

## DISTANCE LEARNING APPLICATION GUIDE

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## BLACKBOARD COLLABORATE ULTRA – (Faculty)

### 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 don't 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 which 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

### 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'm 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 can't 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?

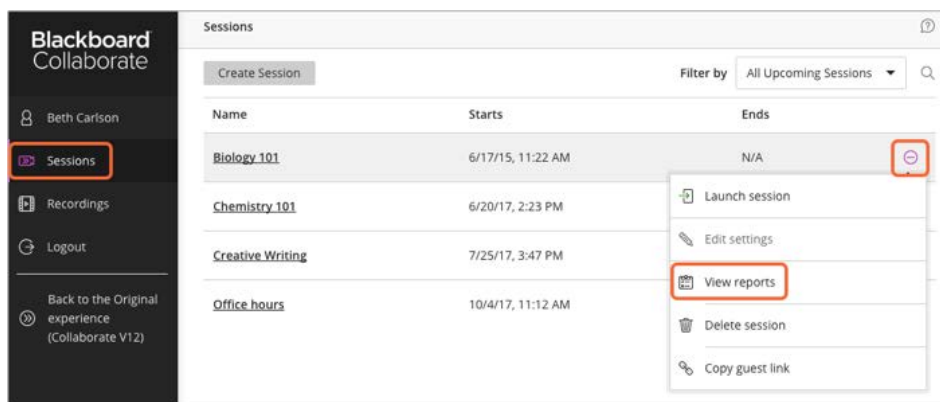
The best way to do this is to allow your students to join a session as moderators or presenters. As moderators they have the same privileges you do. As presenters they are limited to sharing content privileges.

- 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://help.blackboard.com/Collaborate/Ultra>

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

## BLACKBOARD COLLABORATE ULTRA – (Student)

### How do 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 don't 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](mailto:bbsupport@ccny.cuny.edu)

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

## ZOOM

### How to get a Zoom account

1. Login link: [ccny.zoom.us](https://ccny.zoom.us)
2. Click on **Sign in: Configure your account**
3. Enter **CCNY Email Credentials\***
  - a. [jdoe@ccny.cuny.edu](mailto:jdoe@ccny.cuny.edu) or [jdoe000@citymail.cuny.edu](mailto:jdoe000@citymail.cuny.edu)

\*If you do not know your CCNY email credentials

1. Link: [reset.ccny.cuny.edu](https://reset.ccny.cuny.edu)
2. Select either **Faculty/Staff or Student**
3. Select **Option A**

### How to schedule a meeting?

1. Once logged in, you will start in the **Profile** tab. To Schedule a meeting click the Schedule a Meeting on the top right of the page.
2. From the **Schedule Meeting** page, you are able to:
  - a. Name the Meeting
  - b. Add a description about the meeting
  - c. Schedule the date and time
  - d. Set the **duration of the meeting, time zone, and an option to make the meeting a reoccurring meeting**
  - e. **Video and Audio** options for the Host and Participant(s)
  - f. Meeting options
  - g. You may also invite a participant to be a **Guest Host**.
    - i. \*\*\* Please note: if you use this option, it will give the guest host the same full control options and the Primary Host\*\*\*
3. Click **Save**

### How to Share Files?

1. Click on the **Settings** tab to modify your options
2. Within the **Settings** page, click the **In Meeting (Basic)** option. Scroll down to the **File Transfer** option and toggle to turn on the feature. \*\*\* You may also click Only Allow Specified file types\*\*\*

### Enabling Breakout Room

Breakout room is a way you can split up students into groups for projects/ interactive learning within the Zoom Meeting

1. In the **Settings** page,
2. Click on the **In Meeting (Advanced)** option. **Breakout Room** is the first option under the **Meeting (Advanced)** section of the page. Toggle to turn on the feature. \*\*\* You may check the **Allow host to assign participants to breakout room when scheduling**, if you already have pre-picked groups of students to work with. You may set up the groups when creating/ scheduling the Meeting in the "Scheduling Meeting" page. \*\*\*Please Note: You cannot have Breakout Room and Remote Support enabled at the same time. \*\*\*

## Accessing Recorded Meeting via 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 the **More** option, you have the choice to either **Download** or **Delete** the recorded meeting.

## Joining a Meeting

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

## 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**- (Self Explanatory) 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.

