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Access to the SharePoint site from off-campus requires use of the VPN.

- Browse to the Faculty and Staff home page on the Eastern web site - http://www1.easternct.edu/index/faculty-staff/
- Click on the VPN link under Online Resources or access the VPN directly: https://june.easternct.edu/
- Logon to the VPN using your Eastern Email Account
- In the Web Bookmarks section, click on the plus sign in the upper right
- In the Bookmark Name field type a descriptive name for the particular SharePoint site
- Leave the Description field blank
- In the URL field, type in the specific URL for the SharePoint site
- Check the Open in a new window checkbox
- Be sure the Do not display the Web browser's URL address bar and the Do not display the Web browser's menu and toolbar checkboxes are both unchecked
- Click on the Add Bookmark button to add a permanent link to the VPN's home page under the Web Bookmarks section
Blackboard Issues

Some people are experiencing an issue with Blackboard mail and other features of Blackboard. These problems are typically related to the Java plugin. Java is specific to individual machines and may or may not be installed on your machine.

Can't Log In:

- Your Blackboard username is the same username you use for Eastern email and Lab computers.
- Please use all lowercase letters for the Blackboard username.
- Type your password exactly as you would for Eastern email and lab computers.
- You must have logged in to your Eastern email or an Eastern Lab Computer at least once before using Blackboard. If you have not done this your account will not be activated and you will not be able to get into Blackboard.
- If you are unable to login to Blackboard but see no error messages, check to see if you have a "pop-up blocker" installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled. If your computer has a pop-up blocker enabled, please consult the documentation for the pop-up blocker for information on how to disable it.

Tool Errors:

- Tool errors and errors with Blackboard features are caused by having the incorrect version of Java installed or by cancelling or closing the Java Security Warning popups when they occur.
Java Issues Blackboard

If you ever see any kind of Security Warning pop-up messages or Java Prompts in Blackboard you should click Always Run or Always Trust to avoid seeing them in the future.
Electronic Mailing Lists

Eastern maintains electronic mailing lists for use by the campus community to facilitate communication within campus organizations. Mailing lists may also be created for other purposes provided the guidelines are met.

Each list consists of two or more email addresses that are used to send messages to each email address in the list simultaneously. Only list members can send messages to the list or receive messages from the list. When a list member replies to a message, all list members receive a copy. Depending on the configuration of the list, users may be able to subscribe or unsubscribe themselves.

Creation of new lists is a limited service that the University considers on a case-by-case basis. Lists may be terminated at any time at the discretion of University or the list-owner. The University assumes no obligation to maintain archives or records associated with them. Limitations on the lists will be provided to the list-owner at the time the list is created.

Lists must be:

1. Directly associated with the academic mission of Eastern Connecticut State University or foster scholarship.
2. Used in a manner consistent with but not limited to the ECSU Policy on Computer Use and the Policy on Student Use of University Computer Systems and Networks found at https://easternct.makekb.com/11, as well as state and federal laws.
3. Maintained by a faculty or staff member of Eastern Connecticut State University who has accepted responsibility for maintenance of the list as the list-owner. (Lists may be used and maintained by student organizations provided a faculty or staff member is a sponsor of the student organization and agrees to own or co-own the list.)
4. Approved by the Dean, director of the department or a Vice President when not directly supporting courses.
5. Used after consideration has been given to other tools such as a course management system.

Individuals interested in this service need to complete and submit the List Creation Request Form.
NetOp School Software

NetOp School is installed in computer classrooms in Webb Hall. Using NetOp, the instructor can prevent the student from using the machine while lecturing, broadcast his or her screen, or the screen of another student, to all the other screens in the class, mark up the featured screen to highlight a lesson, monitor activity on the student screens, chat with students, or remote control a student PC for one-on-one instruction.

Benefits for the Instructor

You can control, from your teaching station, the computers within your classroom. With NetOp School, you can run demonstrations of any installed software application, PowerPoint presentations, videos or web pages without the use of an overhead projector. NetOp also empowers the instructor to disable student keyboards and mice, focusing the class on the material you are presenting. You can start a text chat with students on a one-to-one or one-to-many basis. This can be used to provide help or individual instruction from the teaching station. Students may also request help from the instructor by clicking the Help icon located in the system tray.

NetOp School Features

- Give demo to instruct one, several or all students in the classroom
- Choose between two options: Send your demo in full-screen to the students for a fully controlled demo or send your demo in a window for the students to follow your instructions step-by-step
- You may also demo any student screen to the class by using NetOp School in conjunction with the ceiling-mounted LCD projection unit
- You may start programs on student PCs from the NetOp Teacher Control Panel
- For individual student instruction you may choose to remote control the student’s PC
- The Attention Button located on the Teacher Control Panel sends a customizable text or graphic message and locks all student keyboards and mice
- The Teacher Control Panel also allows for file transfers between you and students
- Using the Marker Mode the instructor is able to annotate student screens which can be useful when using the Demo mode.
- The Student Module is already installed and automatically starts on each of the computers in the classroom. As students logon to their computer, they are automatically discovered by the Teacher module without any intervention by the instructor. This is transparent to both students and instructors.
Using the SMART Boards

About the SMART Boards
SMART Boards are currently installed in Webb 307, Webb 314, and Webb 206. With them you can write, draw, or type over any Windows application using one of the plastic pens (or even your finger), and you can create presentations that can be saved and printed.

Two SMART Board Programs
The SMART Boards feature two programs which are accessible on the instructor's station; the Smart Board Driver program and the SMART Notebook program.

Smart Board Driver - Must be open or running in the background
- Enables alignment of the board with the projected image
- Converts finger contact into mouse clicks and displays electronic ink
- Floating tools and floating keyboard can be invoked from the Driver window

SMART Notebook - Not necessary for Board use
- Allows you to create, organize and save notes/presentations
- Provides object-creation tools
- Import and/or capture graphics, text, clip art, entire files from Windows applications

Online Help
Extensive online help documentation is available from the SMART Board Driver program.

