

Technology Services Update - Fall 2024

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To: Rita Uddin <RUddin@CityTech.Cuny.Edu>

Dear Colleagues,

A warm welcome to new Faculty & Staff and Hello to returning colleagues!

As you prepare for the start to an exciting new Fall semester, I wanted to bring to the forefront some important information.

Getting IT Help

- 1. 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
- 2. CIS Ticketing System (CUNY IT Help)** – Use the CityTech Ticketing System (CUNY IT Help site) to submit an incident or service request: <https://cunyithelp.cuny.edu>
- 3. 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](#).
- 4. 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*).

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, 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>.

Important Reminders & Updates:

- 1. 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.

- 2. 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 ServiceNow system or contacting CIS Media Services.

- 3. Zoom Cloud Storage** – CUNY is approaching its Zoom cloud storage limit as specified in the enterprise contract. Effective September 25, 2024, files in Zoom cloud storage older than 120 days will be deleted to prevent surpassing our storage allocation. To avoid losing any files on September 25, please start managing your Zoom cloud storage files now. Please access your CUNY Zoom account, review your files and download files you wish to retain and delete unnecessary files. Details and other information will follow.

- 4. 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.

- i. 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](#).
- ii. 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.
- iii. 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.

Tips & Notes:

- 1. Focused Inbox** – Outlook separates your inbox into two tabs– Focused and Other. Many mobile email apps also do the same. This can be confusing because messages that come from email accounts that send to Everyone may get placed in Other initially.

The system will get better at grouping messages as it learns from you. Always look in the Other tab and right-click the message(s) that you want to move into your Focused tab. The more often you do this, the system will learn to identify messages that are important to you and have them appear in Focused.

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4. Have a great semester!
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6. Kind regards,
7. Rita

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