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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 logon 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 canceling 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 customizeable 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
SmartBoards 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 Smartboards feature two programs which are accessible on the instructor's station; the Smart Board Driver prgram 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.

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:
   - https://34.selectsurvey.net/easternct/TakeSurvey.aspx?SurveyID=l8LJ3554
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.

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.

Calendar of Events

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:

https://calendar.easternct.edu/EventList.aspx?fromdate=7/10/2015&todate=8/8/2015&view=DateTime

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 (Lib 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

Form - Electronic Mailing List Creation Request

You can have a mailing list created for you by completing the required form and following the instructions here:

https://7.selectsurvey.net/easternct/TakeSurvey.aspx?SurveyID=n4KKn582

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.

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):

- https://creativecloud.adobe.com/apps/download/creative-cloud?promoid=DRCF18ZD&mv=other

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.

Software Center (PC) Self Service (Mac) - How To Self-Install Programs

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 Start Button
- Navigate to and click on Microsoft System Center
- Click 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:

- Go to Applications and Open Self Service
- 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.

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

Apples 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:

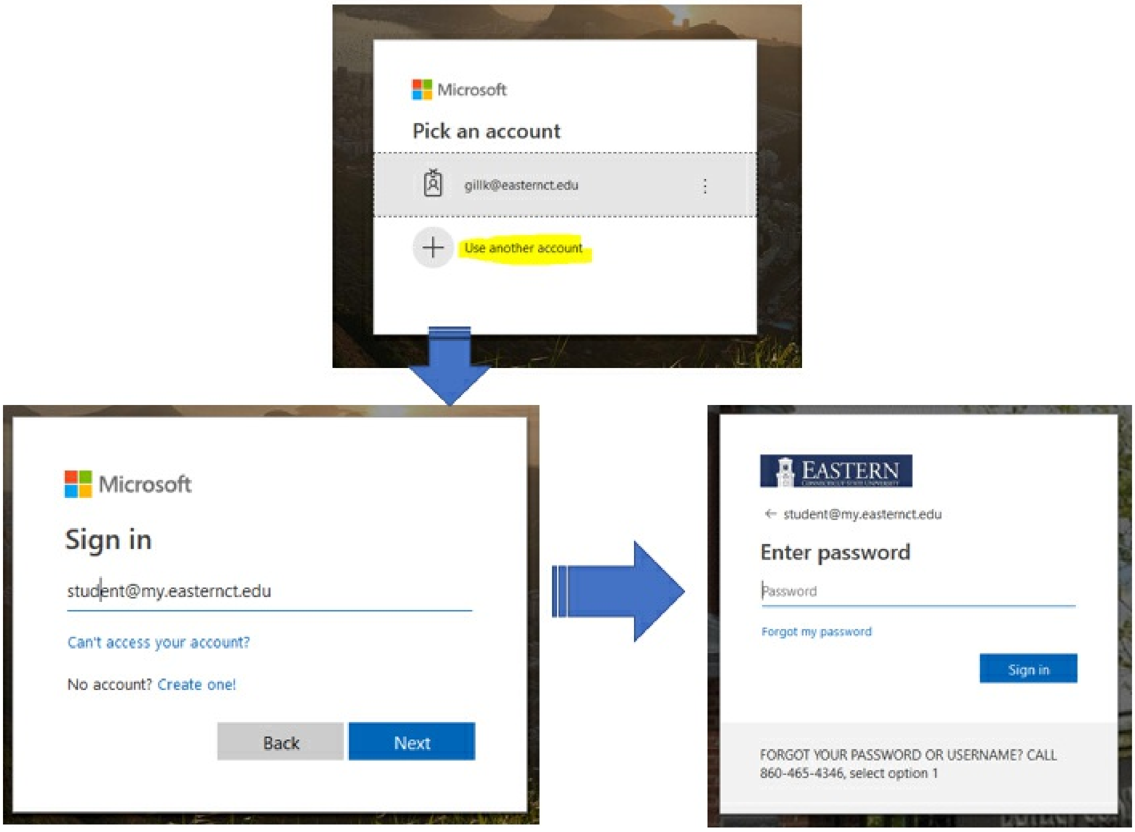
Option 1 (recommended)
The quickest and simplest option is to have the student bring their presentation materials on a flash drive.

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.

