**

**Click** *Edit settings for Zoom*

Make sure to **check** the box next to *Copy Zoom cloud recordings to Dropbox*

**Click** *Update*

\*If you do not see Zoom listed, **click** on *App Center*, **click** on *Zoom > Connect > Got it > Authorize > Enable > Done > Follow the steps above, click on avatar...*

Once this one-time set up between your CCNY Zoom and CUNY Dropbox accounts has been established, all Zoom Meeting and Webinar cloud recordings going forward will be stored in your CUNY Dropbox account in a folder labeled “Zoom” after the recorded Zoom session has ended

NOTE: Zoom cloud recordings generally take about two times the meeting duration to process. Due to unusually high volume during the COVID-19 pandemic, cloud recordings may require extra processing time that may take up to 72 hours.

## DROPBOX

### Who has access?

- All CUNY student\*, faculty and staff\*
- Faculty and staff will be provisioned first
- Staff that are not considers 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

## LOANER DEVICE - FACTORY RESET INSTRUCTIONS

**IMPORTANT:** Before you reset your Dell Chromebook or your Apple iPad, make sure to back up your files. iMedia Reservation Desk is not responsible for any loss of data and backing up your files.

### Dell Chromebook 3100 - Performing a Powerwash

A factory reset erases all the information on your Chromebook's hard drive, including all the files in the Downloads folder. Before you reset your Chromebook, make sure to back up your files on Google Drive or an external hard drive.

**There are two ways of resetting your Chromebook.**

1. Powerwash your **Chromebook from the browser** (Google Chrome).
  - a. Open the **Chrome** browser
  - b. Click on the menu, which is represented by three vertical dots at the top right
  - c. A drop-down page should appear and you need to click on **Settings**
  - d. Scroll down click on **Advanced**, once clicked, the list will expand.
  - e. Scroll down and click on **Powerwash**
  - f. A pop-up window will appear, click on **Restart**
2. Powerwash your Chromebook from the **Login Screen**:
  - a. Press and hold Ctrl + Alt + Shift + r. **Select Restart.**
  - b. In the box that appears, select **Powerwash Continue.**

### Apple iPad - Erasing ALL Data and Settings

A factory reset will erase all the information on your iPad. Before your reset, make sure you have backed up your files, photos, etc. to the iCloud or Google.

#### Step 1: Sign Out on your iPad

1. Go to **Settings**.
2. Scroll down and tap **Sign Out** to log out of your Apple ID.
3. Enter your Apple ID password and tap **Turn Off**.
4. Tap **Sign Out**.
5. Tap Sign Out again to confirm that you want to sign out of iCloud.

#### Step 2: Erase ALL Contents and Settings:

1. Tap Settings General Reset
2. Then tap Erase All Content and Settings.
3. If asked, enter your passcode or Apple ID password
4. Then confirm that you want to erase your device.

Depending on your device, it can take a few minutes to completely erase your data.

## 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**

*Chat Icon* – Message meeting participants

**Helpful Link:** [Google Meets Help](#)

## MICROSOFT OFFICE 365 for EDUCATION

### How do I download Office 365?

1. Link: [login.microsoftonline.com](https://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](https://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 [CUNY FAQs](#)

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

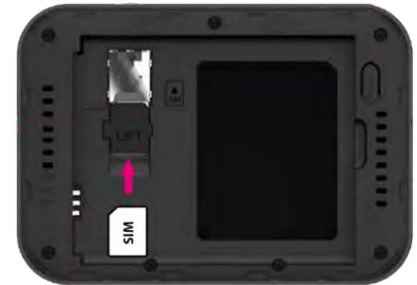
Include: Full name, EMPLID, Phone Number, CUNY Login Username, include any error messages



# Setting up Your T-9 Mobile Hotspot

## Assembly

1. Remove back cover of your T9 device and take battery out.
2. Lift the "LIFT" tab and slide your SIM card in the SIM card slot with logo facing up.
3. Secure the "LIFT" tab back into place.
4. Replace battery and put the back cover on.
5. Charge device with the provided charger.



## Power Settings and Menu

1. Press and hold Power button for 3 seconds to turn on device.
2. Power LED light settings:
  - a. Light off – power is off;
  - b. Light on, solid – power is off, device is charging;
  - c. Light on, blinking – power on, operating normally.
3. When device is on, press Power button quickly to go through device menu and information. This will toggle the display to show Home screen, data usage, Wi-Fi name, Wi-Fi password, Web Admin URL, and back to Home screen.



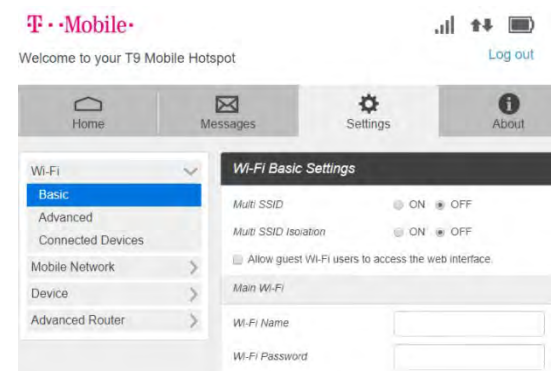
## Connecting to Wi-Fi

1. Open Wi-Fi controls on your Wi-Fi enabled device.
  - a. From a Windows PC:
    - Left-click Wireless Network Connection on taskbar to view available networks.
    - Choose the SSID from the list of available networks.
  - b. From a Mac computer:
    - Select System Preferences > Network > Airport.
    - Click Advanced to choose SSID from the list of available networks.
    - Choose the SSID from the list of available networks.
  - c. From an iOS device:
    - Go to Settings > Wi-Fi.
    - Choose the SSID from the available networks.
  - d. From an Android device:
    - Go to Settings > Wi Fi settings.
    - Choose the SSID from the available networks.
2. Find your T9 Wi-Fi name (FranklinT9####)
3. Click Connect and enter the password from your T9 display.



## Changing the Password

1. Connect your Wi-Fi-capable device to the T9 Wi-Fi.
2. Open a web browser and navigate to <http://mobile.hotspot> or <http://192.168.0.1>
3. Click Settings in the navigation area.
4. Select the Wi-Fi Settings tab.
5. Change the password that appears in the Password field.

