

Technology Services Update - Fall 2023

Rita Uddin

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Welcome, new Faculty & Staff and Hello, to returning colleagues!

For those who are new to City Tech, the Office of Computing & Information Services (OCIS) is located in Namm 901; which is also where the Administrative Helpdesk is situated. Please feel free to reach out to me or the [Administrative Helpdesk](#) (718) 260-5626, Helpdesk@citytech.cuny.edu for any questions or assistance. Submit a [Grouplink ticket](#) to request service or work from CIS departments.

The [IT Service Catalog](#) contains information relating to all IT services and resources available to [faculty](#), [staff](#), and [students](#).

Always keep a look out for important IT-related communications from the following email addresses: Helpdesk@citytech.cuny.edu and CIS_Notification@citytech.cuny.edu (*this is a no-reply email*).

The following are some important reminders and updates:

1. **Important accounts/credentials** – There are 2 important accounts that all City Tech Employees should be mindful of:
 1. **CUNYfirst credentials** – Your CUNYfirst username and password can be used for Enterprise systems such as: CUNYfirst, CUNY M365 platform, and now College Email, Blackboard, Degreeworks, Eduroam, Zoom and more.
 2. **City Tech Active Directory (AD) credentials** – Use your City Tech AD username and password to access City Tech specific resources such as your computer, classroom computers, Jabber, College Wi-Fi, Grouplink, and more.
Self Service Password Reset – Keep in mind that you can reset your AD password using <https://forgot.citytech.cuny.edu>.
2. **Campus Voice Communications** – Campus voice communications are accomplished through the Jabber application on your computer and not necessarily through a desktop phone. (*Some users may also have a desk phone*).
Log onto your Jabber account using your CityTech Active Directory (AD) username and password. If you have Jabber already, please make sure to setup your Voicemail box. **Keep in mind, if you are not logged in and you have not setup your voicemail, anyone calling you will not be able to leave a message.**
Remember to dial the 4-digit extension of anyone within the College and dial 9 + full phone number to reach a number outside of the College.
3. **Wireless Networks** – The College provides 3 wireless networks on campus:
 - a. **CityTech-Wifi**: Use this for most activities relating to Internet access. Log on with your City Tech AD username and password.
 - b. **NYCCT**: Use this ONLY when a secondary level of security is required in network

communication. Your device will need to adhere to security policies. Log on using your City Tech AD username and password.

- [Eduroam](#): You can use this network on most CUNY campuses. Log on to Eduroam using your CUNYfirst username and password.

We have been adding additional HotSpots campus-wide and have upgraded the WiFi to allow newer OS'. Feel free to drop us a message for dark spots or concerns, so that we can continue to expand and improve the wireless network.

4. **CUNY M365** – All CityTech employees have access to the CUNY Microsoft Office 365 (M365) platform using their CUNYfirst credentials. The M365 platform includes Outlook Email, OneDrive for Business, Office applications such as Word, Excel, Powerpoint, Teams, Sharepoint and more.
 1. **MS Teams** – Use MS Teams to collaborate and communicate with CityTech and across CUNY. Teams is a robust communication platform that enables chatting, calls, meetings & document sharing. Use Teams to create a virtual/hybrid office environment. MS Teams can be accessed through the CUNY M365 suite, desktop or mobile App.
 2. **OneDrive** – All faculty & Staff receive 1TB of storage space through OneDrive.
5. **Software** – There are a variety of [software available to all faculty and staff](#). A few important highlights are as follows:
 1. **Adobe Creative Suite** – Adobe CS is a collection of graphic design & media editing applications. The Suite also contains the Acrobat DC for pdf editing. Most faculty and staff have access to the Suite through a named user account. If you are not familiar with your account, please reach out to the CIS Helpdesk.
You can use [Adobe Professional DC to create a digital signature](#).
 2. **Dropbox** – Use Dropbox as a secondary tool to share files, collaborate on projects and store work.
 3. **Zoom Webinars & Large Meetings** – All City Tech employees and students have a CityTech CUNY Zoom account. The College also has available, upon request, limited Zoom Webinars (1000) and Large Meeting (1000) accounts. Access to such accounts is available for a temporary duration. Please submit a Grouplink ticket to request access.
6. **Administrative Printing** – We continue to migrate away from the Konica Minolta printers to the Xerox Enterprise Print Management System (EPM). Konica Minolta's throughout the campus are being replaced with Xerox multifunction devices. Departments/areas will be contacted when we receive the device that has been allocated for the space. Please reach out to the Helpdesk if you have questions or concerns.
If your area/department still has a Konica Minolta only, service can still be obtained for the device. The process for requesting service and toner for existing Konica's is to submit a CIS Grouplink ticket - CIS in turn submits service requests to Konica.
7. **Classroom Instructor Stations** – You must use your City Tech AD credentials to log into these computers. Please remember to log out of the computer before leaving the room to ensure security of your account.
The classroom console desks will have handouts with QR codes that contain information on how to operate the AV devices. Assistance and support for classroom audio & visual equipment as well as the instructor stations can be requested through the Grouplink ticketing system or contacting CIS