Select Contents or Help Topics from the Help menu of the SMART Board Driver program
It contains detailed procedural information on every aspect of the SMART Board Driver program and the SMART Notebook.

Orienting the SMART Board
Before you begin using the board, the computer needs to know exactly where on the Board the projected image is located. Use the SMART Board Driver program to provide this information by performing an orientation procedure which involves touching firmly and precisely on a grid of large red crosses that appear on the screen.

Important Notes
Pens or objects must be in the tray. If one of them is lifted or missing from the tray, the board automatically goes into an "electronic ink" or eraser mode and you will not be able to use your finger to click on menus.
In addition, the small power supply and the communication cable must be connected to the tray before the Board will function.

Questions or Problems?
If you have questions or experience difficulty using the program, please contact the Help desk at extension 1-860-465-4346. If you are in session with a class, please inform them of this and that immediate help is required.
Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms

Note: The process below is for faculty and staff to request software purchases for Eastern owned devices. Faculty and staff who wish to obtain software for their personal devices should refer to Article 235: Purchasing Hardware and Software (Home Use).

To Request Software Purchases and Installations:

1. Specific software needs are identified by the faculty/staff member
2. Faculty/staff member identifies an appropriate funding source - no personal funding is allowed
3. Faculty/staff member makes a request for quote(s) to softwarecontacts@easternct.edu, (ITS)
4. A quote(s) will be obtained and provided to the faculty/staff member
5. Assuming sufficient funding is available, the faculty/staff member will work with their department secretary/UA to create a requisition to purchase the software
6. All software fulfillments must be sent to softwarecontacts@easternct.edu. This must be noted on the requisition. If there are any physical shipments related to the purchase they must be sent to the ITS Office Suite - Science 520 ATTN: softwarecontacts@easternct.edu
7. Once the requisition has been sent to Purchasing, they will make the purchase - whether by University P-Card or by PO or wire transfer. They will select the best method.
8. When all the prior steps have been completed, the faculty/staff member needs to complete a software installation request form:
9. Once the fulfillments have been received by softwarecontacts@easternct.edu, ITS will develop an installation package and will push it to the device(s). The faculty/staff member will be contacted with the pertinent details prior to the push. There may be certain circumstances where a push installation is not practical or possible, in which case the faculty/staff member will be notified and asked to schedule an appointment for a hands-on installation.

To Request Free Software and Installations:

1. Acquire the software for installation if it is available.
2. Fill out and submit the appropriate form from step 8 in the above instructions.
3. Ensure that the software functions correctly. ITS requires that you test and certify that it runs properly after it has been installed. We ask the faculty member to do this because he/she best understands the required functionality and routines for the course and ITS may have little experience or no experience with the application. If the faculty member then reports problems after installation, we will work to resolve it. However, in the case of unsupported freeware (no online support and telephone support numbers), our resolution efforts will be limited.

Additional Information:
Availability of the classroom, scheduling staff time, installation, testing, and resolving security issues often require advance planning and work. Typically deployments will be completed within a minimum of 15 business days. ITS will ensure that the software is secure and that it does not conflict with other resident applications.
Reserving and Using Labs and Multimedia Classrooms

Scheduling:
The University uses the EMS Scheduling Software system. Any Eastern staff member, faculty member, or student can see the availability of spaces and request spaces by logging into the following web page: https://eschedule.easternct.edu/emswebapp/

If you are new to using EMS at Eastern and have questions about using the reservation system, please contact John Bazin, Associate Registrar and Scheduling Officer at 860-465-1490 or at bazinj@easternct.edu for activities related to a specific course being taught for credit. Questions about reservations for non-course related activities can be directed to John Beck, University Event Coordinator at 860-465-5565 or at beckjo@easternct.edu. Questions about reservations for student club events can be directed to Joshua Sumrell, Assistant Director of Student Activities at 860-465-4304 or at sumrellj@easternct.edu.

Facilities:
There are two types of classrooms that use technology. Instructional Computer Labs have an instructor's station, document camera, DVD, and a data/video projection unit, and ten to forty-five student workstations.

Multimedia Classrooms, also called Smart Classrooms, include a ceiling-mounted video/data projector, computer with Internet access, DVD player, document camera, notebook computer connections, and source switcher, but they do not contain student workstations.

Secure Rooms When Not Proctored:
Unless the room is proctored, classrooms that require PIN number or FOB access are to remain locked when class is not in session. Please lock these rooms if another class does not immediately follow your class session. Security is everyone's responsibility.

If You Cannot Get Into The Room:
If you cannot obtain access to your classroom for any reason, please attempt to contact the following people in the order listed below:

- ITS Help Desk, 1-860-465-4346
- Campus Police, 1-860-465-5310

Obtaining Assistance During Class Sessions:
To report any problem encountered in this room or request immediate assistance during a class session, please contact the ITS Help Desk at 1-860-465-4346 or the staff in Webb Hall 410 (the General Purpose Computer Lab) at 1-860-465-4619.
Eastern Connecticut State University has online calendars viewable in any web browser. You may view them by clicking on the Calendars button on Eastern's home page or going to the following URL:

If you are thinking about scheduling an event or meeting of some type, you may wish to check these calendars first to avoid possible conflicts. Should you wish to add items to the online Calendar, you may contact your department secretary or the online calendar administrator, Kevin Gill. If you are interested in obtaining a Calendar of Events publishing account or have any questions about these online calendars, please contact Kevin by emailing GillK@EasternCT.edu or by phone at 1-860-465-5793.
Purchasing Hardware and Software

Faculty requests for new hardware and software should be directed to the department chair. Requests are prioritized by the department chair and forwarded to the Dean's office. CIT offers consultation on technical issues related to potential purchases.

