

How to access Blackboard Collaborative?

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

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

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

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

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


How do I join a Blackboard Collaborate Ultra Session?

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

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

How can I access it on a phone or tablet?

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

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


How can I present material during a session?

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

How do I present my project to my class?

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

Where can I find the recordings of the session?

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

Why aren't the recordings and shared material listed?

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

Can a participant create a breakout group?

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

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

If you need assistance, please email Blackboard Support: bbsupport@ccny.cuny.edu

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

Connect CUNY Dropbox Account to CCNY Zoom Account

Login to Dropbox: 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

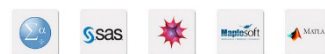
NOTE: Zoom cloud recordings generally take about two times the meeting duration to process. Due to unusually high volume during the COVID-19 pandemic, cloud recordings may require extra processing time that may take up to 72 hours.

VIRTUAL DESKTOP – ACCESS COURSE SOFTWARE

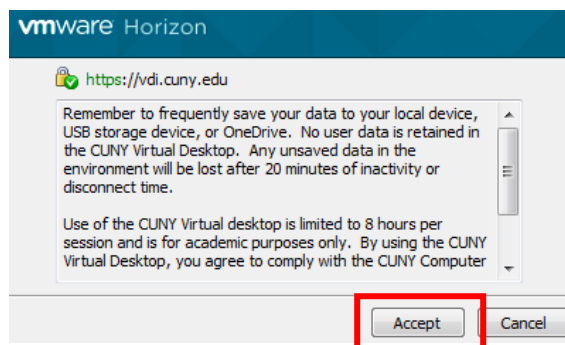
A. How do I install virtual desktop?

1. Go to [URL: http://www2.cuny.edu/about/administration/offices/cis/virtual-desktop/](http://www2.cuny.edu/about/administration/offices/cis/virtual-desktop/)
2. Scroll down: click <http://www2.cuny.edu/about/administration/offices/cis/virtual-desktop/installation/>
3. Select the Installation that is required for your computer
 - a. Use the instructions to guide your through the installation
4. Once your computer has restarted, go back to: [Virtual Desktop](#)

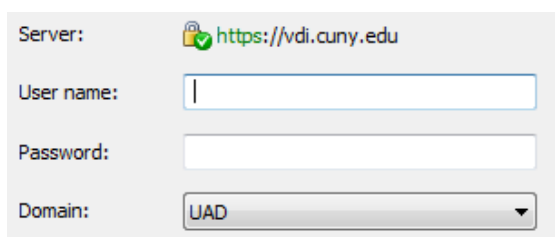
- a. Access your applications by clicking on one of the icons:



- b. Click **Accept**



- c. Log in using your **CUNYfirst ID** followed by **@login.cuny.edu**, and your **CUNYfirst password**.



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

For additional help, please see the [FAQ's](#) and [Usage Instructions](#)

If you need assistance, email the Service Desk at servicedesk@ccny.cuny.edu

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

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 or 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

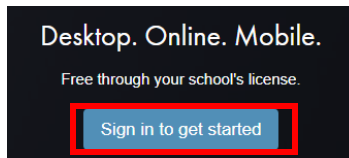
Helpful Link: [Google Meets Help](#)

MatLAB LICENSE – DOWNLOADING / UPDATING

Link: <https://www.ccny.cuny.edu/it/matlab-and-simulink>

Click MatLAB Portal

Click Sign in to get started



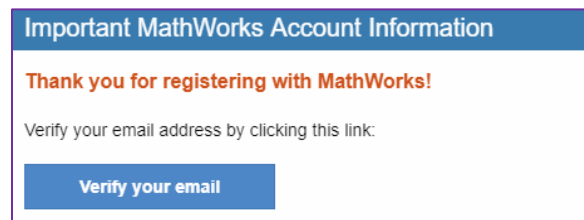
A. First time downloading MatLAB: If you do not have a MathWorks account, click on Create Account

Email Address: CCNY email - (If you do not know your CCNY email, use the following link: reset.ccny.cuny.edu)

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

To check email

- **Faculty:** webmail.ccny.cuny.edu
- **Student:** login.microsoftonline.com (enter entire email ie jdoe000@citymail.cuny.edu)



Click Verify your email

Complete the process of creating your account

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

First Name

Last Name

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

Password

Password Confirmation

What describes your role?

