

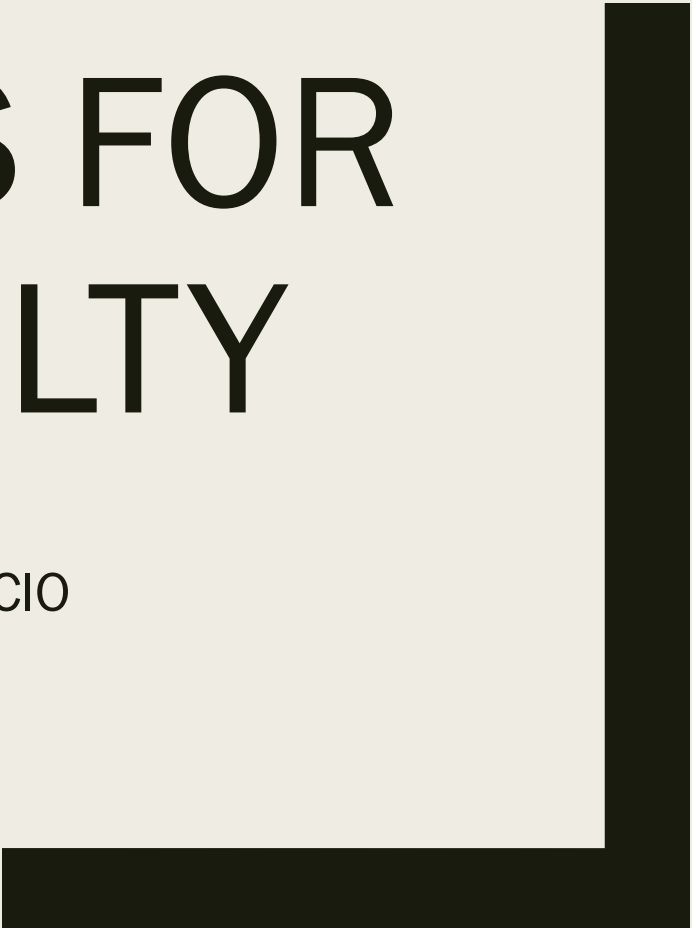


# BCTC SERVICES FOR BARUCH FACULTY

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# Overview

- What/who is BCTC?
- What we provide to faculty and students
- Accounts
- Labs (physical and virtual)
- Wireless
- Email services
- Blackboard
- Zoom/365/Dropbox
- Questions?



# Baruch Computing and Technology Center

- 40 full-time staff in 3 major groups:
  - *Enterprise Systems and Services (Angel Arcelay)*
  - *Technology Support Services (John Chandler)*
  - *Network Services (Wayne Young)*
  - *Information Security (Phil Tejera)*
- Full coverage for all faculty and student support (70-30 hybrid schedule)



# Enterprise Systems and Services

- CUNYfirst support
- Web services
- Auxiliary applications
- Database and application development
- Business consulting

# Technology Support Services

- Helpdesk
- Computer Labs
- Desktop Administration
- Computer Inventory
- AV/Classroom support
- Blackboard/Instructional Computing Support

# Information Security

- Campus Firewalls
- VPN
- Application Security (ISRQ)
- Supervising patches and updates
- Monitoring/logging

# Network Services

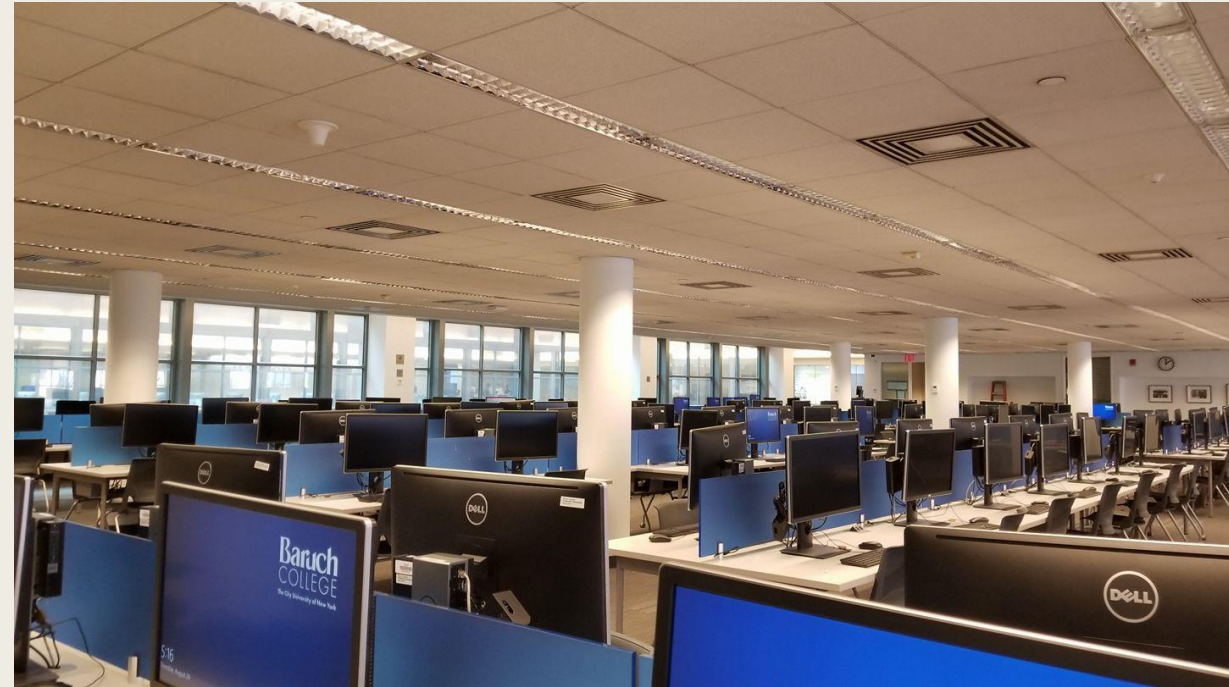
- Wired and wireless networking
- Faculty/staff email
- Campus servers
- Campus file storage/backup services
- Active Directory management
- Telecommunications services