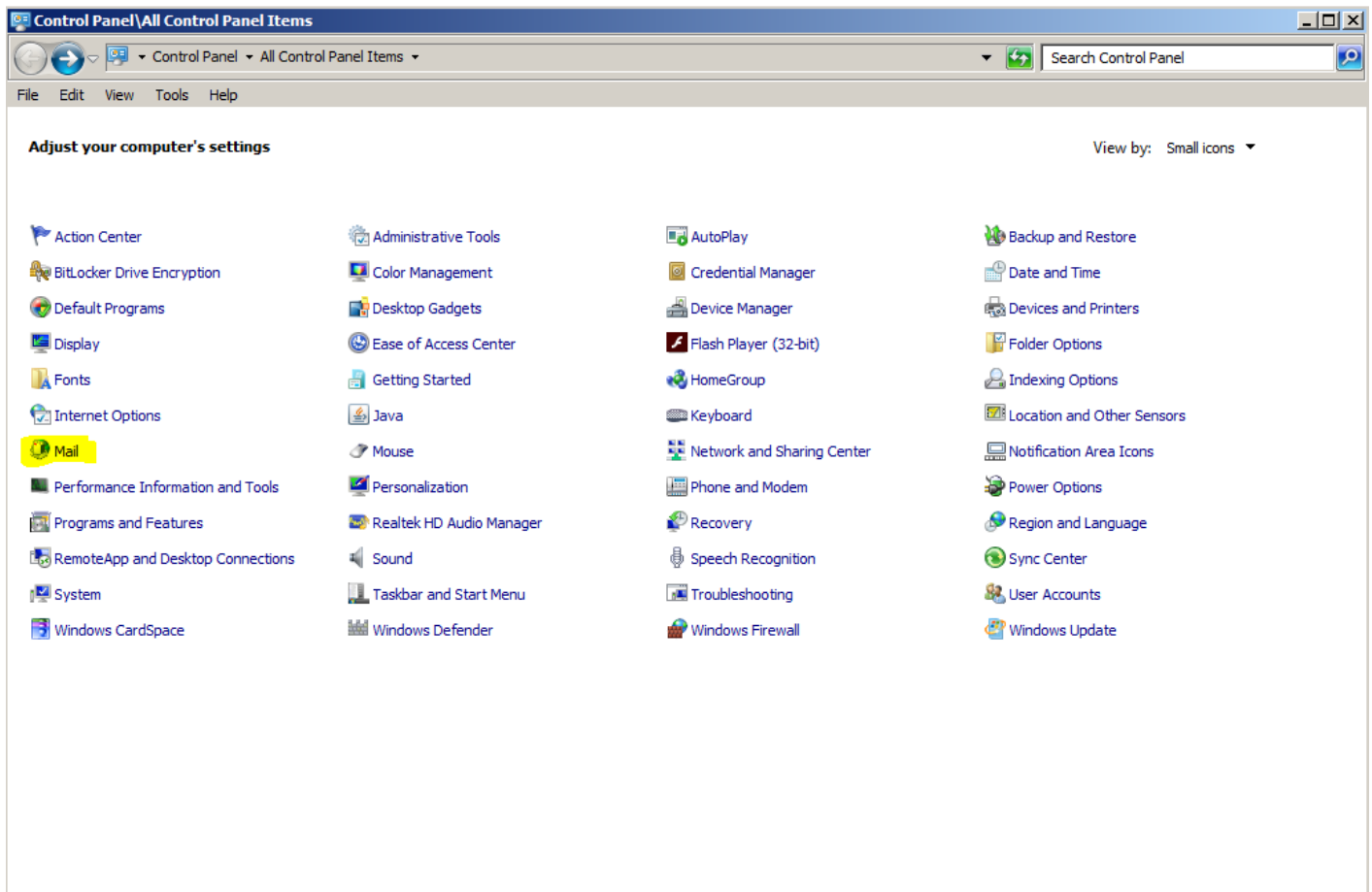


## Resources

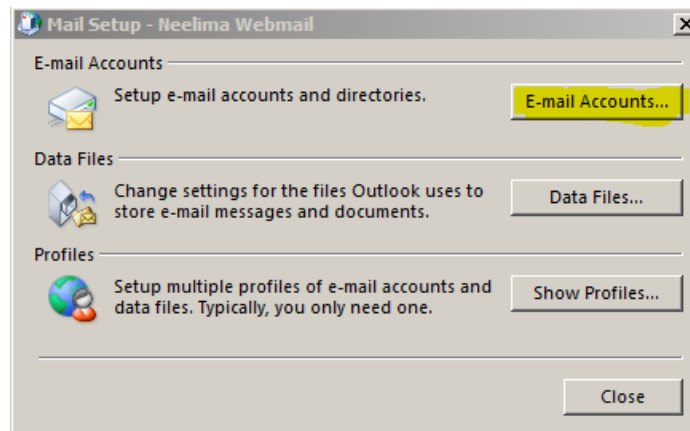
CUNY Loaner Support Website, which includes the full User Manual for the T-9 Franklin Mobile Hotspot, including more on getting started and using your T-9 <https://www.cuny.edu/loaners> \* T-Mobile Mobile Support - <https://www.t-mobile.com/support/> \* Student direct dial for basic troubleshooting- 844-341-4834

## Outlook Configuration - PC

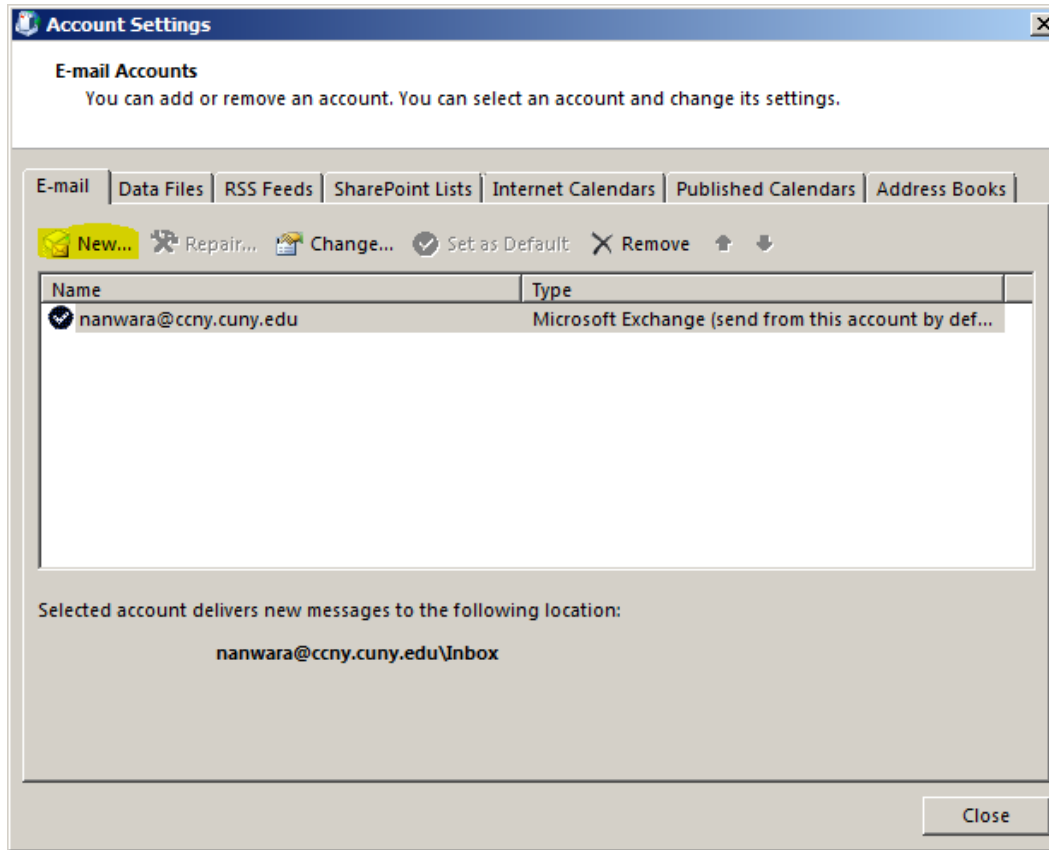
1. Go to the Control Panel. Click on **Mail**.



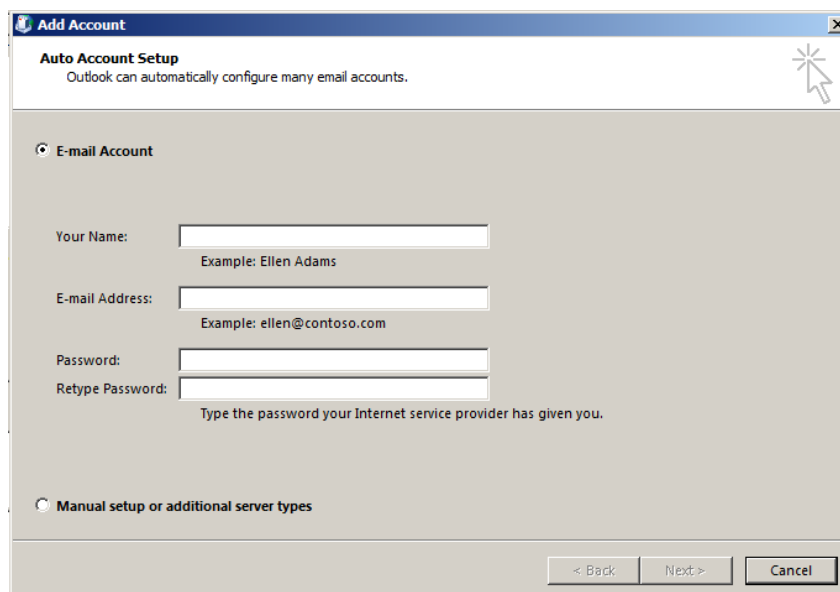
2. Click on **Email Accounts**.