Please note that ITS does not purchase departmental-specific software for use in the instructional computer classrooms or desktop computers. As noted above, requests for departmental-specific software should be directed to the department chair.

Requests for Software Purchasing for classrooms, labs, or individually assigned university computers or devices should refer to Article 221: Requesting Software Installation in Offices, Computer Labs, and Classrooms.

Site-Licensed Software

Some site-licensed software is available for professional use through ECSU negotiated contracts. Some of the software on these contracts may be available to faculty for home use on personally-owned computers. Eastern and the CSU system hold site-licensed software contracts with Microsoft, Adobe, Apple, and others.

Obtaining Software for Home Use

Microsoft software titles are available to Faculty, Staff, and Students and can be obtained via Office 365 downloads. Please be sure to do your downloads from your personal device and not your office machine. Adobe Products are available to Faculty and Staff and can be obtained via Creative Cloud downloads.

All home use entitlement verification will be done through your Eastern email account please use when creating accounts with Microsoft and Adobe to ensure you get the proper discount and product.

Available Software:

- Office 365 (Windows, Mac, iOS, and Android)
- Windows 10 (Upgrade version)
- Adobe Creative Cloud (Faculty and Staff only)
- SPSS (Faculty and Staff only)
- Maple (Faculty and Staff only)
- EndNote

To get Office 365:

- See Article 477: Office 365

To get Office SPSS Maple or Endnote:

- Bring a thumb drive to CIT (Lb 420) and request the installation files.

To get Adobe Creative Cloud:

- Follow the same instructions for installing Adobe products on an Eastern owned machine, located in Article 467: Installing Adobe Creative Cloud Applications.

To get Other Home Use Software:

- Other home-use software titles are available at the CIT Sharepoint site.
You can have a mailing list created for you by completing the required form and following the instructions here:

Labs and Facility Locations

To request a software installation in a lab or classroom fill out the Software Installation Form.

IMPORTANT: For a printable quick reference guide to using the technology in the lecterns see Article 211: Lectern Console Quick Reference.

For a complete list of labs and computer classrooms go to http://www1.easternct.edu/registrar/facilities/.

These classrooms include a ceiling mounted video/data projector, computer with Internet access, VHS/DVD player, document camera, notebook computer connections, and a source switcher.
NOTE: Adobe has extended our home use licensing for Creative Cloud to all students until the end of May. Students can use the instructions below to install applications on their personal computers.

All university-owned Windows computers have the main Adobe Creative Cloud application installed, which manages the individual Adobe applications (Photoshop, Acrobat, etc.). However, due to the size, the standard Eastern package only includes some of the individual applications. If the application you need is not on your machine, you may download and install it from the Adobe Creative Cloud Application using the steps below.

If you are trying to get Adobe applications for home use, you will first need to download and install the main Creative Cloud Application from the following link and then follow the rest of the instructions:

NOTE: These products are provided to faculty and staff at no cost to them. If during the process, you are prompted to pay for anything, then you have made an error.

Link to download the main Creative Cloud Application (Home Use Installation Only):


Instructions for Eastern-owned machines or home use machines after installing the main Creative Cloud Application:

1. Launch the Creative Cloud Application from your Start Menu
2. Enter your email address and choose Enterprise ID when prompted
3. Enter your email address as the username and your Eastern Email password whenever prompted.
4. Click on Apps to see the list of Apps you can download and install.
NOTE: These instructions are only for Eastern owned PC desktops and Mac products. If you have an Eastern owned PC laptop, please fill out the Software Request Form in Article 221: Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms.

The Software Center is a program on your PC that allows you to receive software and updates from ITS. It enables us to keep you up to date and allows you to install certain software yourself. Mac users have a different application for this purpose called Self Service.

On a PC:

- Click the search icon on the Windows search bar
- Start typing the words: Software Center
- Click on Software Center
- Select the application you would like to install from the list, and then click the Install button
- The status will change to Installed once the installation is completed. You can now use your program

On a Mac and iOS:

- Go to Applications and Open Self Service (go to the Self Service icon on iOS)
- Enter your username and password
- Locate the application
- Click Install under the logo for the application
- The status will change to reinstall when the install is complete. You can now use the application.
Home use licenses for SPSS expire at the end of December every year. To renew your license, contact cit@easternct.edu for the current code and follow the instructions below.

- Launch the License Authorization Wizard from the Programs or Applications Group on your Mac or PC.
- On the Product Authorization screen, select License my Product Now.
- Click Next.
- Enter your Authorization code (you can copy and paste it).

The License Authorization Wizard sends your authorization code over the Internet to IBM and automatically retrieves your license. This requires you to be online when you do this. Firewalls may prevent successful licensing over the Internet.
Skype for Business and Outside Contacts

Skype for Business should be installed on your office computer, if you would like to install it on your personal machine refer to Article 477: MS Office 365.

Using Skype for Business requires a microphone, as well as a camera if you want to use video. Many lecterns on campus are equipped with a webcam and most laptops have them built in. You can also choose video options separate from speaker and mics. So in rooms equipped with wall mounted cameras, you could opt to have one of the wall mounted cameras that faces the classroom as the video, while the mic from the webcam captures your audio. You will need to have the projector on for sound to come out in the room speakers.

If you want to use Skype for Business to connect with someone outside of Eastern who has a personal Skype account, you need to have the person on the other end already added as one of your contacts prior to your call. You can do this by starting Skype for Business and doing the following:

- Click the Add Contact button at the top right of the contact list
- From the resulting submenu choose Add a Contact Not in My Organization
- From the resulting submenu choose Skype
- Type the name or username or email address of the contact you want to add in the search bar and make sure you are searching the Skype Directory not the My Contacts
- Find the contact in the list of results and put your mouse over it. Click the Add Contact icon that appears. Alternately you can right click and choose Add to Contact List and Other Contacts from the resulting menu.

