

Introduction

CUNY has arranged for Cisco Webex to provide short-term Webex Meeting and Webex Teams licenses to all CUNY students, faculty and staff to help with online learning and meetings during the spring 2020 coronavirus outbreak. These licenses are separate from any existing University and college WebEx licenses and will expire on June 7, 2020—after the end of the Spring 2020 semester. These temporary licenses are called “ConnectCUNY Webex” licenses herein to differentiate them from any existing University Cisco Webex licenses when the distinction is important.

Recommendation:

Although Webex Meetings and Webex Teams provide useful features and functions, Webex should primarily be used to deliver online learning and meetings as all features and functions are unavailable following the 90-day ConnectCUNY Webex license expiration.

CUNY has implemented the Webex Education Connector that allows:

- Faculty to launch Webex Meetings as part of scheduled classes or on demand
- Faculty to use Webex Meetings to provide virtual office hours
- Students to participate in Webex Meetings through Blackboard

What’s in this Quick Start Guide?

This ConnectCUNY Webex Accounts Quick Start Guide provides the following information:

- ConnectCUNY Webex features
- Links to Webex training and documentation reference materials available on the Webex website
- Instructions on how to access your ConnectCUNY Webex account to manage your online meetings
- Instructions on enabling Webex Meetings in Blackboard courses
- Instructions on how to download and install Webex Teams to your computer
- How to get help with ConnectCUNY Webex
- Frequently Asked Questions (FAQs) regarding the ConnectCUNY Webex implementation

Contents	
Introduction	1
What’s in this Quick Start Guide?	1
ConnectCUNY Webex Features	2
Webex Training and Documentation References	2
Accessing Your ConnectCUNY Webex Account	3
Add Webex Meetings to Blackboard Courses	5
Installing the Webex Teams Desktop Application	7
Getting Help	10
Frequently Asked Questions	10

ConnectCUNY Webex Features

ConnectCUNY Webex offers the following features:

- Webex Meetings
 - Invite up to 200 online meeting participants
 - Use within Blackboard via Webex Education Connector
 - Join audio via a toll-free telephone number
 - Share your screen
 - Record and download meetings
 - Mailed invitations from Webex include calendar object
- Webex Teams
 - Create Spaces to communicate regularly with a group of people and share files
 - Easy access to your ConnectCUNY Webex meetings
 - Initiate Webex meetings
 - “Call” one or more Team members
 - Brainstorm on whiteboards

Caution:

The ConnectCUNY Webex license is 90 days. All recorded Webex Meetings and Webex Teams content are deleted at the conclusion of the 90-day license.

Webex Training and Documentation References

Visit the following Cisco Webex websites to learn how to use Webex and Webex Meetings:

- [Webex Essentials for Working Remotely](#)
- [Webex Essentials](#)
- [Getting Started with Cisco Webex Meetings](#)
- [Sign Up for Free Online Webex Classes](#)
- [Getting Started with Cisco Webex Training](#)

Visit the following Cisco Webex websites to learn how to use Webex Teams:

- [Getting Started with Cisco Webex Teams](#)
- [Webex Teams Essentials](#)

The following YouTube videos, though not provided by Cisco Webex or Blackboard, provide examples of using the Webex Education Connector integration with Blackboard at other colleges:

- [Start a meeting or class inside Blackboard](#)
- [How to schedule a meeting inside Blackboard](#)
- [Creating breakout rooms inside Blackboard](#)

- [Add Webex “Virtual Office Hours” Information to Blackboard](#)