3. On the **Account Settings** window, click **New**.



4. Type in your **name, email address and password** as shown, click **Next**.



## Recording Lectures in Blackboard Collaborate Ultra

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

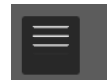
☒ Allow recording downloads

☐ 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*)



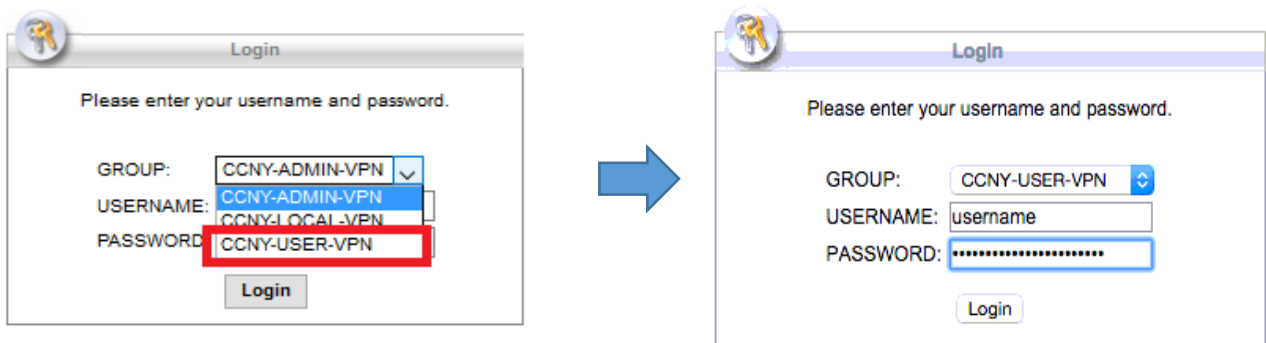
For more information, you can visit the [Blackboard Collaborate Recording Link](#)

## VPN - ACCESS PROCEDURE AND TROUBLESHOOTING

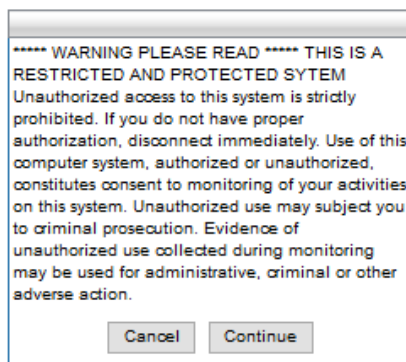
VPN, or Virtual Private Network, is a technology that allows users to access campus resources from outside the campus without compromising data security. Campus users wishing to use VPN must apply for access by contacting Service Desk to create a ticket. The user will then complete an application for VPN access that needs to be approved by **IT Security**. Once the application is approved, Networking will provide permission for the user to access and instructions to use the AnyConnect client. Afterwards, a member of Client Services (or the associated divisional support) will visit the user to configure the device they need to access on campus for remote connection. The following steps outline how to install the AnyConnect client, configure the campus machine, and common methods used to connect to campus devices over VPN.

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

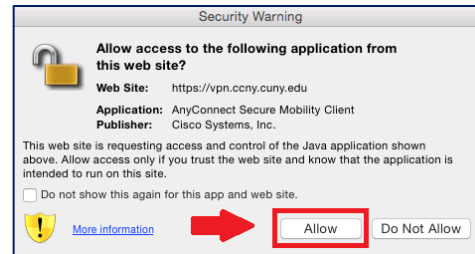
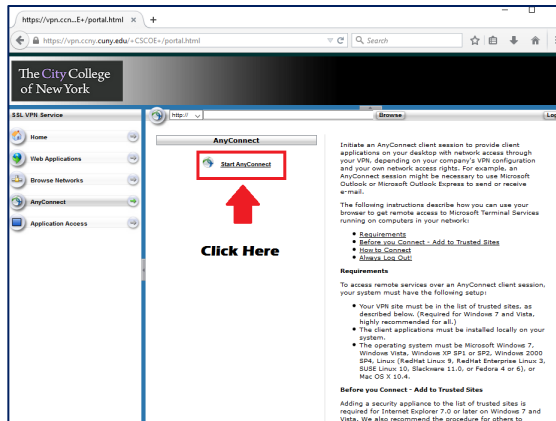
- On a web browser, open the following site: <https://vpn.ccny.cuny.edu>
- You will be prompted to enter your credentials to proceed. Make sure to change the “**GROUP**” field to **[CCNY-USER-VPN]** as seen in the image below then enter your CCNY email username and password and click on Login.



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

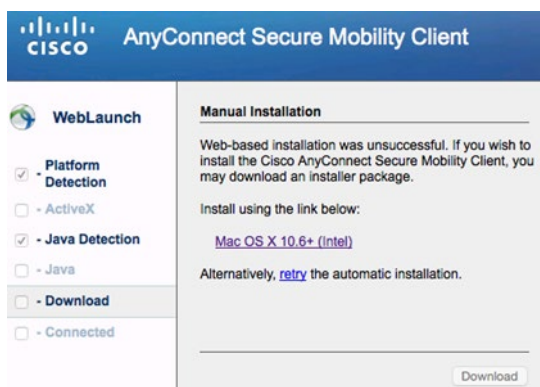


- Once you log in you will see this screen. Click on “**Start AnyConnect**” to begin the AnyConnect Java installation. You should get a pop-up notification asking to allow or grant permission for the website to use Java, Please click on “**allow**” or “**yes**” to continue with the installation. Depending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

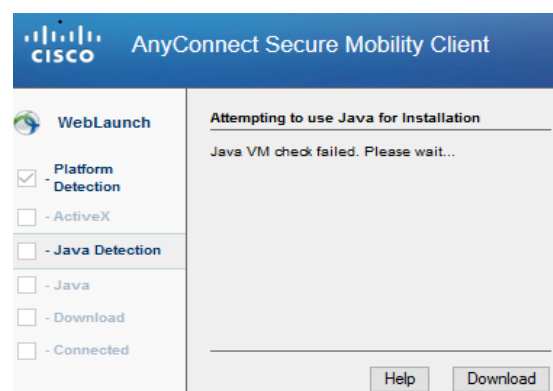


3. In the case that automatic installation fails, you will be given the chance to install the AnyConnect application manually. For Mac click on the link provided and for PC click on the download button to proceed with manual installation.