At this point you have to wait for you contact to accept your request. Once they have, you can use Skype for Business to contact them as you would any other Skype contact.
As a follow up from the workshop Apple conducted on iOS 11, they provide a series of videos that cover the items demonstrated:

- How to do even more with iPad and iOS 11

The series includes features that were covered in the session:

- The new dock.
- Managing files and folders with the new Files app.
- Multitasking.
- Scan, Sign and Send documents with Notes.

The series also includes additional features not covered in the session:

- Using the Apple Pencil.
- Using Multitouch.
- Converting hand written notes into type.
- Copy and paste across different devices.

The resource also contains links to the iPad User Guide and Tips and Tricks.

Instructions on setting up your iPad or iPhone to screen record, were covered in the session and can be found here:

- How to Record the Screen in on iPad, iPhone, or iPod Touch (iOS11)

The Record button will be displayed in your customizable control center. Tap to start the recording and tap again when you want to stop and the video. It is saved and available in your camera roll.

Additionally, apple presented two apps for iOS:

- Explain Everything is a whiteboard and screencasting app that can be used on the iPad and iPhone. It also offers a version for Windows and Android. It allows you to capture, annotate, record and share your ideas.
- Clips is a free app from Apple for iPhone and iPad, which allows you to make short videos and also to use live titles. Simply speak while recording, and text automatically appears onscreen, synced with your voice. Tap the clip to easily adjust text, add punctuation, or change the style of your title. Consider this for a short introductory video prior to the start of class.

Apple also shared information on the Apple Teacher program, which inspires educators to build skills around Apple technology. The program offers free self-paced professional learning in the Apple Teacher Learning Center. It’s a quality learning experience with a clearly defined learning path that’s an easy, on-the-go way to learn more about Apple product.

- It is designed to spark new ideas for teachers and inspire them to create innovative learning experiences for their students.
- In addition to providing product training, the program also helps educators make the most of iPad, Mac, and built-in apps in teaching and learning.
- The program delivers monthly newsletters with fresh ideas featuring real teachers, lesson ideas, educational apps, and tips that teachers can use in the classroom.
- The program is a great way for school leaders to offer professional learning that's fun and makes the most of the technology investment they've made.
- The program will continue to grow regularly over time, making new learning resources available to teachers.

The Apple Teacher web page allows teachers to explore and learn more about:

- Real stories
- Tips, inspiration, and news
- Workshop opportunities at Apple Retail
- Educational resources and learning materials

Apple has curated an Apple Teacher collection for educators in their iBooks Store. This collection is designed to help teachers find new ways to engage students by unlocking the magic of iPad, Mac and built-in apps. The Apple teacher collection provides teachers with the following resources:

- iPad starter guides.
- Mac starter guides.
- iPad and Mac learning workflows - fostering creativity and enhancing productivity

Apple is happy to meet with individual faculty or in small groups to learn more on these subjects and other Apple technology.
Faculty can make a complete course unavailable to their students while they build it, rather than make individual parts of it hidden. To do this follow the instructions at https://help.blackboard.com/Learn/Instructor/Courses/Course_Availability.
As a response to faculty requests to minimize login times at Smart Classroom lecterns, ITS has taken actions to relax DeepFreeze restrictions on all Windows computers in the nearly 70 Smart Classrooms on campus.

**Note:** This does not include lecterns in any of the computer labs.

The trade-off for this relaxation is it prohibits student accounts from logging in to Smart Classroom lectern computers. ITS is aware that in certain circumstances students, as part of their instruction, will need to use the lecterns for class presentations.

In these cases, the faculty member will need to login and then allow the student(s) to make their presentation by following one of the two options below:

**Option 1 (recommended)**
The quickest and simplest option is to have the student bring their presentation materials on a flash drive.

**Option 2**
Students can connect their own laptop using the instructions found in Article 211: Lectern Console Quick Reference.

**Option 3**
Students can also use their OneDrive or email to store their presentation. With this option, the Firefox browser must be used. If any other browser is used, the faculty member's OneDrive/email will appear automatically because of our O365 single-sign-on functionality.

When using Firefox, the student will be prompted to select a user account (see below). The student must click on the Use Another Account option. They will be prompted for their Eastern email address and password. Upon successful login, the My Apps portal, that provides access to their OneDrive and email, will load.

**Note:** When the student finishes their presentation, they must sign out of O365. Simply closing Firefox will not disconnect the student from their OneDrive or Eastern email.
To download a copy of your survey questions as a Word, PDF or HTML:

1. Log into QuestionPro.com
2. Click on the survey you wish to export.
3. Under the Edit menu, click the Design tab.
4. In the upper right-hand design menu click download.
5. Select the type of file you wish.
6. A report download pop-up window will appear in the lower right section on the window with a progress bar.
7. Once the progress bar is filled, click the link above the bar to download the file. You may also get a copy emailed to your Eastern email.

To Export your survey data (responses) as an Excel or csv file:

For Raw Data Exports without file attachments:

1. Log into QuestionPro.com
2. Click on the survey you wish to export.
3. Under the Analytics menu, click the Export tab.
4. The first option will let you export your raw data as an Excel or csv file.
5. Choose the desired options and click the Download icon.
6. A report download pop-up window will appear in the lower right section on the window with a progress bar.
7. Once the progress bar is filled, click the link above the bar to download the file. You may also get a copy emailed to your Eastern email.