Department

Location of your School/University
Please provide the following information in English.

Location of School/University

School / University




Click on I accept....
Click Create

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

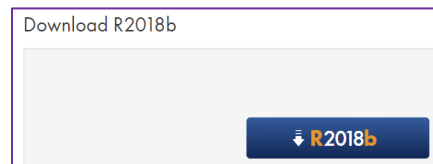
Create

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

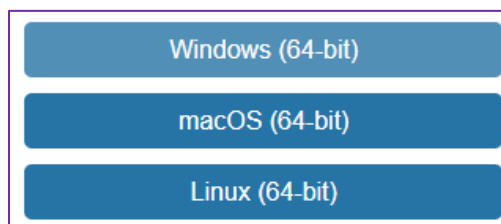
Click the download icon

My Software				
License	Label	Option	Use	
1111017	Individual	Total Headcount	Academic	  

Click on R2018b



Select operating system you are currently running



Once installation is complete, MatLAB window will pop up

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

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

Contact Phone

Customer Support: 508-647-7000

Technical Support: 508-647-7000

Set up your Microsoft Office365 (Citymail) sign-in for Multi-Factor authentication

By setting up **Multi-Factor Authentication (MFA)** (also known as 2-step verification), you add an extra layer of security to your Microsoft 365 (Citymail) account sign-in. For example, you first specify your password and, when prompted, you type a verification code sent to your phone.

1. Sign in to **Microsoft Office 365 (Citymail)** (login.microsoftonline.com) with your City College credentials
2. Click **Sign in**, you will be prompted for more information.
3. Choose **Next**.
4. Select your verification method and then follow the prompts on the page.

You have three choices for your verification method, **Microsoft Authenticator App verification** or the **Phone verification (Office Phone or Mobile)**

I. **Microsoft Authenticator Mobile App**

The following information describes the experience of using the Microsoft Authenticator app for two-step verifications. There are two different ways to use the app. You can receive push notifications on your device, or you can open the app to get a verification code:

- a. Sign in to an application or service such as Office 365 using your username and password.
- b. Microsoft sends a notification to the Microsoft Authenticator app on your device.
- c. Open the notification on your phone and select the **Verify** key. If your company requires a PIN, enter it here.
- d. You should now be signed in.

II. **Phone Verification (SMS text message to Mobile Phone)**

- a. Sign in to an application or service such as Office 365 using your username and password.
- b. Microsoft sends you a text message that contains a number code.
- c. Enter the code in the box provided on the sign-in page.

III. **Phone Verification (Phone call to Office Phone or Mobile Phone)**

- a. Sign in to an application or service such as Office 365 using your username and password.
- b. Microsoft calls you.
- c. Answer the phone and hit the # key.

5. After you test your additional verification method, choose **Next**.
6. Once you complete the instructions to specify your additional verification method, the next time you sign in to Microsoft Office 365 (Citymail), you will be prompted to provide the additional verification information or action, such as typing the verification code that is sent to you by text message.
7. To have a new code sent to you, refresh your browser tab.

Microsoft Office 365 for Education

How do I download Office 365?

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

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

1. Link: reset.ccny.cuny.edu

For more information, see [CUNY FAQs](#)

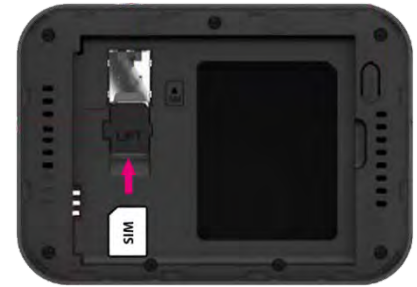
If you need assistance, email the Service Desk at servicedesk@ccny.cuny.edu

Include: Full name, EMPLID, Phone Number, CCNY EMAIL, 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.