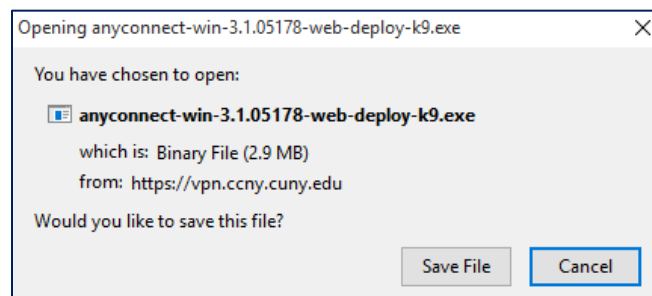
#### MAC



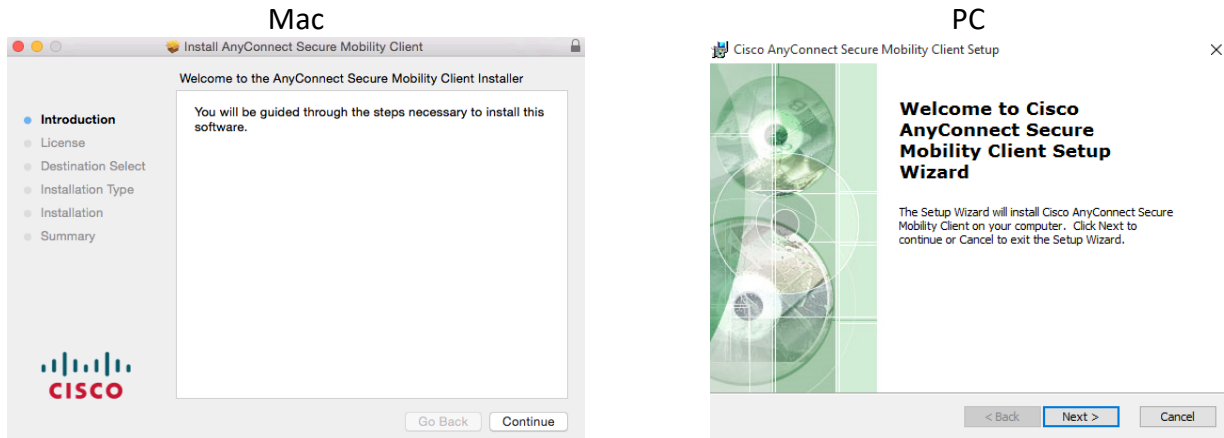
#### PC



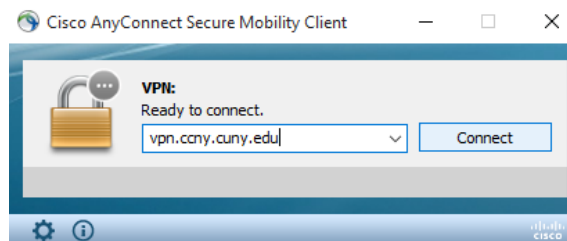
4. A pop-up will appear to download the installer. Click to allow this download, we recommend that you download this file to your desktop.



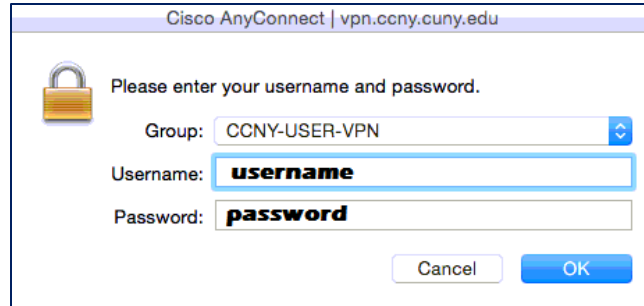
5. Double click on the downloaded file and follow the on-screen prompts to install the software. You may need to enter the administrator's username and password during this installation.



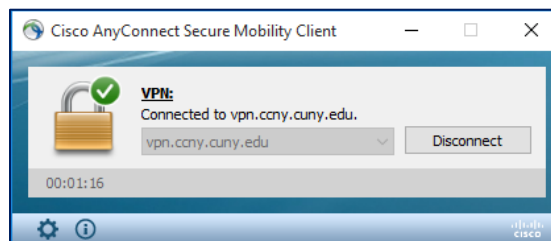
6. Once installation is complete AnyConnect should automatically open and prompt you for the address to the VPN. If it doesn't, you can find it in the applications folder (for Mac) or under the programs heading on the start menu (for PC). Additionally, there should be an icon in the status menu (Mac, 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**".



7. 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**":



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



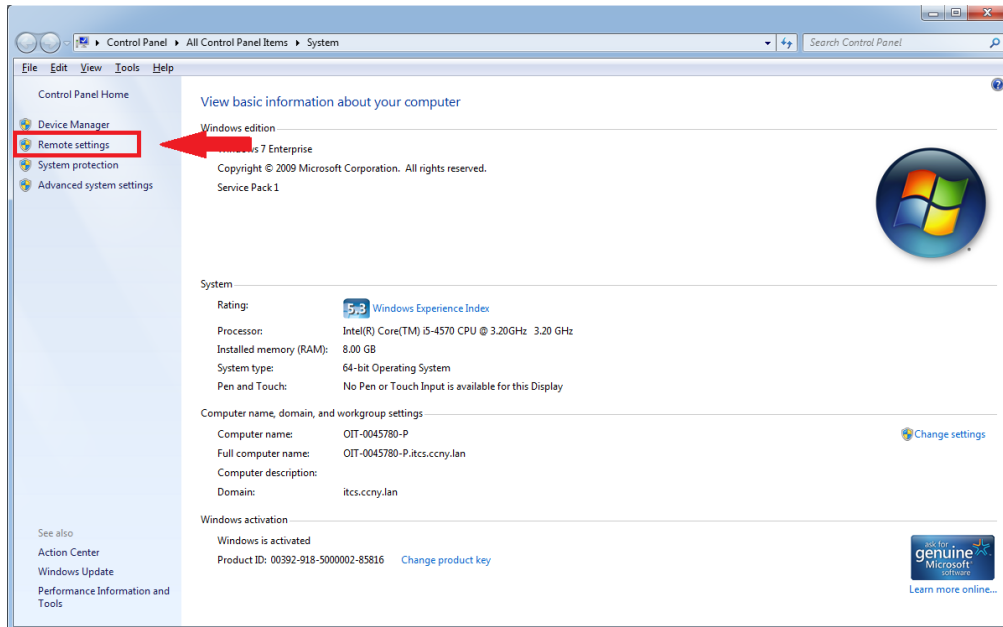
## 2. Configure campus computer for remote connection

A member of the Client Services group (or the associated divisional support) will be dispatched to configure the devices that will be accessed thru the VPN connection. Based on the device different steps need to be taken. The most common reason users need to connect to our campus network is to remotely connect to a workstation machine. Most workstations are either a Mac or Pc. Steps to configure other devices will not be covered in this guide.

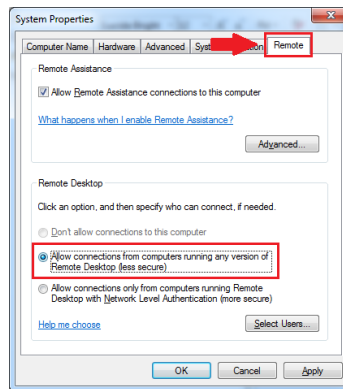
### a) PC - For windows 7 machines:

- i. From the desktop, click on the start button and right click on "Computer". Choose "Properties" to open the "System" window. From the left column, click on "Remote Settings" to bring up the "Remote Settings" window.



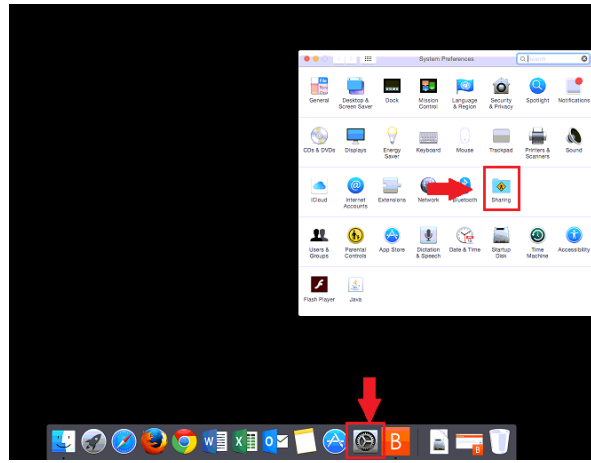


- ii. At the top of the window, click on the “Remote” tab to display that tab’s information. In the “Remote Desktop” section, make sure to select the radio button for the third option “Allow connections from computers running any version of Remote Desktop (less secure).”