To Exports attached files do the raw data export above and the following:

1. Log into QuestionPro.com
2. Click on the survey you wish to export.
3. Under the Analytics menu, click the Manage Data pulldown and select Export.
4. The scroll down to the Image/Multimedia Export option.
5. Choose All Questions and click the Download icon.
6. A report download pop-up window will appear in the lower right section on the window with a progress bar.
7. Once the progress bar is filled, click the link above the bar to download the file. You may also get a copy emailed to your Eastern email.
FREE Webinar: "Understand one of the most challenging aspects of..."
Faculty Z-Drives to be Retired

Information Technology Services will be migrating all faculty Z: Drive data to individual Microsoft OneDrive for Business accounts during February and March. Once your department has been scheduled to be moved, you will be notified of the exact time. Microsoft OneDrive for Business offers several advantages over the current Z: Drive, including increased storage, improved collaboration tools, Internet access to your data, as well as improved security and file replication. Below are some Frequently Asked Questions and other resources. If you need assistance with your Microsoft OneDrive please contact CIT at cit@easternct.edu.

What will happen to my existing Z: Drive data?
Z:Drives will be set to read-only until 1/1/20 at which time access will be discontinued. Prior to 1/1/20, you will be able to read files stored there, but not edit them. Additionally, you won't be able to add or delete files there.

What is my role in the migration process to OneDrive?
ITS will migrate 100% of the existing data within the user's Z:drives. All file folder structure will remain the same. You do not have to do anything.

How will I find my Z:drive data in my OneDrive?
Look for a new folder named Old Z Drive. All the data from the existing Z: Drive will be moved here. If you have data in your OneDrive already, it will not be affected.

How can I access my OneDrive?
OneDrive can be accessed from anywhere you have Internet access. This includes your university computer, phones, tablets, and personal machines. There is no need to use the VPN. Additionally, your office computer can be configured to access it via Windows Explorer, so you can manage the files in the same way you would have on the Z-Drive if you choose. For further questions regarding this option contact cit@easternct.edu

What will happen to the Departmental Common drive?
Nothing, the Departmental Common drives are not being migrated.

How much storage is the OneDrive?
The OneDrive begins at five terabytes or approximately 429,496,725 pages of Word documents or 85,000 hours of music, or 1,550,000 photos.

How big of a file or folder can I upload?
The maximum single upload size is 15 gigabytes.

Are there other advantages of OneDrive?
Files stored in OneDrive are integrated with online office apps, providing online editing and collaboration. OneDrive stores documents of nearly any file type and individual files may be shared with other Eastern students, faculty, and staff to allow for real-time collaboration/editing.

The link below has a series of short informational/tutorial videos on O365 OneDrive for Business are available at https://support.office.com/en-us/article/video-get-started-with-onedrive-work-or-school-b30da4eb-3dcd-44b6-943b-e66f6db8d4de
After installing Office 365 apps on a personally owned Mac some users get an error that says:

**View Only. Your account doesn't allow editing on a Mac. To learn more, contact your admin about your Office plan**

This article lists possible solutions to the issue.

First verify that you are using the proper account:

1. Click Use Another Account and sign in with Eastern email address and password
2. Alternately, click the Activate button in Word and sign in with credentials.

If that does not work, you can attempt to clear credential caches and reactivate office 2016 for the Mac:

You can attempt to clear credential caches and reactivate office 2016 for mac to see if there is any improvement.

1. Open finder > applications > utilities > keychain access and remove the following application passwords.
   - Unknown
   - Microsoft office identities cache 2
   - Microsoft office identities settings 2
   - search for all occurrences of adal in the keychain and remove all those entries if present.

2. Open finder > click go on the top menu bar> go to folder> input the following path: ~/library/containers/
   3. Right-click each of the folders below if present, and then click move to trash.
      - ubf8t346g9.ms
      - ubf8t346g9.office
      - ubf8t346g9.officeosfwebhost

If that doesn't work the last option is to **try uninstalling office 2016** for mac completely then **re-install** and re-activating office 2016.
Use OneDrive Files On-Demand for On-Campus Macs

OneDrive for Business OneDrive

OneDrive Files On-Demand helps you access all your files in OneDrive without having to download all of them and use storage space on your device.

With Files On-Demand, you’ll see all your files in Mac Finder. New files created online or on another device appear as online-only files, which don’t take up space on your device. When connected to the Internet, you’ll be able to use online-only files like every other file on your device.

Before you begin - do you have Mojave?

To access Files On-Demand for Mac, you’ll need to update the operating system to the latest version of Mac OS Mojave 10.14.

If you need an upgrade, please contact the Eastern Helpdesk. The Helpdesk will determine which way to upgrade the OS.

Set up OneDrive

Once you have Mac OS Mojave, click the search tool.

Use the search tool and search for OneDrive. Click the OneDrive app icon.

In the Microsoft OneDrive window, enter your Eastern email.

Enter your Eastern password.

Click Next to acknowledge the creation of the OneDrive folder on the desktop.
Click Next to acknowledge that your OneDrive files on Demand is done.

Click Open my OneDrive - Eastern Connecticut State University folder.

A shortcut will also have been created in your sidebar.
Files On-Demand Icons

Blue cloud icon

A blue cloud icon next to your OneDrive files or folders indicates that the file is only available online. Online-only files don’t take up space on your computer.

You can’t open online-only files when your device isn’t connected to the Internet.

Green tick icons

When you open an online-only file, it downloads to your device and becomes a locally available file. You can open a locally available file anytime, even without Internet access.

If you need more space, you can change the file back to online only. Just right-click the file and select “Free up space.”

Green circle with the white check mark

Files that you mark as “Always keep on this device” have the green circle with the white check mark.