**Zoom FAQs:** <https://support.zoom.us/hc/en-us/sections/200277708-Frequently-Asked-Questions>

## WEBEX – Off Blackboard

### How to Login to WebEx

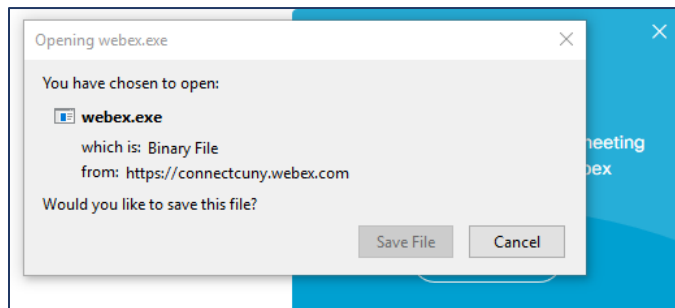
1. Login link: [connectcuny.webex.com](https://connectcuny.webex.com)
2. Click on **Sign In** on the top right corner
3. Email: Enter you **CUNY Login username** ([name.lastname##@login.cuny.edu](mailto:name.lastname##@login.cuny.edu))\*
4. Web Applications Login: Username and Password: **CUNY Login Credentials\***

\*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

### How to Download WebEx on Desktop

1. Login to WebEx
2. On the Home page, on the right side, click on **Download**
3. A prompt window will pop-up



4. Click **Save File**
5. Run file by clicking on the **Downloads arrow** on the top right corner of Firefox browser and double clicking on **webex.exe**. In Chrome the file download will appear on the bottom left corner of the browser.

## Schedule a Meeting

1. Login to WebEx
2. Click **Schedule**

3. Enter **Meeting type** (*WebEx Meetings Pro Meeting Preferred*), **Meeting topic**, Select a **Meeting password**, **Pick Date and Time**, will this be a **Recurrence** and, select **Attendees** (*enter CCNY email*)
4. Click **Schedule**

## Start a Meeting

Once you have scheduled a meeting, how do you start the meeting?

1. Login to Webex
2. In the Home page you will see **Upcoming Meeting**, click **Start** next to the scheduled meeting.
3. In prompt window (Launch Application) select **Cisco Webex Meeting**
4. Click **Start Meeting**

## Audio, Video, Sharing, Recording, Participants, Notes and more



1. While you wait for the participants to join, check that the **microphone and video** are on. Make sure your volume is up on the microphone.
2. **Sharing:** Webex allows you to share your screen, by clicking on the icon to third icon on the picture above. Once you click on the share icon, a list of your current opened browsers and windows will come up on your screen. Select the window you would like to share.



2b. once you share a screen, the above menu will be available across the top on your screen. If you don't see it, place cursor over the "**You're sharing Cisco Webex Meeting**" ....tab. This menu allows you to **Stop Sharing, Pause, Record, and the Annotate** feature. It allows you to make notes to the currently shared window.

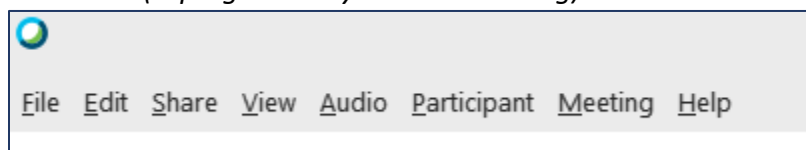


3. **Record:** In Webex you can record your sessions directly to your computer or in cloud. This will allow you to share your course sessions with other participants. To record a session click on the **Red** dot.
4. **Participants:** You will be able to see who is participating in the meeting, by clicking on the icon next to the record session.
5. **Chat:** During the meeting you can start a private chat or chat with everyone, by clicking on the bubble note icon.
6. **End Meeting:** To end the Meeting click on the X on the bottom of the screen.

### Sharing / Downloading Recordings

1. To *share* or *download* recordings, click on **Recordings** on the left hand panel.
2. Click on download arrow to listen and download
3. Click on the share icon, enter email addresses, type a message
4. Select a Password and Save

### File, Edit, Share, View.....menu (top right once you start meeting)



1. To invite participants to your meeting go to **Participant** choose to **Invite and remind**. Under this option you can email the meeting invite to a CCNY email. As well as remind participants of the meeting.
2. Under the **Meeting tab**, the option to **Lock Meeting**, is available this will prevent anyone else from joining the meeting once the session has started.