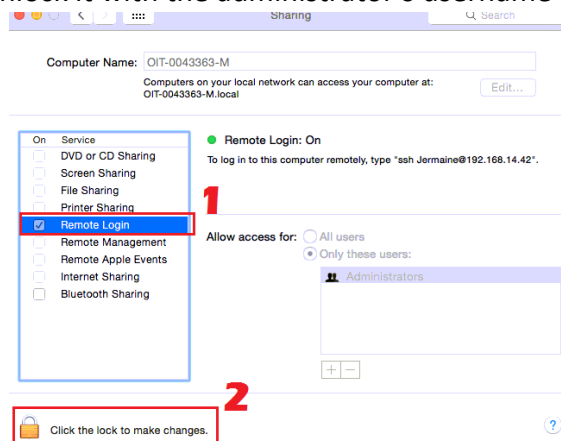


b) **MAC – for OSX machines**

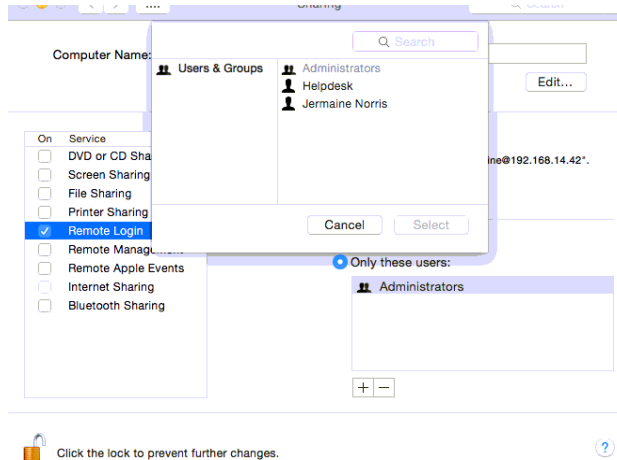
- i. From the dock, click on the settings icon to open the Mac System Preferences pane. From the System Preferences pane, click on the Sharing icon to open the sharing pane.



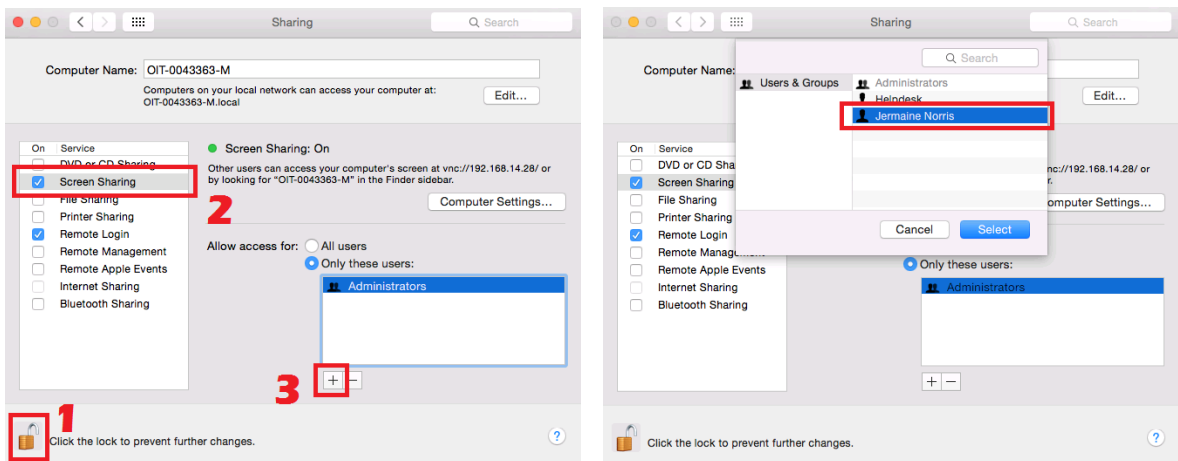
- ii. In the left column, make sure “Remote Login” is checked off (1). If the lock is currently closed (2), you will need to unlock it with the administrator’s username and password.



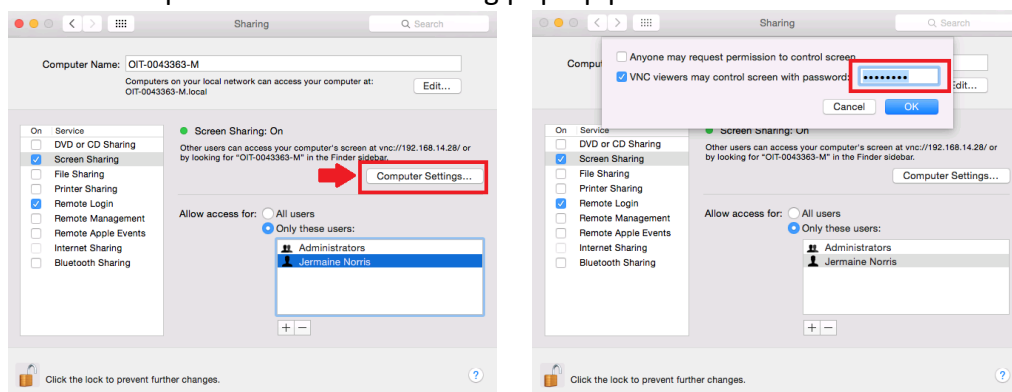
- iii. On the right side of this pane make sure “Allow access for:” is set to “Only these users”. Click on the “+” sign to add the user account the user will be using to access the machine, whether it is local or a domain account. Afterwards, make sure to re-lock the settings and exit out of the System Preferences pane.



- iv. If this mac is going to be connected via a Pc, then Screen Sharing needs to be set up. (1) Make sure the lock in the bottom left corner of the sharing pane is unlocked. (2) Check the box next to "Screen Sharing". (3) For "allow access for:" make sure "Only these users:" is selected and then click on the "+" sign to add the user account that will be used to connect to the Mac.



- v. Next, you must set a VNC password to allow VNC connections. Click on "Computer Settings..." and enter a password in the following pop-up pane.



Click on the lock once more to re-lock the settings and exit the preferences pane. Client side configuration is complete.

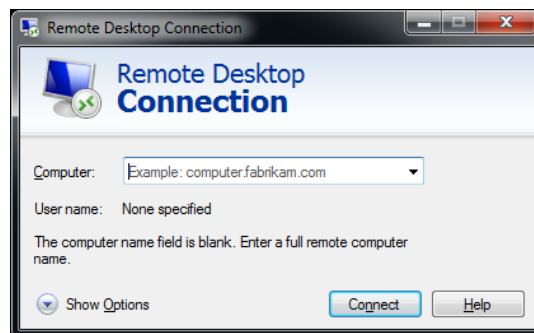
### 1. Connect to campus computer through VPN

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.

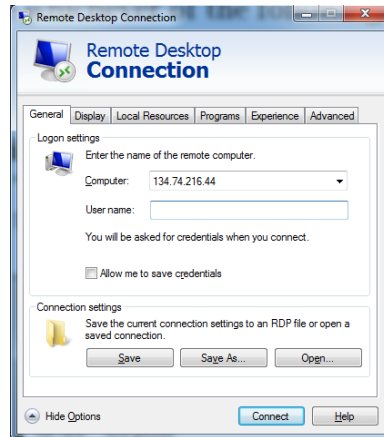
### 2. Connecting to VPN with AnyConnect

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.

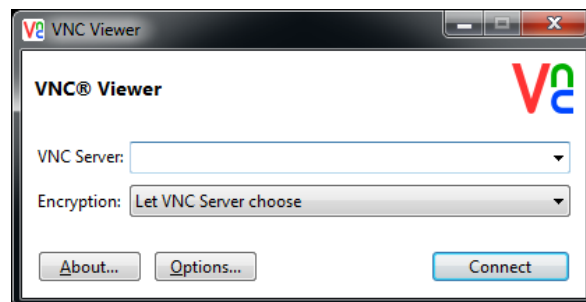
- a. **RDP from a Pc to a Pc (windows):** From your PC, press the windows key or click on the start button and type “remote desktop connection” and the option will return from the search. Click on the icon and the Remote Desktop Connection window will appear.



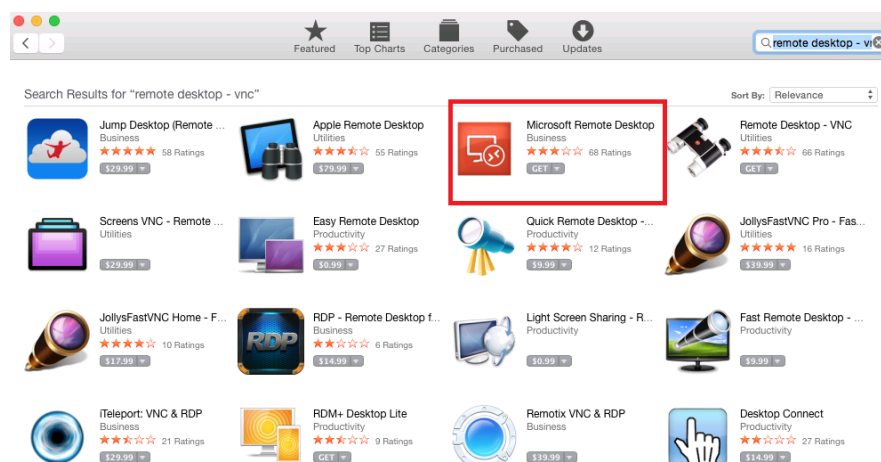
- b. Enter the IP address of the machine you wish to connect to and click on “connect”. You will be prompted to enter credentials for the machine you are connecting to. Make sure that when entering credentials, to add the domain to the username, i.e. username: itcs\jnorris.



