Outlook

[Draft] **Fall 2025 – Technology Updates & Support**

From SSmith@CityTech.Cuny.Edu

1 attachment (1 MB)
CyberSecurityTraining-Help.docx;

From: Rita Uddin <RUddin@CityTech.Cuny.Edu>
Sent: Monday, September 8, 2025 10:36 AM
To: Rita Uddin <RUddin@CityTech.Cuny.Edu>
Subject: Fall 2025 – Technology Updates & Support

Dear Colleagues,
Welcome to the Fall 2025 semester! Whether you're returning or joining us for the first time, I hope the start of the academic year has been one of renewed energy and excitement. As we move ahead into the semester, I'd like to share a few important updates and reminders from the Office of Computing & Information Services (OCIS).

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, Email, Brightspace, CUNYIT Help ticketing system, 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 campus computer, classroom computers, Jabber, College Wi-Fi, eParse and more.
   Self Service Password Reset – Keep in mind that you can reset your AD password using https://forgot.citytech.cuny.edu if you already set up security questions.

. **Classroom Instructor Stations –** Faculty must use their City Tech AD credentials to log onto 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 contacting CIS Media Services.

Voice and Telephone - The campus voice communications are over IP. This means that all phone communications occur via your computer through a software called Jabber that assigns you a 'soft phone'. Desktop phones are distributed in a limited basis to areas with high call volumes and if inventory permits. More info.

- All full-time employees are assigned a College soft phone and extension.
- Use your CityTech Active Directory (AD) credentials to log onto Jabber
- Ensure that your you log into Jabber daily and that voice mail is setup

. **Enterprise Software & Tools –**

- **Zoom –** All City Tech faculty, staff and students have a CUNY City Tech Zoom account. More info
- **MS Teams** – For a more integrated collaborative platform and conferencing solution, use MS Teams. More Info
- **Cloud File Storage -** CUNY OneDrive and CUNY Dropbox are options available to you for cloud file storage.
- **Office suite -** All faculty, staff and students have access to the Office 365 suite of applications (ex. Word, Excel, Powerpoint) through the M365 platform. In addition, there are a variety of other software available. *Learn more*

Cyber Security – Please take the mandatory NYCCT Staff Cyber Security Awareness Training 2025-2026 Course available on Brightspace: See the attached document for help in accessing the training course.
It is important to be aware of cyber security risks and take efforts to mitigate the threats to University information and technology resources. Please be familiar with data classification standards and CUNY security policies: Acceptable Use of Computer Resources, Acceptable Use of University Data in the Cloud, IT Security Procedure - General.

a. **Multi-factor Authentication (MFA)** – Currently there are 2 different MFA setups: MFA for M365 (Outlook) and MFA for CUNYlogin (CUNYfirst, Brightspace, etc.) **Both require you to download the Microsoft Authenticator app on your cell phone** and then setup an MFA account for each system. See more info here: CUNY Login MFA - Managing your MFA factors.

b. **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.

- **Microsoft browser integrations –** As the University utilizes Microsoft products more and more, be mindful of passwords 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.
- **Technology procurement and implementation policies –** Regardless of funding source, before any purchase, all software, hardware and technology services should be reviewed with CIS. This ensures adherence to network and security protocols and minimizes procurement delays that ultimately require CIS approval. Any technology, especially software that will collect, retain or transmit CUNY information must undergo a thorough security review by CIS.

. **Getting IT Help**

a. **Faculty/Staff Helpdesk** - Namm 901, (718) 260-5626, Helpdesk@citytech.cuny.edu
Student Computing Helpdesk - Library 114, (718) 260-4900, StudentHelpdesk@citytech.cuny.edu
Media Services/Classroom AV support – (718) 260-5900, MediaServices@citytech.cuny.edu

b. **CIS Ticketing System (CUNY IT Help) –** Use the ServiceNow ticketing system to submit an incident or service request: https://cunyithelp.cuny.edu – City Tech Catalog

c. **IT website & Service Catalog** – Check out the Faculty & Staff Hub for a quick guide to Getting Started with Technology.
The https://it.citytech.cuny.edu website contains information and alerts relating to IT on campus.
The IT Service Catalog contains information relating to all IT services and resources available to faculty, staff, and students.

d. **Email communications** - 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)*.

e. **Training** – CUNY CIS often runs training sessions. A few that may be of interest are:

- Introduction to CUNYfirst (all pillars) – August 12 Registration
- Boosting Student Presence and Instructor Engagement with Brightspace – August 13 Registration
- CUNYfirst Faculty Self-Service – August 22 and September 9 Registration
- Migrating Grades from Brightspace to CUNYfirst – September 12 Registration
- Selection of Microsoft 365 webinars. You can view schedule and descriptions as well as register using our registration form.

Kind regards,
Rita

Rita Uddin
Vice President of IT/Chief Information Officer
Office of Computing & Information Services
City Tech, CUNY
Namm Building
N-901 • 300 Jay St. Brooklyn, NY
(718) 260-5610

This E-mail is for the sole use of the intended recipient(s) and contains information belonging to City Tech CUNY, which is confidential and/or legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or taking of any action in reliance on the contents of this E-mail is strictly prohibited. If you have received this E-mail in error, please immediately notify the sender by reply E-mail and destroy all copies of the original message.