### Webex Training and Documentation

**Getting Started:** <https://help.webex.com/ld-nyw95a4-CiscoWebexMeetings/Webex-Meetings#Get-Started>

## WEBEX – On Blackboard

### How do I access Webex in Blackboard?

Logging into Blackboard

Use your CUNY Login credentials to access Blackboard, *username@login.cuny.edu*.

If you are unaware of your login information, please use the *Forgot Username* and *Forgot Password* options on the [CUNY Login](#) page.

In Blackboard open the course

1. Select **Tools** select **connectcuny webex** to add ConnectCUNY Webex to the course
2. Change the **Link Name** and add a **Text** description, then click **Submit**
  - a. The ConnectCUNY tool is added to the course
3. Click on the course's ConnectCUNY tool to display the Webex Classroom Collaboration tab.
4. Click the **Setup** tab to choose the Webex Education Connector features you want:
  - a. Classroom Collaboration
  - b. Virtual Meetings
  - c. Office Hours
5. Click **Authorize** to enable synchronization between Blackboard and Webex, then click **Allow** to confirm the authorization.
6. Enable the following optional features:
  - a. Webex Meetings Attendance Grading
  - b. Reminder Bot
7. Click **Apply** to save your settings for this course.
8. Configure the Webex Education Connector features enabled in Step 5 for one or more of the following tabs:
  - a. Classroom Collaboration
  - b. Virtual Meetings
  - c. Office Hours

### Webex Training and Documentation

**Start Meeting:** <https://www.youtube.com/watch?v=HIHJCVnPJHA>

**How to schedule a meeting inside Blackboard:** <https://www.youtube.com/watch?v=WJhj4Ktor4Q>

**Creating Breakout Rooms in Webex:** <https://www.youtube.com/watch?v=3ZCcB1YOzFQ>

## VPN CLIENT INSTALLATION AND REMOTE CONNECTION (*Faculty and Administrative Staff*)

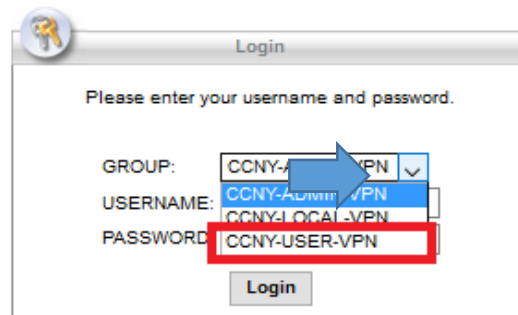
The following is a brief guide showing how to install the AnyConnect VPN client and connect to campus resource remotely. If you have any trouble following these steps please contact your area's Tech Support.

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

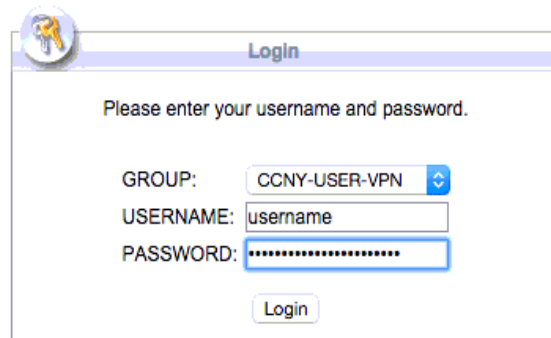
- a) On a web browser, open the following site:

<https://vpn.ccny.cuny.edu>

- b) 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.

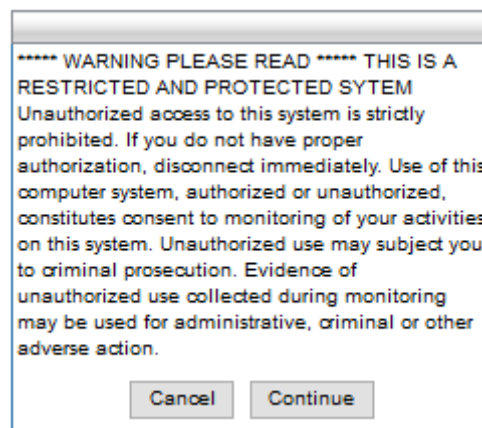


The screenshot shows a 'Login' window with the text 'Please enter your username and password.' Below this are three fields: 'GROUP:', 'USERNAME:', and 'PASSWORD:'. The 'GROUP:' dropdown menu is open, showing a list of options. 'CCNY-LOCAL-VPN' is currently selected, and 'CCNY-USER-VPN' is highlighted with a red box. A blue arrow points from the 'GROUP:' label to the dropdown menu. The 'USERNAME:' and 'PASSWORD:' fields are empty. A 'Login' button is at the bottom.