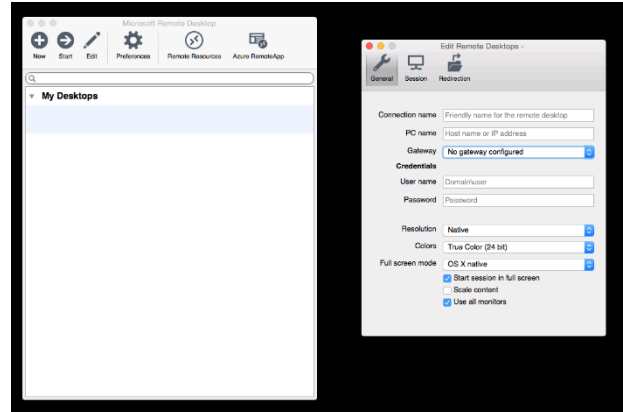
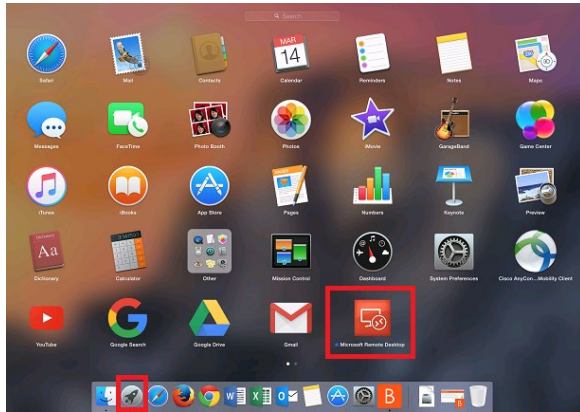
- a) **PC to Mac (via VNC):** In order to connect remotely to a Mac computer, you will need to download a VNC client. In the following example, VNC viewer was used. Simply open the client and enter the IP address and follow the prompts to authenticate into the Mac. Make sure to remember the password that was created when screen sharing was enabled.



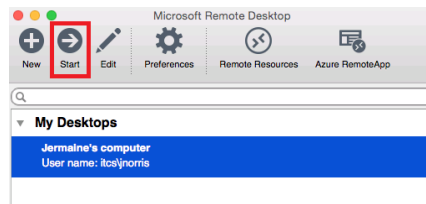
- b) **MAC to PC (via RDP):** In order to connect remotely to a Pc with a Mac, you will need to install the Microsoft Remote Desktop app from the Apple App Store.



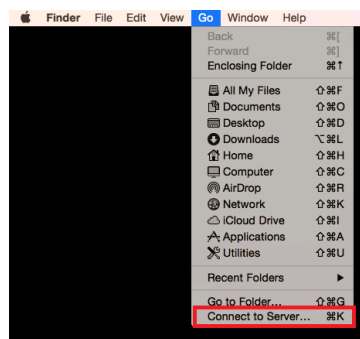
Open the app from the Launchpad, then click on “New” to create a new connection. Create a name for this connection, enter the PC name (the IP address of the machine you are connecting to), and enter your username and password. Make sure to enter your username in domain\username format (i.e. “itcs\bsmith”).



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.



c) **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 “⌘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.



## Webmail Mobile Device Setup

### iPhone:

1. Go to **Settings**
2. Tap on **Password & Accounts**
3. Select **Exchange**
4. Click on **Account**

#### New Settings

- **Email:** [email@ccny.cuny.edu](mailto:email@ccny.cuny.edu)
- **Server:** webmail.ccny.cuny.edu
- **Domain:** *itcs.ccny.lan*
- **Username:** username
- **Password:** updated / new password

Email	email@ccny.cuny.edu
Server	webmail.ccny.cuny.edu
Domain	Optional
Username	Required
Password	••••••••
Description	Exchange
Advanced Settings	

### Android – Phone Mail App:

1. Go to **Settings**
2. Tap on **Accounts**
3. Select **Email**
4. Select **CCNY account**

#### New Settings

- **Email:** [email@ccny.cuny.edu](mailto:email@ccny.cuny.edu)
- **Domain\Username:** [username@ccny.cuny.edu](mailto:username@ccny.cuny.edu)
- **Password:** updated / new password
- **Exchange Server:** webmail.ccny.cuny.edu

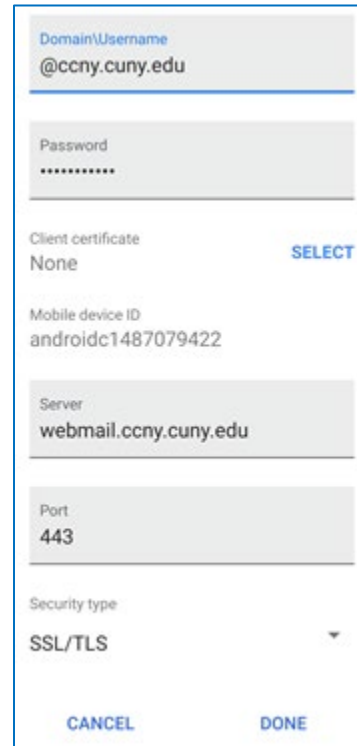
ACCOUNT	
Email address	email@ccny.cuny.edu
Domain\username	email@ccny.cuny.edu
Password	••••••••
<input type="radio"/> Show password	
SERVER SETTINGS	
Exchange server	webmail.ccny.cuny.edu
<input checked="" type="checkbox"/> Use secure connection (SSL)	
<input type="radio"/> Use client certificate	
CLIENT CERTIFICATES	
Phone ID	SEC1CAC6F75892BE

Android – Exchange on Gmail:

1. Go to **Settings**
2. Tap on **Accounts**
3. Select **Exchange**
4. Tap on **Account Settings**

New Settings

- **Domain\Username:** [username@ccny.cuny.edu](#)
- **Password:** updated / new password
- **Server:** webmail.ccny.cuny.edu
- **Port:** 443



The screenshot shows the 'New Exchange Account' settings screen on an Android device. The fields are as follows:

- Domain\Username:** @ccny.cuny.edu
- Password:** [Redacted with dots]
- Client certificate:** None (with a **SELECT** button to the right)
- Mobile device ID:** androidc1487079422
- Server:** webmail.ccny.cuny.edu
- Port:** 443
- Security type:** SSL/TLS (with a dropdown arrow to the right)

At the bottom, there are **CANCEL** and **DONE** buttons.