# Computer Labs

- Computer labs are both physical and virtual.
- <https://onlinelabs.baruch.cuny.edu/>
- Students will get remote session through their browser (runs on Chromebooks, mobile, PC, Mac, etc.)
- Upload files through Dropbox (see below)





# School Techs

- Weissman, Marxe, and Zicklin all have their own technology teams
  - *Software installation on desktops*
  - *Desktop deployments*
  - *Faculty Support*
- Zicklin: [Zicklin.tech@baruch.cuny.edu](mailto:Zicklin.tech@baruch.cuny.edu)
- Weissman: [wsastech@bauch.cuny.edu](mailto:wsastech@bauch.cuny.edu)
- Marxe: [MSPIA.tech@baruch.cuny.edu](mailto:MSPIA.tech@baruch.cuny.edu)
- BCTC works closely with the schools to provide integrated technology services
- Faculty can use school techs as a first level support or call the Helpdesk—we will coordinate/route as needed.

# Center for Teaching and Learning/Digital Learning Hub

- DLH:
  - *Online programs*
  - *LMS migration project*
- CTL
  - Videoconferencing
  - Blogs @ Baruch
  - OER
  - Hybrid Courses
  - Online (and regular) pedagogy

# Computing Equipment Purchases

- All computing equipment (computers, peripherals, etc.) must be approved by BCTC (me) before purchase
- Reimbursement requests must be approved before reimbursement
- Best to email me ([michael.richichi@baruch.cuny.edu](mailto:michael.richichi@baruch.cuny.edu)) before buying equipment on personal credit card for reimbursement
- Can be held personally responsible for expense if not approved in advance
- CUNYfirst/CUNYBuy purchase requisitions will be routed to BCTC automatically

# Accounts

- Faculty have two different accounts to keep track of:
  - *Baruch Username*
    - On-campus PC Login, campus wireless, VPN, some Baruch-provided apps
  - *CUNY Login*
    - CUNYFirst, Blackboard, Zoom, Microsoft 365 (including email), Dropbox, DegreeWorks
- new faculty/staff receive Baruch username claim email to their personal email account, from where you can claim account automatically
- Have you logged in to your account?
- If you don't know your password, we will take care of it (email Helpdesk)
- Passwords can also be reset by the Helpdesk, or with challenge questions previously set up at MyPassword (<https://mypassword.baruch.cuny.edu/>).
- Students also have Baruchmail account (Microsoft 365)

# Zoom

- Zoom accounts accessed with CUNY Login
- Zoom Education account
  - *300 attendees (larger meetings available upon request)*
  - *Unlimited time for meetings*
- Access via [cuny.zoom.us](https://cuny.zoom.us) (**use SSO option to log in**)
- Zoom installed on faculty and classroom computers

# Wireless access

- “Baruch” SSID provides access to all Baruch network resources
  - *Use your Baruch username and password to access the network on any device*
- “eduroam” SSID will work for Internet access, and also works from any Eduroam institution
  - *eduroam uses your CUNY Login*
- Available all over campus
- We can help get your device online

# Email

- Baruch uses Microsoft 365 (cloud-based email)
- Web access at <https://outlook.office.com>, use your CUNY Login to access
- Email can be configured on your mobile devices (use the native ActiveSync support or Outlook app for iOS/Android)



# Other Microsoft 365 Services for Faculty and Staff

- Use your CUNY Login ([first.last99@login.cuny.edu](mailto:first.last99@login.cuny.edu))
- 1TB of storage with OneDrive for Business
- Office apps online (collaborative editing, etc.)
- Sharepoint
- Microsoft Teams

# Dropbox

- All CUNY faculty, staff and students get a Dropbox account attached to their CUNY Login
- Plan is Dropbox Business Advanced
- 1TB of storage (separate from Microsoft 365)
- <https://dropbox.cuny.edu/>

# BCTC Helpdesk

- [helpdesk@baruch.cuny.edu](mailto:helpdesk@baruch.cuny.edu)
- 6<sup>th</sup> Floor Library & Technology building
- <http://bctc.baruch.cuny.edu>
- Email, phone and Zoom support

# Recent and upcoming initiatives

- Wireless improvements
  - *New network in VC, expanding and adding access points in other buildings*
- Laptops as standard computers
  - *Docking stations, mobility*
- Classroom improvements
  - *More displays and cameras across campus*
- Virtual Desktops for faculty and staff
  - *Further support for mobility and secure computing*
- Campus intranet
  - *Hub for internal content and information*
- Other network infrastructure improvements
  - *Phone system?*
  - *New core and edge networking to support new APs, modern speed increases*

# Other Support Options

- CTL Events

- <https://blogs.baruch.cuny.edu/ctl/events/>

- CUNY Resources

- <https://www.cuny.edu/about/administration/offices/cis/it-resources-for-remote-work-teaching/>

- LMS Migration information

- <https://www.cuny.edu/academics/brightspace-transition/>

# BCTC on the Web

- <https://baruch.cuny.edu/bctc/>
- <https://blogs.baruch.cuny.edu/bctc/>
- Twitter X, Facebook, Instagram: @bctcbaruch

# Questions?

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