These always available files download to your device and take up space, but they’re always there for you even when you’re offline.
FindTime is an Outlook Add-In that lets you conduct a poll to determine possible meeting times. Because it’s integrated with Outlook, it knows the free/busy time of your participants and will present options with that in mind. Once consensus is reached, you can easily book the meeting and have it appear on the calendars of those involved. To find this add-on, look for the highlighted icon in the ribbon in the PC desktop version of Outlook:

If you are using the online version of Outlook in Office 365, there are two places to look. If you are replying to an existing email, it’s located to the right of the To: and From: fields:

Or if you are creating an email from scratch, it’s located at the bottom of the email box or hidden under the ellipsis.

There’s an initial setup the first time you click on FindTime but it is quick and easy. The link below gives more information and instructions on how to use it:

Find Time Instructions:
https://youtu.be/JdWAGX5EvKE

If you would prefer to have someone walk you through the process, feel free to email us at cit@easternct.edu or call 5-1248.
Webex accounts are created using the instructions below, they are specific to Eastern and not related to the free accounts you can get at Webex's main site.

Note, students do not need an account to join a presentation, only the host (professor) needs an account. Students can sign up if they want to run their own web conferences for Clubs and other student organizations.

Go to https://easternct.webex.com

Note: We suggest using Chrome or Firefox as your browser when setting up and using Webex for a better experience.

1. Click on Sign In

2. Click Sign Up on right.

3. Fill out the form and check all options.

4. You should receive three (3) follow-up emails.
   a. An email verification email, you do not need to do anything with this email.
   b. An account confirmation email: Follow the instructions contained in this email.
You should be presented with a web page that states that your account activation has been successful. Click OK on this page.

A Welcome email: Follow the instructions contained in this email to set up your password. Scroll to see the password button and click the password button.

Welcome to Cisco Webex Meetings

Hi

Welcome to Webex Meetings. Now you can meet and collaborate anywhere, anytime, and on any mobile device or video system. Maximize your productivity with the best in integrated audio, video, and content sharing.

Get started

Create a password for your account so you can sign in to your Webex site and to the Cisco Webex Meetings desktop app and mobile app for a richer meeting experience.

Username: **username**

Webex site: easternct.webex.com

Create Password
The following video will show you a quick and easy way to record audio over an existing PowerPoint. It includes using markup tools, and saving as a video to upload into Blackboard.
You can book a remote one-on-one training session with a CIT staff member by clicking the following link and following the instructions below.

https://outlook.office365.com/owa/calendar/CITTraining@myeasternct.onmicrosoft.com/bookings/
About Panopto

What is Panopto?
Panopto is a video based platform that is used to transform the way faculty and staff communicate knowledge to students and a video based platform that also transforms the way students learn. Panopto makes it easy for anyone to record, live stream and share videos. Panopto is used worldwide for business purposes and education purposes. Through Panopto, education is made easy with concepts such as Lecture Capture and Flipped Classrooms.

What is Lecture Capture?
Lecture Capture has become an essential utility at many universities. It can be used as a great part of the learning experience. A lecture capture is simply creating a video that records a lecture to be played back time after time. This is especially helpful to students for studying and for the use of homework.

What is a Flipped Classroom?
With a flipped class model, students can watch pre-recorded lectures before class, then use in-class time for discussion and engaging activities. Flipped classrooms allow students to watch the recorded lecture on their own time and pace, increasing engagement and overall achievements.

For faculty, Panopto provides a recording platform that can be used from any laptop or desktop. Once the lecture is recorded, it can then be automatically uploaded to your video library so that students can view the lectures instantly.

Panopto Through Blackboard
Panopto is also branched out through the use of Blackboard. Using Blackboard, you can add a Panopto dashboard in your course menu, create a Panopto dashboard in a content area and add the Panopto video link to a content area. These options allow for easy access to pre-recorded videos for faculty and students.

Faculty and Staff can also use their Blackboard account to log into Panopto on the Panopto website. This connects your account with your Blackboard account instantly.
Configure your BlackBoard course for Panopto use.

All Blackboard courses must be configured to use Panopto. **Configuration does not require a webcam or microphone.**

1. Go into the Blackboard course
   Note: the Edit mode needs to be set to ON.

2. Scroll your mouse over the plus symbol on the top left corner of the main menu. Select Tool Link.

3. Name the tool link, e.g. Videos and select Panopto Course Tool Application as the type. Make sure you check the box to make it available to the students. Click Submit.
4. Once the Tool Link (Videos) created, click on the Tool Link and proceed in the configuration of your course with Panopto.
5. Click the Configure button on the right.

6. Click the Add Course to Panopto button.

7. Click Return to course.

8. From the Main BlackBoard page, click the tool link that you just created. (Videos)
8. From the Main BlackBoard page, click the tool link that you just created. (Videos)

After the configuration, you can use the tool in the classroom or your office so long as you have a webcam or microphone, and installed the Panopto software. Instructions for installing and recording are in Article 523: Installing and Recording with Panopto.

Installing Panopto

For installing Panopto on a personally owned machine or an Eastern owned PC laptop please refer to the directions below. If installing the Panopto software on an Eastern owned PC desktop computer or any Mac please refer these instructions: Article 468: Software Center (PC) Self Service (Mac) - How To Self-Install Programs.

1. Click on the Tool Link you created (Videos)
2. Click on the Create button at the top of your page.
3. Select Record a New Session.

4. Click on Download Panopto. Note: You will see the Windows 32-bit, Windows 64-bit or Mac OS X option depending on what OS is installed on your machine. Panopto will now install on your computer.

5. Follow the steps to run the installer the same way you would any other application.
1. Once Panopto is installed, you should access it from your Blackboard course by clicking on the Tool Link you created (Videos). Note: The browser you use will have an impact the experience and it may look slightly different from the screenshots below.

2. Click on the Create button.

3. Then choose Record a New Session and Open Panopto.

4. If you have the Panopto software installed, keep following these instructions. If you need to install the software, please refer to Article 524: Installing Panopto.

5. Click Open Panopto.

6. A Launch Application may present itself, select Panopto Recorder as the application and click Open link.
7. The Panopto recording application will open, and you will be logged in.