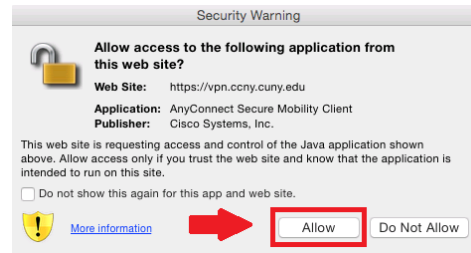
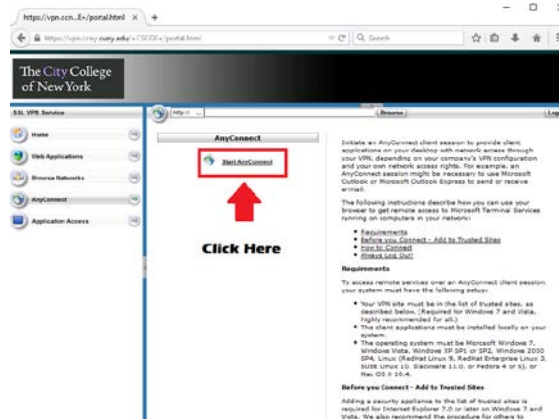
The screenshot shows the same 'Login' window. The 'GROUP:' dropdown menu is now closed, and 'CCNY-USER-VPN' is selected. The 'USERNAME:' field contains the text 'username' and the 'PASSWORD:' field contains a series of dots. The 'Login' button is at the bottom.

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

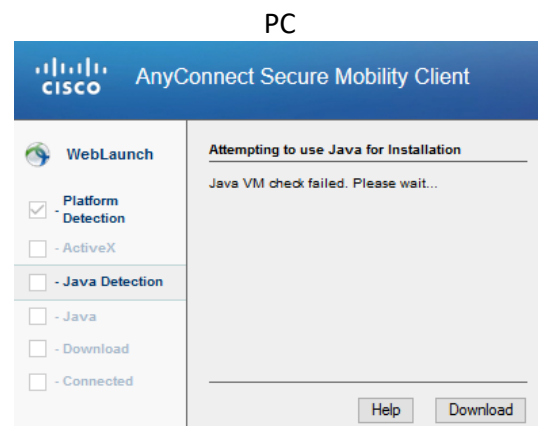


The screenshot shows a warning dialog box with the text: '\*\*\*\*\* WARNING PLEASE READ \*\*\*\*\* THIS IS A RESTRICTED AND PROTECTED SYSTEM. Unauthorized access to this system is strictly prohibited. If you do not have proper authorization, disconnect immediately. Use of this computer system, authorized or unauthorized, constitutes consent to monitoring of your activities on this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action.' At the bottom are 'Cancel' and 'Continue' buttons.

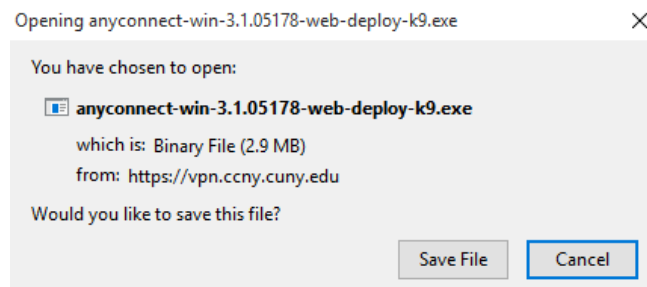
- d) Once you log in you will see this screen. Click on “**Start AnyConnect**” to begin the AnyConnect Java installation. You should get a pop-up notification asking to allow or grant permission for the website to use Java, Please click on “**allow**” or “**yes**” to continue with the installation. Depending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



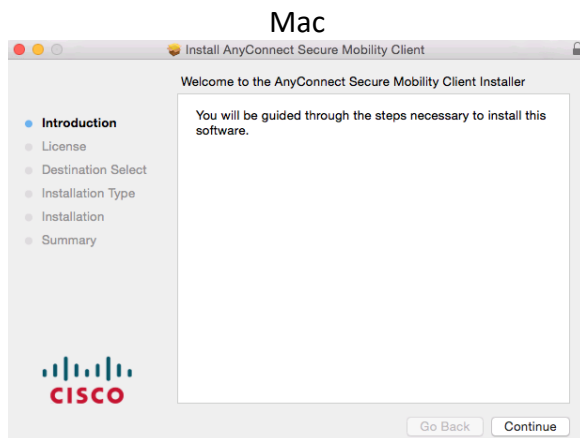
- e) In the case that automatic installation fails, you will be given the chance to install the AnyConnect application manually. For Mac click on the link provided and for PC click on the download button to proceed with manual installation.