Media Services.

8. **Campus conference rooms** – Many departmental conference rooms have been upgraded with improved audio & visual equipment to facilitate hybrid meetings. Conference room computers must now be accessed through City Tech AD credentials.
9. **Other Technology spaces & conferencing capability** – There are a variety of spaces throughout the College that contain conferencing technology. If your desktop or campus-issued computer does not have conferencing capability as of yet, please submit a ticket to [CIS Media Services](#) to request a camera/microphone.

For setting up a conference or hyflex environment in other spaces, you can loan equipment from CIS Media Services.

10. **Accessible Technology** – The University is committed to providing accessible technology resources to faculty, staff and students. Resources are available on the CUNY Assistive Technology Services site <https://www.cuny.edu/accessibility/assistive-technology/>. Here are a few highlights:

1. **Procuring/developing IT** - All electronic & IT used, developed or purchased must comply with all applicable University policies, Federal & State laws & regulations. [more info](#)
2. **Making accessible content** - Anyone developing content (text, images, video, etc) for online publications or systems should ensure it is accessible. [more info](#)
 - a. [Create Accessible PDFs](#)
 - b. [Document best practices](#)
 - c. [Video captioning](#)
3. **Individuals with disabilities** – Employees can self-identify with the Human Resources Office. Learn about [CUNYfirst accessibility functions](#). Students should reach out to the City Tech [Center for Student Accessibility](#).

11. **Cyber Security** – It is important to be aware of cyber security risks and take efforts to mitigate the threats to University information and technology resources. Employees working with information should be familiar with [data classification standards](#) and CUNY security policies: [Acceptable Use of Computer Resources](#), [IT Security Procedures – Cloud](#), [IT Security Procedure - General](#).

Take the [CUNY Cyber Security Awareness training](#) and visit the [CityTech Security Site](#) for information on reporting security incidents, security advisories and general best practices.

1. **Multi-factor Authentication (MFA)** – All users must use a 2-factor authentication when logging into the CUNY Office 365 platform; this includes students. If you want to change your authentication method, while logged into MS 0365, click on your profile picture and go to View Account – Security Info. For additional help, visit the CUNY [FAQs page](#).
2. **Zoom Security** – To minimize Zoom conference security breaches, adhere to the basic [best practices](#). Additional security resources are available here: [Security | Zoom](#). Reach out to the CIS Helpdesk for questions and concerns.
3. **Microsoft browser integrations** – As the University utilizes Microsoft products more and more, be mindful of password saving on browsers especially on devices not exclusively used by you. For example, MS Edge browser can make your login experience quick by making your info automatic as you enter them on webpages, and then sync them for use on other devices where you log into Edge. Although this feature has benefits, this also poses security concerns if you are on a device that is used by multiple people.

Kind regards,
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