8. Choose the folder where you want to create the video.

9. Give a title to the video you are recording.

10. Now, determine what content you want to capture. If you want yourself to be in the video, choose a webcam or video camera from the **Video** drop-down under **Primary Sources**.

11. Choose your **Audio** under **Primary Sources** by selecting a microphone that is connected to your computer (Fig. 8). Note: You must select a primary audio source for a successful recording.

12. After selecting, test your audio by talking in a normal voice to test volume. You should see a few green bars appear as you talk. If you don't see any or see the red and yellow bars highlighted, adjust the volume by using the slider.

13. If you want to record your screen, PowerPoint slides or additional cameras, choose from the options under **Secondary Sources**. If you want to capture a PowerPoint, you should open that file and
14. If you will be moving quickly around your screen, adjust the fps setting at the bottom of the screen up to 15. If you will be capturing video playing on your screen, adjust this setting to 30. Note: fps means Frames Per Second, and the setting controls how many pictures per second Panopto is taking of your secondary sources. A higher setting will allow motion to be smoother in the video.

15. If you want to capture your computer's audio, click the checkbox Capture Computer Audio.

16. When you're ready, click the Record button at the top. Panopto will start recording all of the sources you've selected. If you've chosen to record your screen, you can minimize Panopto and begin displaying the content you wish to present.

17. When you are finished, maximize Panopto and click the Stop button.

18. Click the blue Upload button, and your video will automatically be uploaded to your video library.
Record a Video on Mac

There are a few differences when recording a video in Panopto on a Mac.

1. Once Panopto is installed, you should access it from your Blackboard course by clicking on the Tool Link you created (Videos)
   Note: The browser you use will have an impact the experience and it may look slightly different from the screenshots below.
2. Click on the "Create" button.
3. Then choose "Record a New Session" and "Open Panopto"
4. If you have the Panopto software installed, keep following these instructions. If you need to install the software, please refer to Article 524: Installing Panopto.
5. Click "Open Panopto"
6. A Launch Application may present itself. Select Panopto Recorder as the application and click Open link.

7. The Panopto recording application will open, and you will be logged in.

8. Choose the folder where you want to create the video.

9. Give a title to the video you are recording.

10. Now, determine what content you want to capture. If you want yourself to be in the video, choose a webcam or video camera from the Video drop-down under Primary Sources.

11. Choose your Audio under Primary Sources by selecting a microphone that is connected to your computer (Fig. 8). Note: You must select a primary audio source for a successful recording.
12. After selecting, test your audio by talking in a normal voice to test volume. You should see a few green bars appear as you talk. If you don’t see any or see the red and yellow bars highlighted, adjust the volume by using the slider.

13. a) If you want to record your screen, additional cameras, choose from the options under Secondary Sources. You can select two secondary video sources. Select the Secondary 1 or 2 tabs at the top then select the desired secondary video Source from the source drop down list. This is where you select your desktop display for screen capture or additional cameras.

b) If you want to capture a PowerPoint or Keynote, choose from the Slides Sources. You should open that file and prepare to display it before you hit record.
14. When you’re ready, click the **Record** button at the top. Panopto will start recording all of the sources you’ve selected. If you’ve chosen to record your screen, you can minimize Panopto and begin displaying the content you wish to present.

![Record button](image)

15. When you are finished, maximize Panopto and click the **Stop** button.

![Stop button](image)

Click the blue **Upload** button, and your video will automatically be uploaded to your video library.

![Recording Complete](image)

**Record a Video on iOS (iPad)**

The following link contains instructions for using the Panopto App on iOS devices.

1. [https://support.panopto.com/s/article/ipad-app-0](https://support.panopto.com/s/article/ipad-app-0)
The link below has a video and written instructions for copying Panopto Video to another course. Prior to this you must have already configured the other course to use Panopto as described in Article 463: Configure Your Blackboard Course for Panopto.

- Copy Panopto Video from one course to another: https://support.panopto.com/s/article/merge-and-copy-1
Delete Locally Stored Panopto Recordings

As you record, Panopto keeps local copies on your hard drive. These are not necessary after uploading has completed. To avoid filling your hard drive, delete the local recordings located in C:/PanoptoRecorder. You can also set Panopto to automatically delete those files. Under the settings tab in the Panopto recorder, you can check the box to the left of Delete recordings once they are uploaded.
Eastern maintains a WebEx service that can be accessed at https://easternct.webex.com.

First time users who need to run a WebEx meeting should click on Sign In and create an account using the Sign Up option. Once signed in, users can create meetings. Attendees don't require an account, only the meeting organizer.

Users who need to download the client software can click the Download link that appears on the home page and choose from the desktop or mobile versions of the software. Users who attempt to access a meeting without the software will be prompted to download it at that time.

- The maximum number of participants that can be on a WebEx Meeting session is 1000 of which up to 500 can join on PSTN audio (phone), the remainder must be VoIP (Internet).
ITS has recently set Webex to have unlimited space to prevent this storage issue. The steps below describe how to download and then permanently delete your recordings off the WebEx server if you want to remove something.

1. Open a web browser and log in to Webex at [https://easternct.webex.com/](https://easternct.webex.com/)

2. Click the Recordings menu item

3. Click the Download arrow for the recordings you want to download

4. After you are sure you have downloaded the recordings you want to keep you need to, click the three dots in the circle at the end of the row for the recording you want to delete.

5. Click Delete from the resulting menu. (It will still be available in your Deleted items for 30 days, so if your goal is to free up more space continue to permanently delete it.)