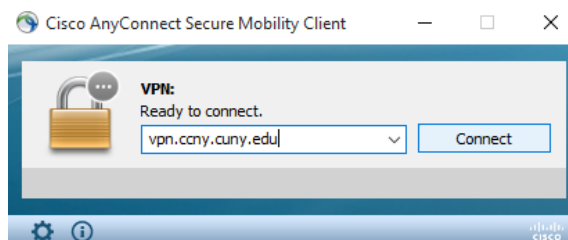
- f) A pop-up will appear to download the installer. Click to allow this download, we recommend that you download this file to your desktop.



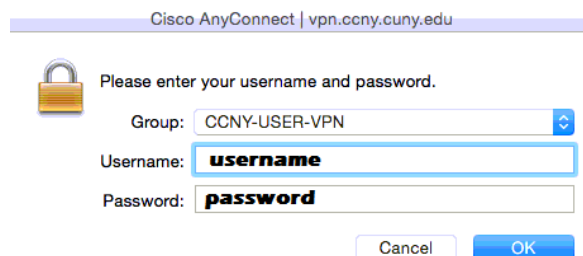
- g) Double click on the downloaded file and follow the on-screen prompts to install the software. You may need to enter the administrator's username and password during this installation.



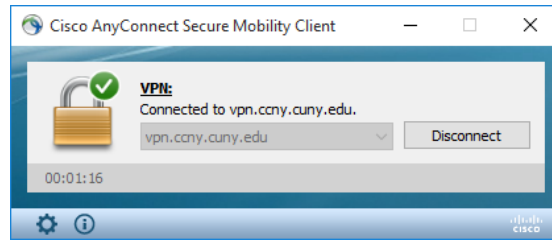
- h) Once installation is complete AnyConnect should automatically open and prompt you for the address to the VPN. If it doesn't, you can find it in the applications folder (for Mac) or under the programs heading on the start menu (for PC). Additionally, there should be an icon in the status menu (Mac,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



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"**:



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



### **ATTENTION!**

For **Windows 10** computers - In order to successfully connect to VPN, **Internet Connection Sharing (ICS)** must be disabled in order for AnyConnect to succeed. To disable ICS on Windows 10 machines please follow these steps:

- Click on the Start button or press the Windows key, and type “**Network Connections**”. Click View network connections.
- Right click the connection the user uses to access VPN through, you may be prompted to enter administrator credentials to continue.
- Click the **Sharing** tab and de-select the “**Allow other network users to connect through this computer’s internet connection**” checkbox. ICS is now disabled.

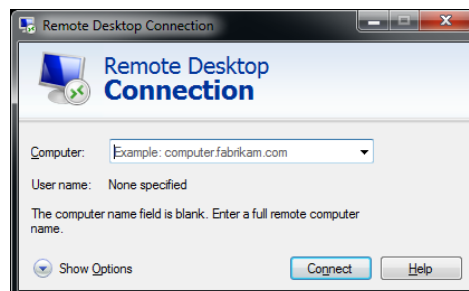
## **2. Connect to campus computer through VPN**

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.

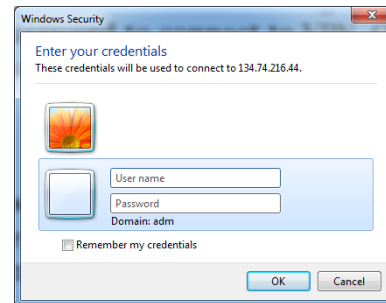
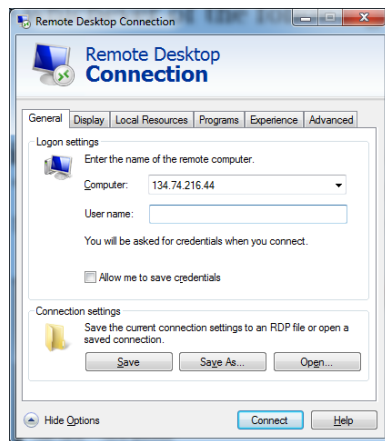
### **Connecting to VPN with AnyConnect**

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.