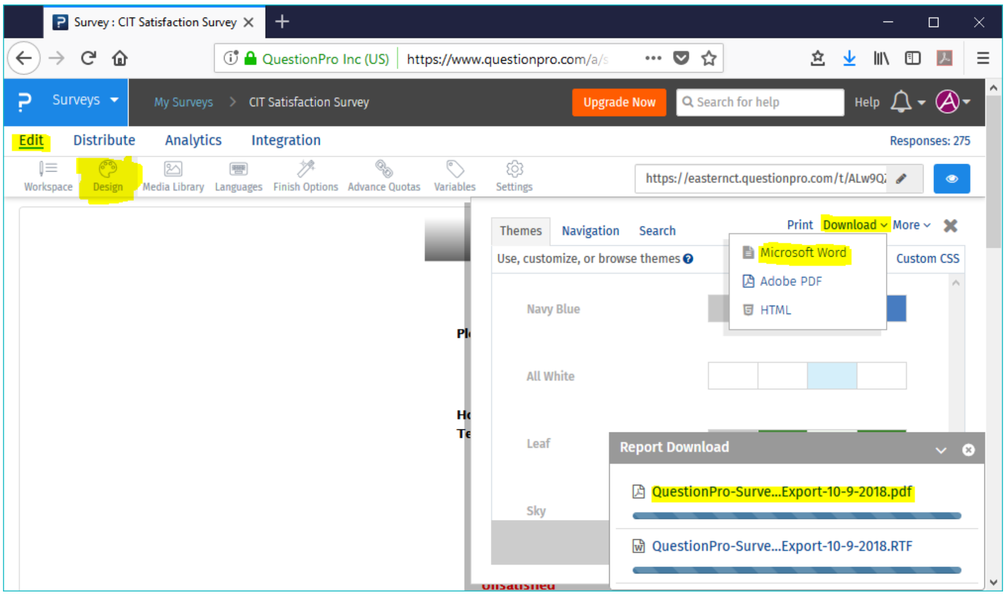
When using Firefox, the student will be prompted to select a user account (see below). The student must click on the Use Another Account option. They will be prompted for their Eastern email address and password. Upon successful login, the My Apps portal, that provides access to their OneDrive and email,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

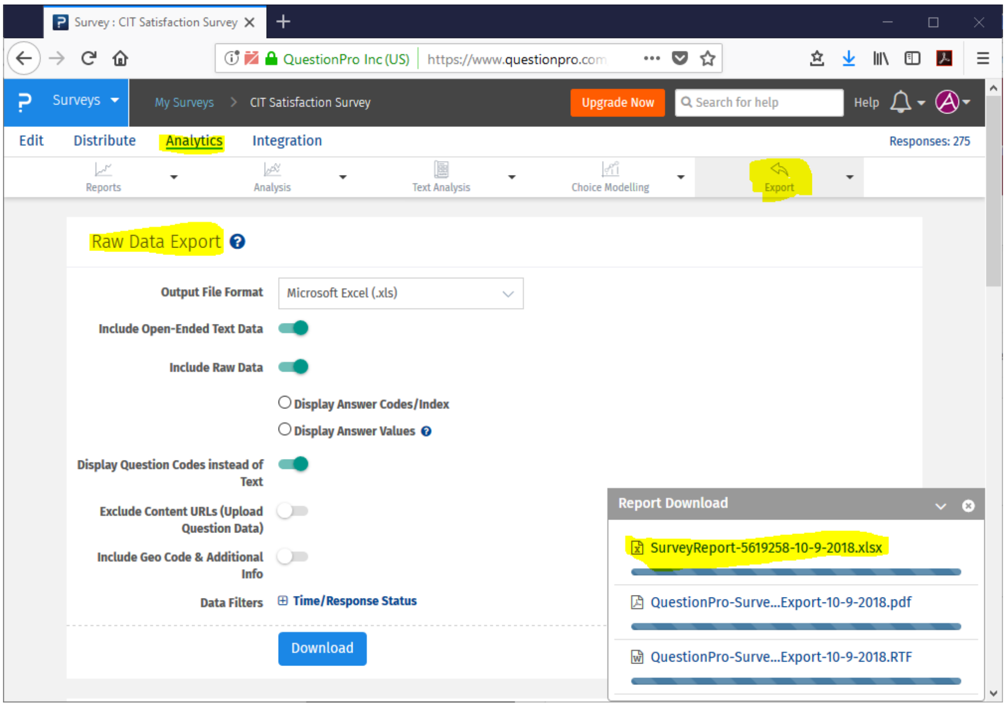
1. Log into QuestionPro.com
2. Click on the survey you wish to export.
3. Under the Edit menu, click the Design tab.
4. In the upper right-hand design menu click download.
5. Select the type of file you wish.
6. A report download pop-up window will appear in the lower right section on the window with 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:

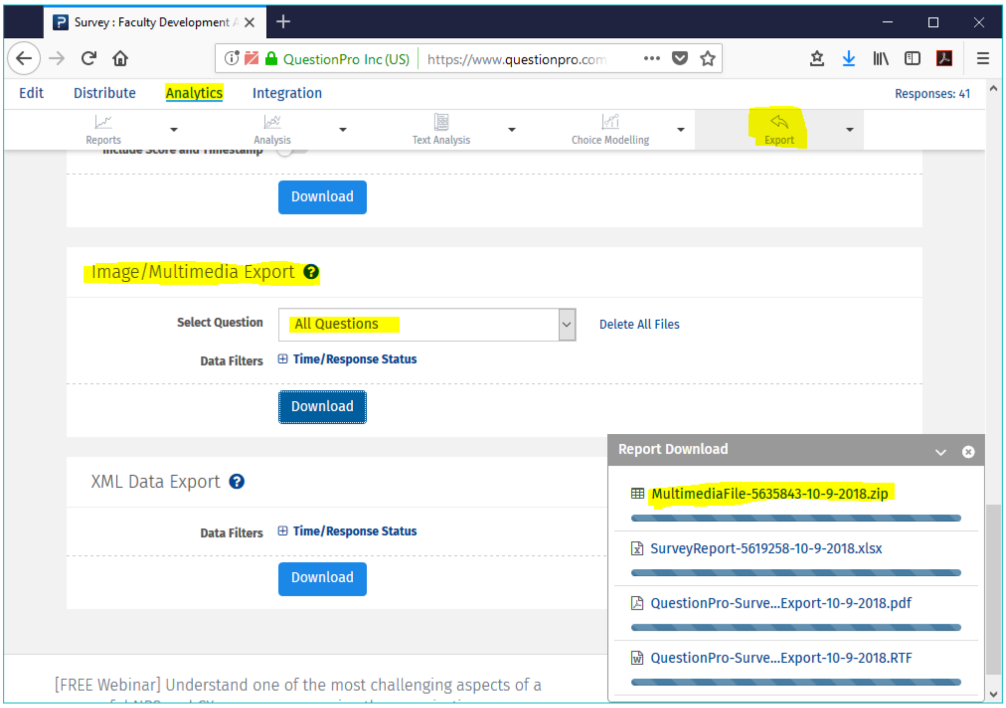
For Raw Data Exports without file attachements:

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.



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.

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 tour 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

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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-ddd2-44b6-943b-e6fbfc6b8dde

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.

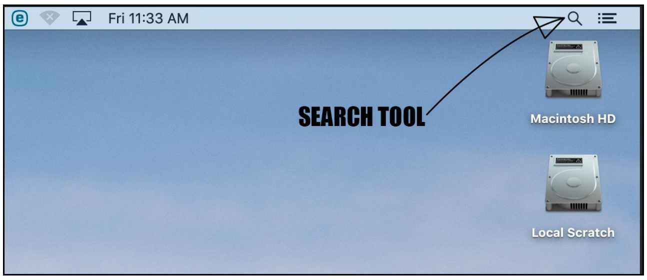
Before you begin - do you have Mojave?

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.

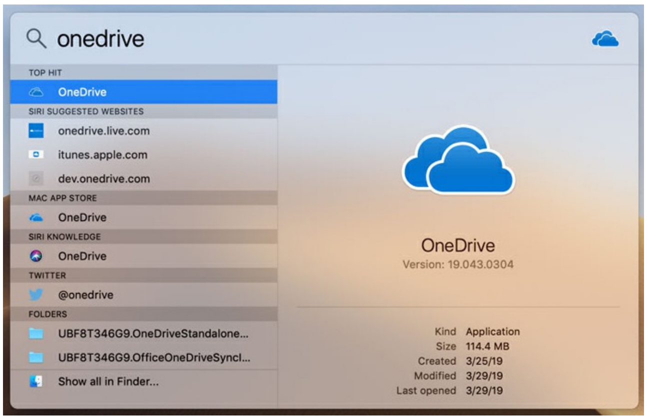
If you need an upgrade, please contact the **Eastern Helpdesk**. The Helpdesk will determine which way to upgrade the OS.