6. Pull down the drop down menu and choose Deleted.

7. From the resulting screen click Delete All

8. Click Delete All from the resulting popup

9. Depending on the file format you chose, you may have to convert your file before downloading it. If you downloaded an MP4 video, you can upload that into Panopto. However, if you downloaded an ARF or WRF file, you will need to convert it to an MP4 using a converter tool provided by Webex.
Share a Webex Recording

You can copy a link to any Webex Recording and share it over email or post it in Blackboard using the steps below:

2. Click on the Recordings menu item and find the Share button to the right of the recording.
3. Click the Copy URL and Password button from the resulting menu.
4. Paste the information in a file or email where attendees can find it. The result should look like this:

   John Smith's Personal Room-20206324 2032-1
   pHxZ7vkw
   https://easternct.webex.com/recordingservice/sites/easternct/recording/playback/f563a5310e374046a5101e444710a274
Using Webex on a Chromebook

1. Go to the Google Play store
2. Search for the Webex Cisco Meeting app
3. Click install. The app should download and install on the Chromebook.
4. Once the Webex app has been installed students should navigate to the Webex link provided by their instructor in Blackboard or via email.
5. After clicking on the link, students will be prompted to launch the Webex app.
6. Click Open and Join the meeting.
Webex: Export Attendee/Meeting Information

OVERVIEW:
This guide will walk you through the steps to view and export Webex meeting information.

1. Log in to WebEx by going to https://easternct.webex.com. Select Classic View from the menu at the top of the page.

2. Select My Reports from the menu on the left side of the page. (if you do not see the left-hand menu you might need to click on the Webex site menus icon)

4. Select the start and end dates for meetings you wish to view.

   From: March 25, 2020
   To: March 31, 2020

5. Click the Display Reports button to display your list of meetings.
6. Select your meeting from the list to view meeting information. Clicking on the name of the meeting will give you individual participant information.

7. You can export this information, click the Export Report button from the previous screen to download meeting info into an Excel file.
8. Open the Excel report to view meeting info. Participant information is located in column B in the spreadsheet.
The MS Teams integration enables professors to create a link to an MS Teams live meeting. Each course must be configured to use the tool as described below.

1. Expand the Control Panel (if it isn’t already) to reveal the Course Tools on the left hand menu.

2. Expand Course Tools (1) and find the MS Teams link. Click on the MS Team link (2).

3. Click Allow to integrate MS Teams and BlackBoard.

4. You will be asked to sign in with your Eastern Office 365 credentials.
   NOTE: If you have saved your Eastern credentials in the browser, you just need to allow the application the required permissions and skip to step 9.
5. Enter your full Eastern email.

6. Enter your Eastern Office 365 password.

7. Be ready to authenticate, if prompted.
8. Once your identity is authenticated, click yes.

9. You are now presented with a create a meeting link button. Click Create meeting link.

10. Name your meeting link (1) and set the time for your meeting (2). Click Create (3).

11. You will be presented with a confirmation screen. Click Add to Calendar.
12. Acknowledge the browser message by clicking OK (1). Depending on your browser, you might experience a slightly different behavior. Click the course title to go back to your course home page (2).

13. NOTE: if you accidentally clicked on Join Meeting Now you will get the screen below. Click the course title to return to the course home page.

14. You are now back in your BlackBoard Course but YOU HAVE NOT COMPLETED YOUR CONFIGURATION! The MS Teams link you created is in your top most content area on your left-hand menu. Click the top most content area on your left menu to find it. Follow the last configuration step below.
NOTE: if you accidentally clicked on the icon you will get the screen below. Click the course title to return to the course home page.

15. Click the circle icon to the right of your MS Team Link (1). Select Edit from the resulting menu (2).

16. Scroll to the bottom and choose Yes for Open in New Window (1) and deselect both the Display After and Display Until check boxes (2). Click Submit (3).

The configuration is done. You can now use the icon whenever you want to launch an MS Teams meeting from Blackboard as described below. However, for the application to run correctly, you must install the MS Teams app on your computer, rather than using the web version. You will be offered an opportunity to download and install it in step 2 below.
1. Click the Meeting Link icon

2. Click the Download the Windows app and install the app. Microsoft Edge and Chrome are the preferred browser for MS Teams. If you already have the desktop app installed click the Open your Teams app icon to launch Teams.

3. Once launched, the Teams will give you the option to join now. Click Join Now.

Depending on the browser you might run into a similar screen with fewer options. Locate the sign in link at the bottom of the window, click sign in and use your Eastern credentials to authenticate.

**We suggest downloading the desktop MS Teams app for a better experience.**
Web Browser version
Choose your audio and video settings for
Meeting now

Enter name

Click sign in to for best experience
For a better experience sign in or download the desktop version

No toolbar
Inviting Non-Eastern Guests to MS Teams

MS Teams allows you to invite a guest speaker to a MS Teams meeting. The instructions work the same in both the Web version and the Desktop App version of Teams. The following instructions cover the setup and invitation of the guest and the initiation of the meeting and admitting of the guest:

- Setting up MS Teams meeting and inviting a guest speaker.
- Initiating the meeting and admitting your guest to your MS Teams meeting.

1. Click on the Calendar icon on the left-hand menu in the main MS Teams window.

2. Click New meeting (2).

3. Add a title (3) and expand to access the Optional attendees if needed (4).
4. Enter the non-Eastern guest email in the Optional area (5), set meeting specifics (6), and choose the channel from a specific Team (7). Click Send when you are done with the specifics (8).

5. A post will appear on your channel feed.
Initiating the meeting and admitting your guest to your MS Teams meeting.

1. Find the post on your channel or click the Calendar icon on the left-hand menu.
   - If you choose to find the post in your Channel:
     - Click the purple bar or click the 3 dots at the right of the bar and choose Meeting Details.
   - If you choose to click the calendar icon on the left menu:
     - Find the meeting on your calendar and click it.
2. On the upper right-hand click the Join button.

3. Click Admit to allow your guest to access your Teams meeting.