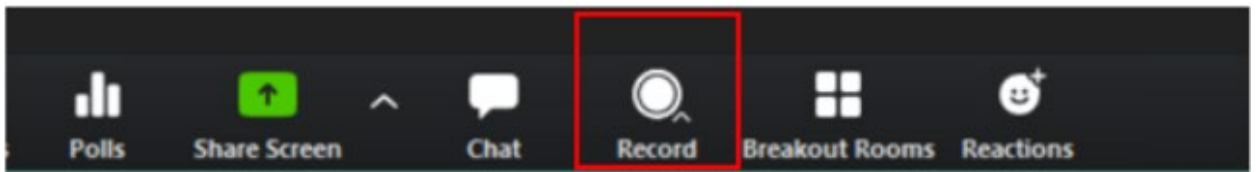
## Recording a Meeting in Zoom

### Enabling Recording Option in Zoom

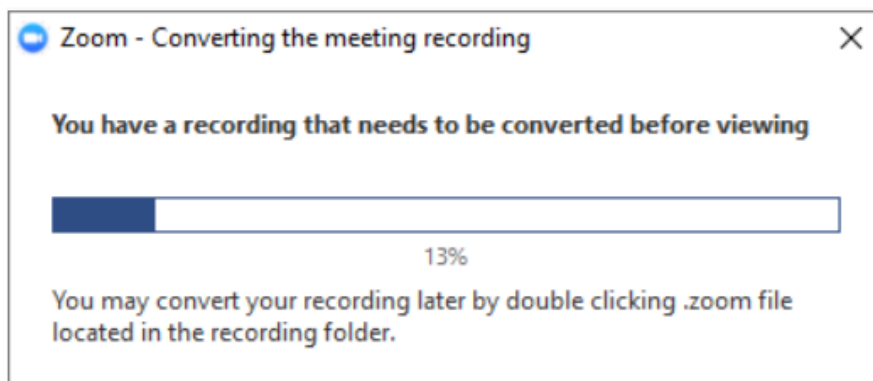
1. Sign in to Zoom
2. Click on **Settings** on the left hand menu
3. Click on the **Recording** Tab
4. Turn on Local Recording and Cloud Recording
  - a. You can customize each option

### 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***

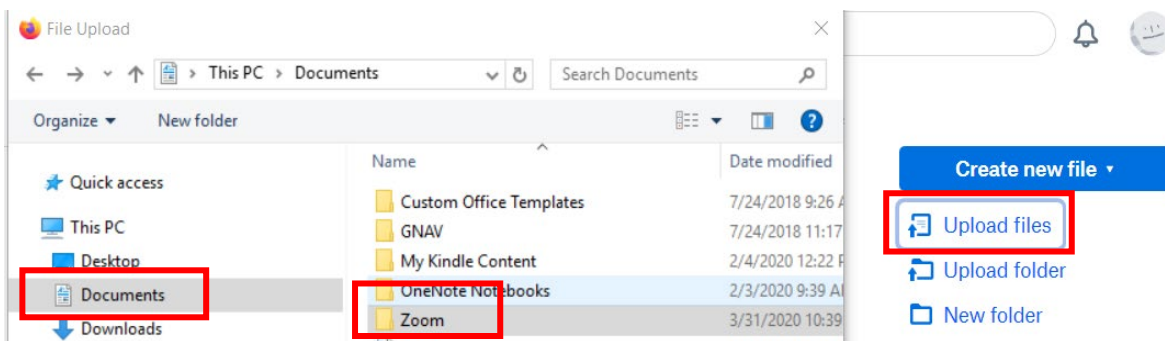
1. Click the **Recordings** tab on the left hand side
2. Once in the **Recordings** page, you will find a list of recorded meeting
  - a. You have the option to **Share** the recorded meeting(s) by copying the link provided to you and also modify permission of who can view/ download the recorded meeting(s).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

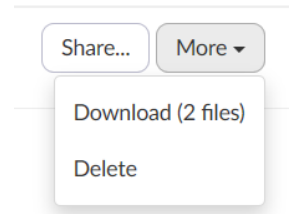


4. Double click **Zoom** folder, select Recording (*saved by date*) you would like to upload, double click on zoom\_0 file.
5. Click **Upload**
6. In Dropbox you can share the file with your students or download it by clicking the three horizontal dots on the far right of the file.

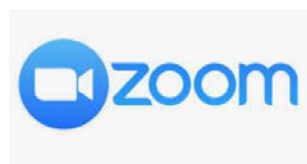


*Zoom - Record on to the Cloud*

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**.



This CCNY Zoom Instructional Guide outlines basic features and instructions for program directors, advisors, office administrators, faculty, and students to configure their CCNY Zoom accounts for group administrative and advising purposes. These instructions are based on the OIT Service Desk and iMedia Conference Rooms.

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**IMPORTANT:** To ensure that you are conferring with members of the CCNY community, when using Zoom it is important to sign in using [ccny.zoom.us](https://ccny.zoom.us). The CCNY portal requires users to authenticate using their CCNY email login credentials.

Users who have not authenticated with their CCNY credentials will be displayed in your Participants List with “(guest)” after their display name. Staff must exercise professional discretion and privacy protocols before sharing information that is sensitive, confidential, FERPA-, or HIPAA-protected with a guest or a user who has dialed in using a phone number.

**USEFUL TIP:** CCNY users are recommended to customize their CCNY **Zoom Personal Meeting ID** with their CCNY phone number. This number is easier to remember than a random generated number and makes it easier for colleagues and students to look up using the CCNY phone directory. Unfortunately, in some cases the Meeting ID may be already taken.

When setting up departmental zoom accounts, consider designating more than one person as host (or co-host), especially when hosting a meeting session. If the designated host(s) leave the session, remaining participants will have limited functionality when it comes to administering the session.

If you have any recommendation or suggestions for this guide, email them to: [sdsupport@ccny.cuny.edu](mailto:sdsupport@ccny.cuny.edu)

Version 6.12.2020

### **Setting up individual CCNY Zoom account**

1. How to sign in to activate your CCNY Zoom account
  - a. Link [ccny.zoom.us](https://ccny.zoom.us)
  - b. Select **Sign in: Configure your account** (**NOT: CCNY users should never select "Join"**)
    - i. Enter CCNY Email Credentials\*
      1. [jdoe@ccny.cuny.edu](mailto:jdoe@ccny.cuny.edu) or [jdoe000@citymail.cuny.edu](mailto:jdoe000@citymail.cuny.edu)

*\*You can use the CCNY Password Reset form to find your CCNY credentials and reset your password. If you do not know your CCNY email credentials or do not have an email, email [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)*

- a. Link: [reset.ccny.cuny.edu](https://reset.ccny.cuny.edu)
- b. Select either **Faculty/Staff or Student**
- c. Select **Option A**

2. Setting up Zoom Profile
  - a. 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.
    - i. **Department, Job Title and Account Number:** is populated, you will not be able to change this information. Email [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu) to make changes or updates
    - i. **The Personal Meeting ID:** Set to CCNY work phone number (212-650-####), the individuals' extension, DO NOT use the department main phone line. When hosting a meeting this is the number you will provide as the Meeting ID. (Unfortunately, in some cases the Meeting ID may be already taken, if this is the case consider a suitable alternative.)

### **Department / Divisional Zoom account - As a Virtual Front Desk**

Recommended for user by departments that provide advisement and/or support students (i.e. *Enrollment Management departments*). Currently, OIT's iMedia and Service Desk use a similar set up.

For OIT, departmental service email accounts were set up by each area, (i.e. [sdsupport@ccny.cuny.edu](mailto:sdsupport@ccny.cuny.edu) the Service Desk. The Service Desk staff can join the *sdsupport* Zoom meeting with their individual Zoom account by using the **Join a Meeting** option (See "Setting up Individual Account" section for instructions).

The Service Desk customized its account by changing the Meeting ID # to reflect main phone line (212-650-7000). Students will be able to use this meeting ID to reach the "virtual front desk". Individual staff will then be able to assist each student via **Break Rooms** (see instructions below).

**IMPORTANT:** To ensure that you are conferring with members of the CCNY community, when using Zoom it is important to sign in using [ccny.zoom.us](https://ccny.zoom.us). The CCNY portal requires users to authenticate using their CCNY email login credentials.

Users who have not authenticated with their CCNY credentials will be displayed in your Participants List with "(guest)" after their display name. Staff must exercise professional discretion and privacy protocols before sharing information that is sensitive, confidential, FERPA-, or HIPAA-protected with a guest or a user who has dialed in using a phone number.

## Benefits

- One CCNY Zoom account for the department / division / group
- Staff & Faculty will be able to provide assistance to students and stay connected to their co-workers
- Student will be able to reach out to each area and receive that needed assistance.