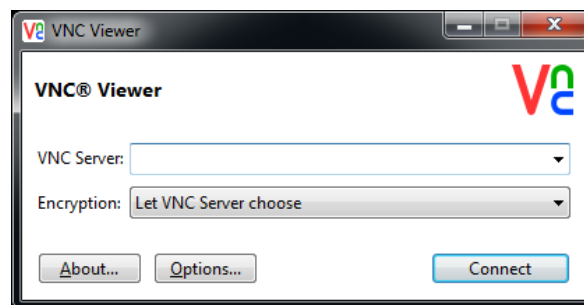
- a) **RDP from a Pc to a Pc (windows):** From your Pc, press the windows key or click on the start button and type “remote desktop connection” and the option will return from the search. Click on the icon and the Remote Desktop Connection window will appear.



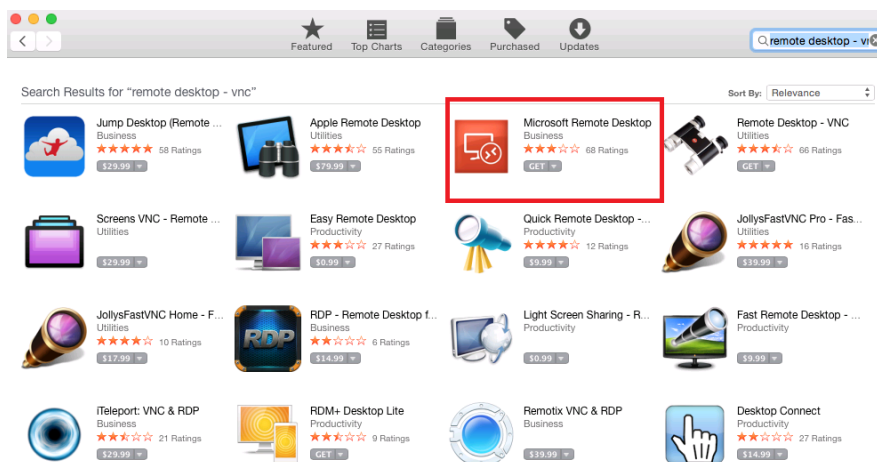
Enter the IP address of the machine you wish to connect to and click on “connect”. You will be prompted to enter credentials for the machine you are connecting to. Make sure that when entering credentials, to add the domain to the username if the machine is bound to one, i.e. username: itcs\jnorris.



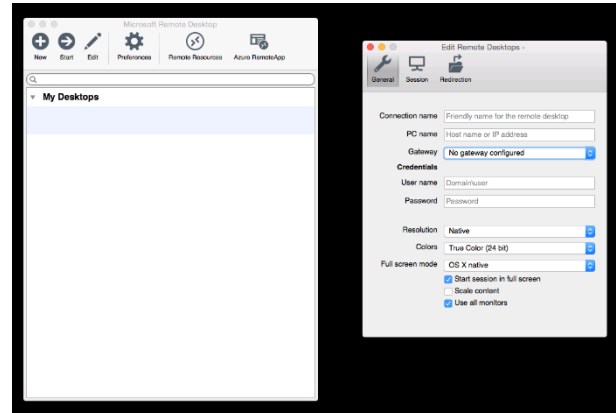
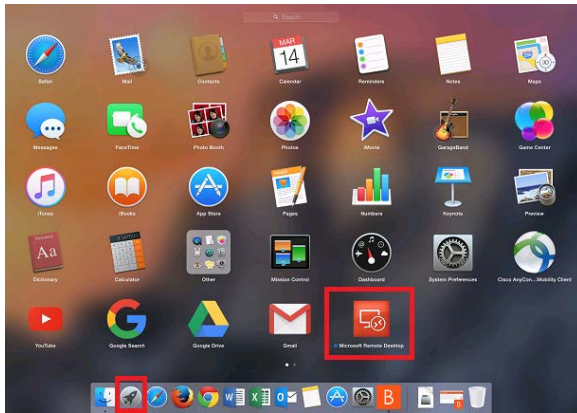
- b) **Pc to Mac (via VNC):** In order to connect remotely to a Mac computer, you will need to download a VNC client. In the following example, VNC viewer was used. Simply open the client and enter the IP address and follow the prompts to authenticate into the Mac. Make sure to remember the password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



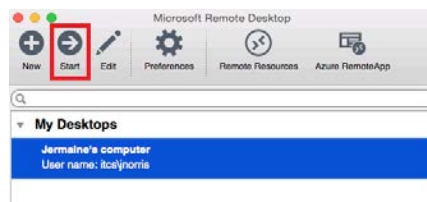
- c) **Mac to Pc (via RDP):** In order to connect remotely to a Pc with a Mac, you will need to install the Microsoft Remote Desktop app from the Apple App Store.