Set up OneDrive

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

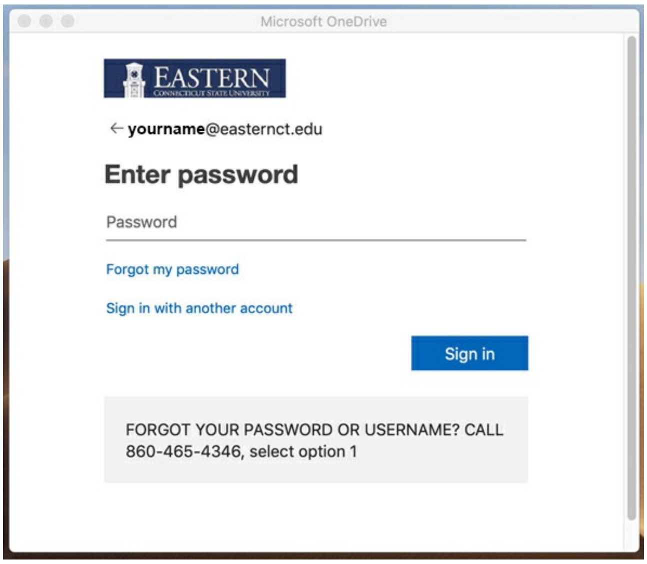


Use the search tool and search for OneDrive. Click the OneDrive app icon.

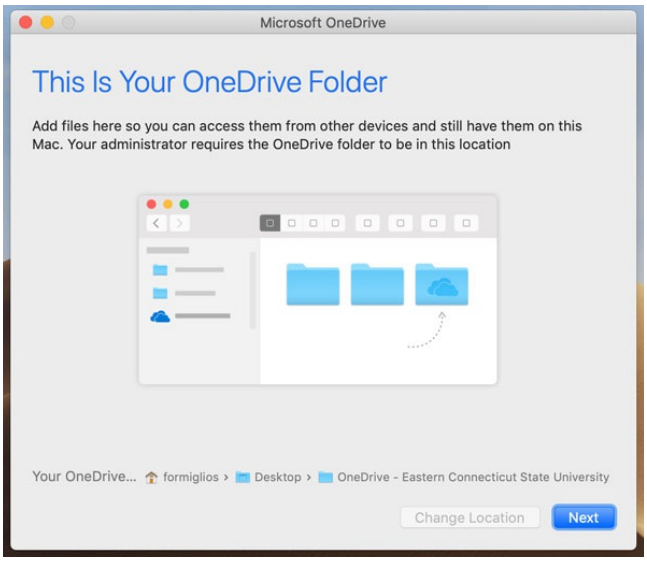


In the Microsoft OneDrive window, enter your Eastern email.

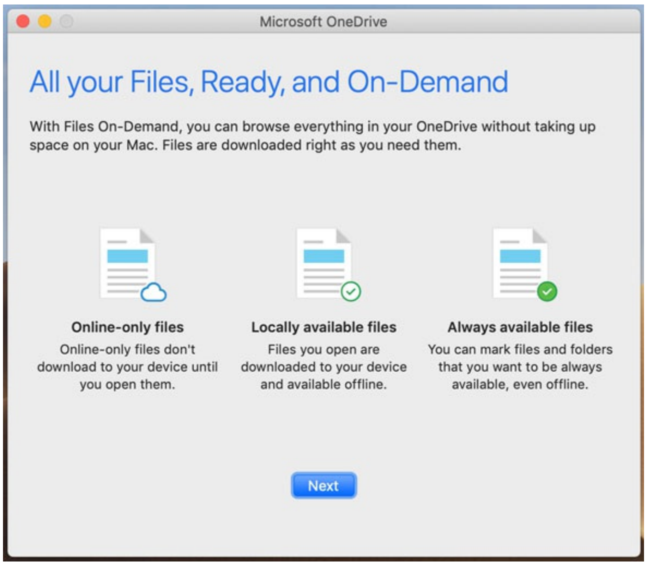
Enter your Eastern password.