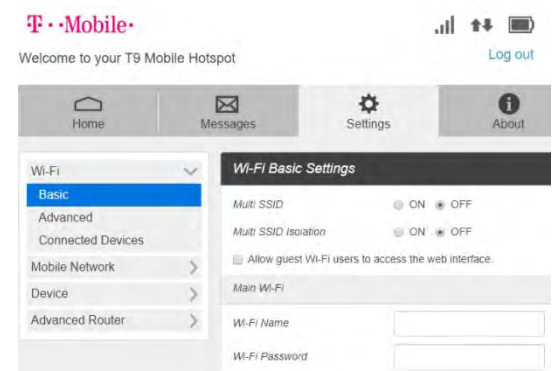
Connecting to Wi-Fi

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

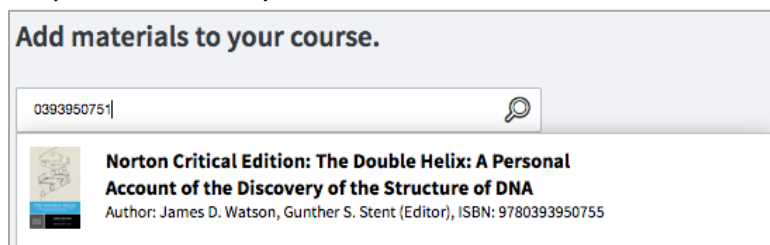
1. Connect your Wi-Fi-capable device to the T9 Wi-Fi.
2. Open a web browser and navigate to <http://mobile.hotspot> or <http://192.168.0.1>
3. Click Settings in the navigation area.
4. Select the Wi-Fi Settings tab.
5. Change the password that appears in the Password field.



Resources

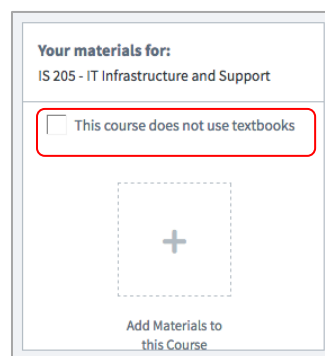
CUNY Loaner Support Website, which includes the full User Manual for the T-9 Franklin Mobile Hotspot, including more on getting started and using your T-9 <https://www.cuny.edu/loaners> * T-Mobile Mobile Support - <https://www.t-mobile.com/support/> * Student direct dial for basic troubleshooting- 844-341-4834

1. **Login:** Go to [CCNYbooks.com](https://ccnybooks.com) and click “log in.” You’ll then be prompted to enter your CUNYfirst credentials.
2. **Select a Course:** Click one of your courses to start the adoption process.
3. **Add Textbooks:** Use the search box to search by ISBN or title. When you click on a book, a pop-up will appear with full book details including pricing and edition alerts. Click “Adopt” to add it to your course.



A screenshot of a web interface titled "Add materials to your course." It features a search bar with the text "0393950751" and a magnifying glass icon. Below the search bar, a book is displayed with a small thumbnail image on the left. The text to the right of the image reads: "Norton Critical Edition: The Double Helix: A Personal Account of the Discovery of the Structure of DNA" followed by "Author: James D. Watson, Gunther S. Stent (Editor), ISBN: 9780393950755".

4. **If your course does not require textbooks,** simply check the box next to “This course does not use textbooks” and click submit.



A screenshot of a web interface titled "Your materials for:" with the subtitle "IS 205 - IT Infrastructure and Support". It contains a checkbox labeled "This course does not use textbooks" which is currently unchecked. Below this is a dashed rectangular box with a large plus sign (+) in the center. At the bottom of the box, the text "Add Materials to this Course" is visible.

Optional: Add Ancillary Materials and/or Course Notes

5. **Preview Course:** Review how students will see your course.
6. **Submit Course:** Click the “Submit” button to complete your course adoption. If you teach two or more sections of the same course, you can copy the information to all sections.

The bookstore receives daily updates from CUNYfirst regarding course information. If your courses are not listed, or if you experience issues logging into the bookstore, you can check back at a later date or send your course and textbook information to CCNYbooks@akademos.com.