## Set up

1. If the department / group does not have a CCNY email account, your department Chair or Supervisor can email the Service Desk and provide the following information.
  - a. [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)
    - i. Full Name
    - ii. Desired name for departmental email
    - iii. Manager for the account (*staff member authorized to reset password*)
  - b. OIT will notify the requestor once departmental/ group email has been provisioned. The staff member authorized to reset the password, can contact the Service Desk at 212-650-7878, to reset the password.
2. Once email has been created, the email account manager, can create a CCNY Zoom account using the departmental/group email and password :
  - a. **Link:** <https://ccny.zoom.us>
  - b. **Click Sign in: Configure your account**
    - i. Enter CCNY department/group email and password
3. Once in Zoom, customize the account according to the office needs
  - a. Click on **Profile**, on the left hand side
    - i. **Update Picture**
    - ii. **First Name & Last Name** (can be the department name)
    - iii. **Company:** City College of New York
    - iv. **Personal Meeting ID:** This Meeting ID can be advertised to students/guests to **join** the department or division for assistance. This number can be the department's main phone number, which is the number that all staff can more easily remember when they need to report for desk duty. Unfortunately, in some cases the Meeting ID may be already taken, if this is the case consider a suitable alternative.)
4. In the **Settings** option users select desired settings for scheduled meetings:
  - a. Schedule Meeting:
    - i. **Host Video:** Off
    - ii. **Participants Video:** Off (*Participants will have the option to enable during the meeting.*)
    - iii. **Audio Type:** Telephone and Computer Audio
    - iv. **Join before host:** Off (*Participants will have to wait for the Host to start meeting*)
    - v. **Use Personal Meeting ID when scheduling a meeting:** On (*CANNOT use when scheduling timed meetings, only for recurring meetings*)
    - vi. **Use Personal Meeting ID (PMI) when starting an instant meeting:** On
    - vii. **Only authenticated users can join meetings:** On (This setting only allows individuals with CCNY credentials to join this meeting, is one factor in verifying a user's identity.)
    - viii. The rest of the settings are optional and can be decided based on need

b. In Meeting (Basics)

- i. Play sound when participants join or leave: Activate
  - Heard by host only: activate
- ii. **File transfer:** On *(Useful when staff and/or students need to share a non-sensitive file)*
- iii. **Screen Sharing:** On
  - All participants: on
- iv. **Annotation:** On
- v. **Co-host:** On *(Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host).*

c. In Meeting (Advance)

- i. **Breakout Room:** On *(Allows host to split meeting participants into separate, smaller rooms to provide private assistance)*
- ii. **Identify guest participants:** On
- iii. **Remote Support:** Off *(Allows host to provide 1:1 remote support to another participant) it allows the host to take over the participant's computer. Does not function if Breakout Room option is On)*
- iv. **Waiting Room:** On – Guest Only *(Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled.*
  - Allow internal participants to admit guests from the waiting room if the host is not present.
    - a. Places all guests that access the meeting into a virtual waiting room and queue. That team members staffing the room/meeting then can admit guests one at a time.
    - b. **Customize title, logo and description:**
      - i. Customize the waiting room. Departments can include their logo, and enter a description (max 400 characters). This area can be used to enter department link with information or any important information.
- ii. **Show a "Join from your browser" link:** On
  - Participants can bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. NOTE: The meeting experience from the browser is limited.
- iii. All other settings are optional and can be set to each department's preference.

5. Once profile is set up, the host should schedule a recurring meeting. A recurring meeting will “act” as the queue/line for assisting students. Students will enter this meeting, be placed in a waiting room, then go into Breakout room for 1:1 on assistance. *(see below for more information)* The host will have to start the meeting, for participants to join.
  - a. Click on **Meetings** on the left hand side
  - b. Click on **Schedule a New Meeting**
  - c. Settings for new meeting
    - i. **Topic:**
    - ii. **Description:** *Brief description on the purpose for the meeting*
    - iii. **Recurring Meeting:** Yes
      - **Recurrence:** Select No Fixed Time
    - iv. **Meeting ID:** Personal Meeting ID
    - v. **Video**
      - Host: On
      - Participant: Off
    - vi. **Audio:** Both
    - vii. **Meeting Options**
      - Check off **Enable waiting room** – participants will be placed on a wait list
    - viii. **Alternative Host:** Include all staff members who will be providing assistance to students. It will allow the alternate host to access to the “virtual front desk” without accessing the departmental account. Alternate will login with their individual CCNY Zoom accounts, they must activate their CCNY Zoom account before they are added as an alternate host.
  - d. Click **Save**

### **Department / Divisional CCNY Zoom account – Internal Virtual Conferencing Account for Office**

Recommended for use by departments and divisional leaders to conference with multiple staff. This set up is different from the Virtual Front Desk (above) in the use of **Alternate Host** when scheduling a meeting. The supervisor/ Chair / Dean or manager can schedule meeting with the staff, by using the scheduling a meeting option. (The OIT Service Desk Manager is currently using this option for staff to communicate with each other and schedule staff meetings.)

**IMPORTANT:** To ensure that you are conferring with members of the CCNY community, when using Zoom it is important to sign in using [ccny.zoom.us](https://ccny.zoom.us). The CCNY portal requires users to authenticate using their CCNY email login credentials.

Users who have not authenticated with their CCNY credentials will be displayed in your Participants List with “(guest)” after their display name. Staff must exercise professional discretion and privacy protocols before sharing information that is sensitive, confidential, FERPA-, or HIPAA-protected with a guest or a user who has dialed in using a phone number.



1. Once everyone has activated their Zoom accounts. The Host can schedule a meeting.
  - a. Click on **Meetings** on the left hand side
  - b. Click on **Schedule a New Meeting**
  - c. Settings for new meeting
    - i. **Topic:** Optional
    - i. **Description:** *Brief description on the purpose for the meeting*
    - ii. **Recurring Meeting:** Yes
      - **Recurrence:** Select No Fixed Time
    - iii. **Meeting ID:** Personal Meeting ID (*Chair, Dean or Supervisor CCNY phone number*)  
*Unfortunately, in some cases the Meeting ID may be already taken, if this is the case consider a suitable alternative.)*
    - iv. **Video**
      - Host: Off
      - Participant: Off
    - v. **Audio:** Both
    - vi. **Meeting Options:**
      - Enable Join Before Host – It allows staff to connect if meeting hasn't started
    - vii. **Alternative Host:** Blank
    - viii. Click **Save**

### **Joining a Meeting**

1. Once you login to CCNY 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.
    - ii. Click **Done**
  - b. **Computer Audio**
    - i. Click join with Computer Audio, make sure your mic is on and the volume is up

### **Break Out Rooms**

Breakout rooms are sessions that are split off from the main Zoom meeting. They allow the participants to meet in smaller groups. Breakout rooms can be used for collaboration and discussion of the meeting. Following Link explains in detail how to manage and set up breakout rooms.

<https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms>

### **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**-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.

### **Things to remember while using CCNY Zoom:**

1. The host can pass off host responsibilities. This way the user who initiates the meeting does not have to be in the meeting all day. This allows staff to set up shifts for coverage of the virtual front desk.
  - a. While in the meeting
    - i. Click on **Manage participants** along the bottom of the meeting window.
    - ii. In the **Participants window** (on the side) hover your pointer over a participant,
    - iii. Click on **More**: make a participant a host or co-host
2. Participant roles in a meeting
  - a. See this article in the ZOOM Knowledge base:
    - i. <https://support.zoom.us/hc/en-us/articles/360040324512-Roles-in-a-meeting>
3. Participating in multiple meetings is possible. This would allow a manger to be in the virtual front desk to handle problems or issues that need to be escalated, while going about the rest of their day, including other Zoom Meetings. (The Administrator for the Zoom account at the campus will have to enable this feature.)
  - a. <https://support.zoom.us/hc/en-us/articles/360001120743-Join-Multiple-Meetings-Simultaneously-on-Desktop>

### **CCNY Virtual Conferencing Service Support:**

<https://www.ccny.cuny.edu/it/conferencing-service-support>

### **Zoom Help Link:**

<https://support.zoom.us/hc/en-us>

## Zoom Plugin – Microsoft Outlook

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