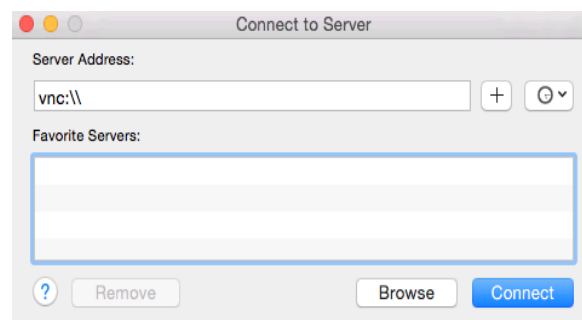
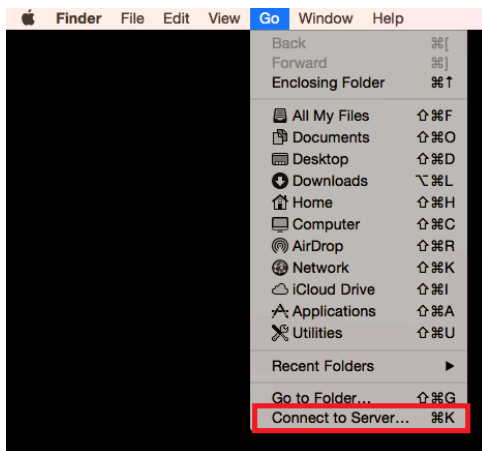
Open the app from the Launchpad, then click on “New” to create a new connection. Create a name for this connection, enter the PC name (the IP address of the machine you are connecting to), and enter your username and password. Make sure to enter your username in domain\username format (i.e. “itcs\bsmith”).



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.



**d) 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.





## DROPBOX

### Who has access?

- All CUNY student\*, faculty and staff\*
- Faculty and staff will be provisioned first
- Provisioning for students are expected to be completed during the first full week of the semester.
- Staff that are not considered administrative staff by HR will not have access to Dropbox.

### How do I login?

1. Link **dropbox.cuny.edu**
  - Email: Enter your **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 activated 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)

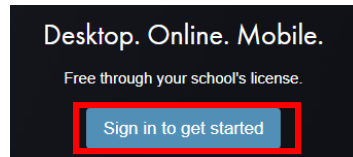
1. Include Following information
  - i. DESCRIPTION OF INCIDENT / OTHER:
  - ii. NAME:
  - iii. TITLE (STUDENT, FACULTY, STAFF):
  - iv. EMPLID:
  - v. CUNY LOGIN USERNAME
  - vi. EMAIL ADDRESS IN CUNYFIRST -- FACULTY AND STAFF = BUSINESS ADDRESS\*
  - vii. STUDENT = PREFERRED EMAIL ADDRESS
  - viii. ERROR MESSAGE AND SCREENSHOT IF NECESSARY

## DOWNLOADING / UPDATING MatLAB LICENSE

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](https://reset.ccny.cuny.edu))

Create MathWorks Account

Email Address

To access your organization's MATLAB license, use your work or university email.

Location

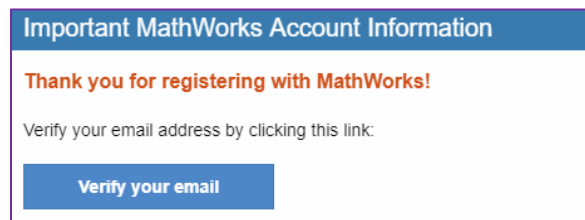
How will you use MathWorks software?