All textbook and course material information must be submitted to the online bookstore. Book information entered in the bookstore portal will transfer back to CUNYfirst within 24-48 hours.

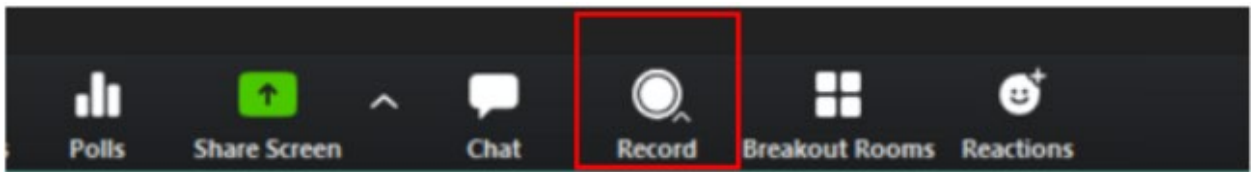
Recording a Meeting in Zoom

Enabling Recording Option in Zoom

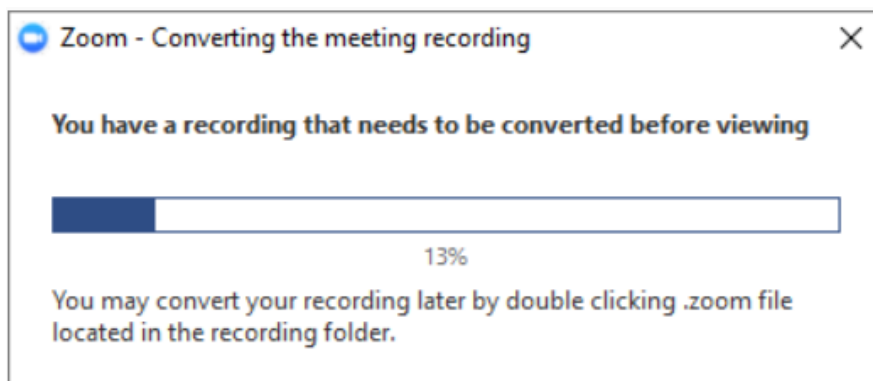
1. Sign in to Zoom
2. Click on **Settings** on the left hand menu
3. Click on the **Recording** Tab
4. Turn on Local Recording and Cloud Recording
 - a. You can customize each option

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

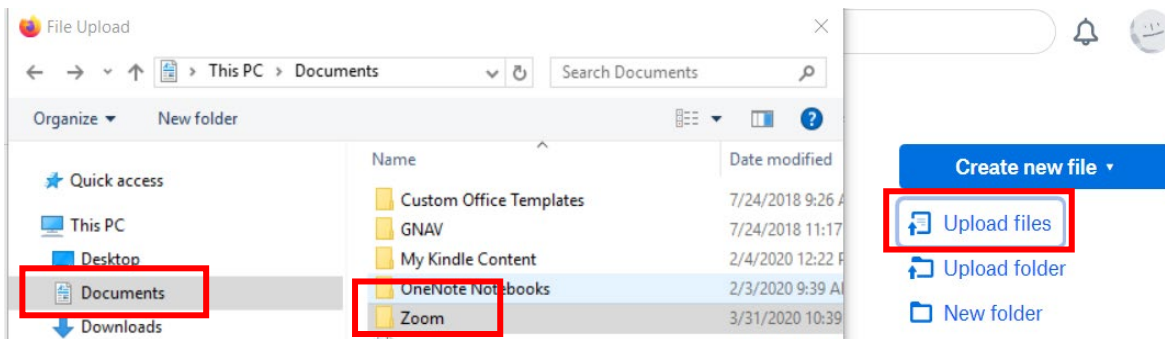
1. Click the **Recordings** tab on the left hand side
2. Once in the **Recordings** page, you will find a list of recorded meeting
 - a. You have the option to **Share** the recorded meeting(s) by copying the link provided to you and also modify permission of who can view/ download the recorded meeting(s).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

