To: John Jay College Community  
From: Joseph Laub, Chief Information Officer  
Date: March 17, 2020  
Re: Technologies and IT Services to Support your Success

As we navigate the rapid transition to distance learning and telecommuting, it is critical to understand what technologies and IT services can help. Many “nice to have” technologies and IT services have now become critical to our College operations. To help you understand what is available and how to gain access, DoIT has compiled a list below. It is our hope that this will empower faculty, staff, and students to find the tools they need to succeed.

Blackboard Course Management System (CMS)

Every course at John Jay is a course on the Blackboard Learning Management System (https://bbhosted.cuy.edu/). Blackboard provides a place for faculty to publish course materials, activities, and assignments for students. Blackboard also has a feature known as Bb Collaborate. This powerful web conferencing tool enables instructors and students alike to have “in class” experiences from anywhere using a computer and an internet connection. With Blackboard Collaborate you can meet virtually, share live video from your web camera, share PowerPoint presentations, use a white board, and even record the online session for future reference.

Additional faculty resources and information related to Blackboard include:

The John Jay Department of Online Education and Support (DOES) webinar that demonstrates the capabilities of Blackboard available here: (https://johnjayonline.wistia.com/medias/jdr4qvxjeo)
The CUNY Blackboard User Guides that provide information on how to use many of Blackboard’s features available here: [http://www.cuny.edu/about/administration/offices/cis/core-functions/cuny-blackboard/user-guides/faculty/#1445874180784-dff4039f-45ef](http://www.cuny.edu/about/administration/offices/cis/core-functions/cuny-blackboard/user-guides/faculty/#1445874180784-dff4039f-45ef)

Additional resources for faculty and students include:

Specific information on how to use the Blackboard Collaborate tool available here: [https://www.cuny.edu/about/administration/offices/cis/core-functions/cuny-blackboard/user-guides/blackboard-collaborate-for-students-and-faculty/](https://www.cuny.edu/about/administration/offices/cis/core-functions/cuny-blackboard/user-guides/blackboard-collaborate-for-students-and-faculty/)


The Blackboard support team which can be contacted via email at blackboard@jjay.cuny.edu (faculty) and blackboardstudent@jjay.cuny.edu (students).

CUNYfirst

The CUNYfirst system we use to manage everything from registration to purchasing is available from anywhere in the world with a computer and a web browser. It is not limited to the John Jay campus. To log in, simply open a web browser from anywhere and visit [https://home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu)

Software

All faculty, staff, and students are licensed to use Microsoft Office 365 from home. This provides a full suite of productivity applications such as Word, PowerPoint, and Excel. Office 365 can be accessed by logging into the Office 365 site at [http://office.com](http://office.com) using your CUNYfirst username and password (i.e. jane.doe64@login.cuny.edu)

In addition, faculty and staff can download the complete Adobe suite at home. Simply contact the DoIT helpdesk and request an account be created. For students, DoIT will provide information on how to access Adobe software in a future notice, coming soon.
Certain specialized student applications are also available from off campus. ArcGIS, SPSS, SAS, Mathematic, Maplesoft and Matlab can all be accessed from home. These applications are available in the CUNY Virtual Desktop. More information about the CUNY Virtual Desktop can be found at https://www.cuny.edu/about/administration/offices/cis/virtual-desktop/

**Technologies to Communicate and Collaborate**

**Email:** The college email system is available on the web at [http://webmail.jjay.cuny.edu/owa](http://webmail.jjay.cuny.edu/owa). Mobile phones can also be used to send and receive email. Contact the DoIT helpdesk for more details.

**Zoom:** All John Jay students, faculty, and staff now have access to the voice and video conferencing system Zoom. Zoom provides a unique space via a web link to create ad-hoc and scheduled meetings; to interact with content such as power point presentations; and to have discussions that might normally take place in person. Students can also study together using Zoom. More information for faculty about how Zoom can be used to support your instruction is available in this [message](http://webmail.jjay.cuny.edu/owa) from Associate to the Provost for Institutional Effectiveness Allison Pease.

All faculty, staff, and students are entitled to an account. To claim your account, register using your John Jay email and password at [https://jjay-cuny.zoom.us](https://jjay-cuny.zoom.us).

**Phone Forwarding:** Faculty and staff members can request on campus phone calls be forwarded to an external telephone number. This request can be made by contacting [helpdesk@jjay.cuny.edu](mailto:helpdesk@jjay.cuny.edu) or calling 212.237.8200. If you are using a personal device to make work-related phone calls we recommend dialing *67 followed by the number to keep your personal number private.

**Dropbox & Microsoft OneDrive:** For non-confidential information, we have access to both Dropbox and Microsoft OneDrive. Both of these cloud based storage options can be used to share non-confidential documents and materials. To claim your free Dropbox account visit [http://dropbox.cuny.edu](http://dropbox.cuny.edu). To access OneDrive login to Office 365 at [http://office.com](http://office.com) with your CUNYfirst username and password.
Virtual Private Network (VPN)

VPN access allows your home computer to pass through the college firewall and become part of the John Jay network. This allows faculty and staff access to a campus computer from home as if they were in their office. VPN is not necessary for faculty and staff who only need to access email, Blackboard, CUNYfirst, or want to access/share course materials and other non-private information. Dropbox and Microsoft OneDrive are a much easier way for faculty, staff and students to store and share documents that do not include confidential information. However, if full access to an on-campus machine with confidential data is required, a VPN connection can be requested through the DoIT helpdesk.

On Campus Administrative Applications

Many of the 40 applications built by the Department of Information Technology (DoIT) (i.e., EHRAF, etc.) are available from off-campus over the web or via VPN. If you require access and cannot get into a campus application contact the DoIT helpdesk.

Online Library Access

The John Jay library has many electronic resources available through their web site http://www.lib.jjay.cuny.edu. There are a wide array of e-books, databases, streaming content, research guides and other materials available that do not require a visit to campus.

Computer and Internet Availability

We are committed to ensuring that members of our community who do not have computers at home can succeed in our new distance learning model. Students who do not have a home computer should contact the DoIT helpdesk to request a computer for long term loan. We cannot guarantee that every students who request a computer will receive one immediately, but we are working diligently and creatively to gather the resources needed to meet the needs of our students, and will add your name to the wait list even if we do not yet have enough computers.

Where to Get Technology Support
The DoIT helpdesk is here to help you. Password resets can be made anytime 24/7 by visiting https://reset.jjay.cuny.edu site. For all other requests, questions or concerns call 212-237-8200 or email helpdesk@jjay.cuny.edu to request assistance.