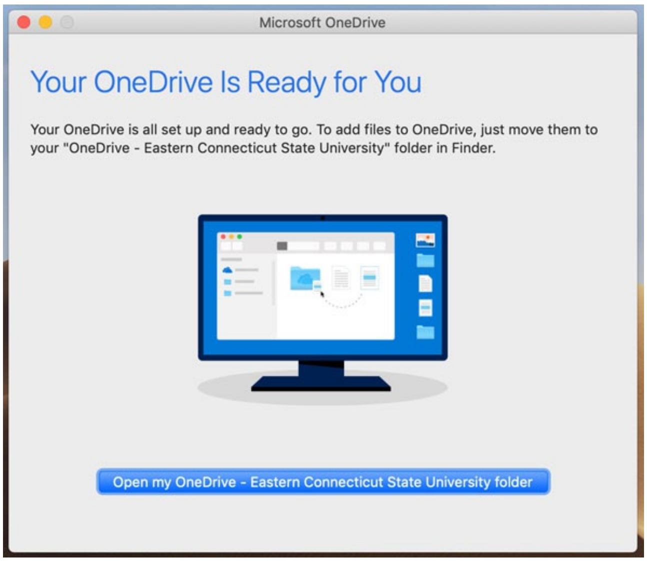
Click Next to acknowledge the creation of the OneDrive folder on the desktop.



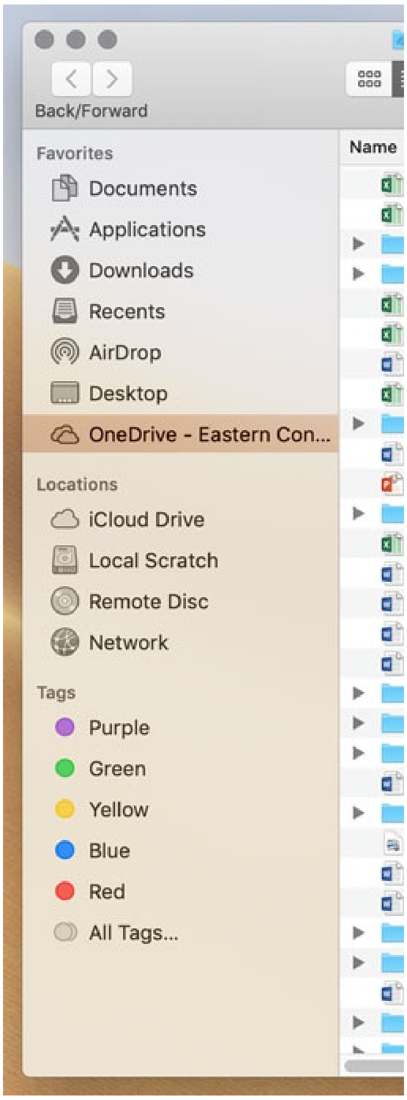
Click Next to acknowledge that your OneDrive files on Demand is done.



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.

Lecture Capture (Panopto)

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.

Using Panopto Through Blackboard

Each term you have to first configure your Blackboard course to use Panopto and create a link to it from your menu. The following steps show you how to do that. You can do this in your office without a camera.

1. Go into the Blackboard course
2. Scroll your mouse over the plus symbol on the top left corner of the main menu.
3. Create a tool link with the type being: Panopto Course Tool Application
4. Make sure you check the box to make it available to the students
5. Once it's created, click on the Tool Link and then configure your course with Panopto. It will prompt you through the steps. Use the defaults (you don't need to click create a new folder) just follow through by clicking OK and Submit until it's done.

After the configuration, you can use the tool in the classroom or your office if you have a webcam or mic.

1. Click on the link in your menu to get to the Panopto area
2. Click on the green Create button and choose Record a New Session
3. If you are on a machine that doesn't have the Panopto software you will have to download and install the software first. The classrooms should all have it. Any Eastern machine can get it installed via the Software Center app as well.
4. If it's installed, click open Panopto
5. Now you can choose your sources, name it if you want something other than the default, and click record.
6. Minimize it and teach, when you are done, bring it back up and click stop.
7. It will ask you if you want to upload or discard the recording
8. When uploading from a classroom, you can log off (but not shutdown) and it will continue to upload in the background regardless of whether the next person logs on.

The Panopto tool has many other settings and features which you can explore yourself or contact cit@easternct.edu for training.