Are you at least 13 years or older? ☐ Yes ☐ No

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](mailto: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

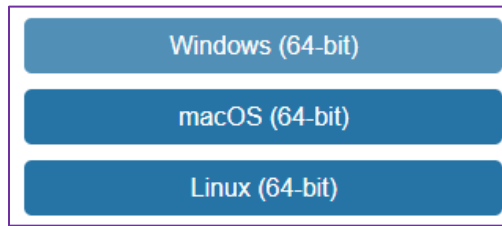
| License | Label      | Option          | Use      |   |
|---------|------------|-----------------|----------|---|
| 1111017 | Individual | Total Headcount | Academic |    |

Click on R2018b

Download R2018b

 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

## MICROSOFT OFFICE 365 for EDUCATION – (*Faculty and Administrative Staff*)

### How do I download Office 365?

1. Link: [login.microsoftonline.com](http://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](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**
4. Follow the prompts

**For more information see the FAQs link:**


<http://www.cuny.edu/about/administration/offices/cis/technology-services/microsoft-office-365-for-education/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

## MICROSOFT OFFICE 365 for EDUCATION - (*Students*)

### How do I download Office 365?

1. Link: [login.microsoftonline.com](http://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](http://reset.ccny.cuny.edu)

**For more information see the FAQs link:**

<http://www.cuny.edu/about/administration/offices/cis/technology-services/microsoft-office-365-for-education/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, CCNY EMAIL, include any error messages

## CUNY VIRTUAL DESKTOP

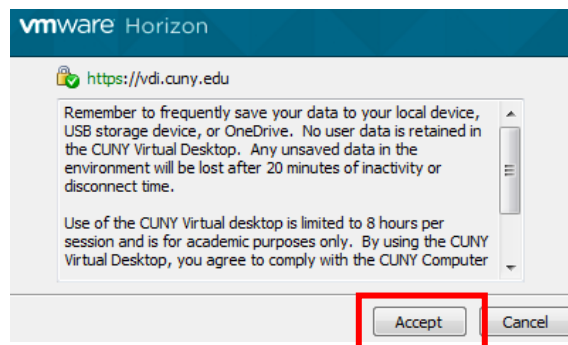
The CUNY Virtual Desktop lets you access software remotely. Current applications available include ArcGIS, SPSS, SAS, Matlab, Mathematica and Maplesoft.

### How do I install virtual desktop?

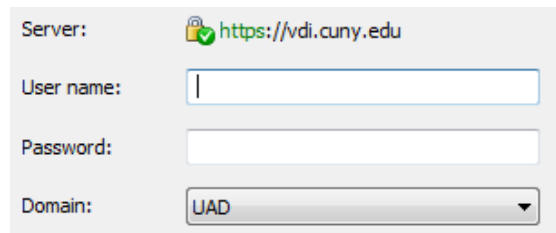
1. Link: <http://www.cuny.edu/about/administration/offices/cis/virtual-desktop/installation/>
  - a. Select the Installation that is required for your computer **Windows or Mac Installation**
  - b. Follow the prompts
2. Once your computer has restarted, go to: <https://cuny.edu/virtualdesktop>
  - a. Access your applications by clicking on one of the icons:



- b. Click **Accept**



- c. Log in using the **CUNY Login username** (name.lastname##@login.cuny.edu)\* and password



\*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**
4. Follow the prompts

### IMPORTANT TO REMEMBER:

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

### Logging off VDI

When you are finished with your session it is recommended that you **disconnect and Logoff**.

### Helpful Links:

CUNY VDI FAQs: <https://www.cuny.edu/about/administration/offices/cis/virtual-desktop/faqs/>

If you experience any issues with CUNY VDI, please email the [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)

1. Email the CIS Service Desk at [servicedesk@ccny.cuny.edu](mailto:servicedesk@ccny.cuny.edu)
2. Email Subject: VDI Incident / Campus Name
  - How user is connected wireless / hardwired
  - Location of student Campus/ Campus Lab/ Home
  - Desktop/Laptop
  - MAC/PC/Tablet/Cell
  - Operating System
  - Software Application user was in
  - Browser and Version
  - Error Message
  - Describe incident and navigation
  - EMPLID and CUNYfirst ID.

## Office of Information Technology Resources

### Email sensitive information

1. Link: <https://securetransfer.ccny.cuny.edu>
2. Username and Password: CCNY email credentials.

### VPN Request (*FACULTY and STAFF ONLY*)

1. Link: <https://portal.ccny.cuny.edu/depts/oit/vpn/login.php>
2. Username and Password: CCNY email credentials.

### Email Password Reset:

Link: <https://reset.ccny.cuny.edu>

### Technology Support Bridge - Virtual

Ask questions about your technology problems including hardware, software and networking issues.

<https://ccny.zoom.us/j/2126507000>

### Distance Learning & Conferencing Support Bridge - Virtual

Ask questions regarding Blackboard, Zoom and BlueJeans.

<https://ccny.zoom.us/j/2126505480>