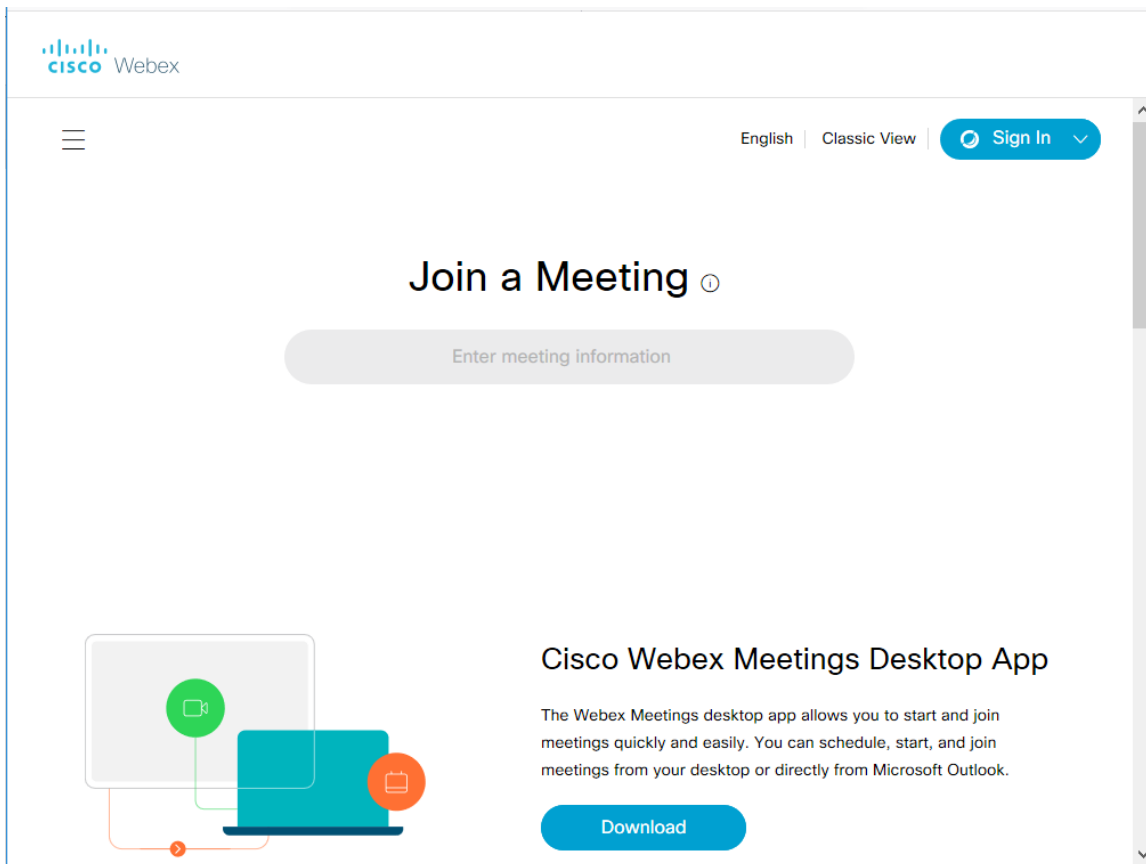
Accessing Your ConnectCUNY Webex Account

Your ConnectCUNY Webex license has been set up to use your CUNY Login username instead of an email address—similar to how your Dropbox account was set up.

Be sure to use your CUNY Login username when accessing ConnectCUNY Webex for the first time. ConnectCUNY Webex

To access your ConnectCUNY Webex account:

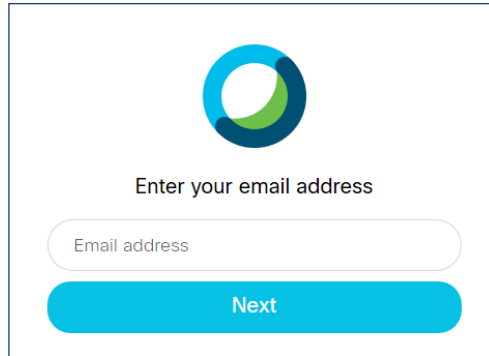
1. Open <https://connectcuny.webex.com> in your web browser.
The Cisco Webex Join a Meeting page is displayed.



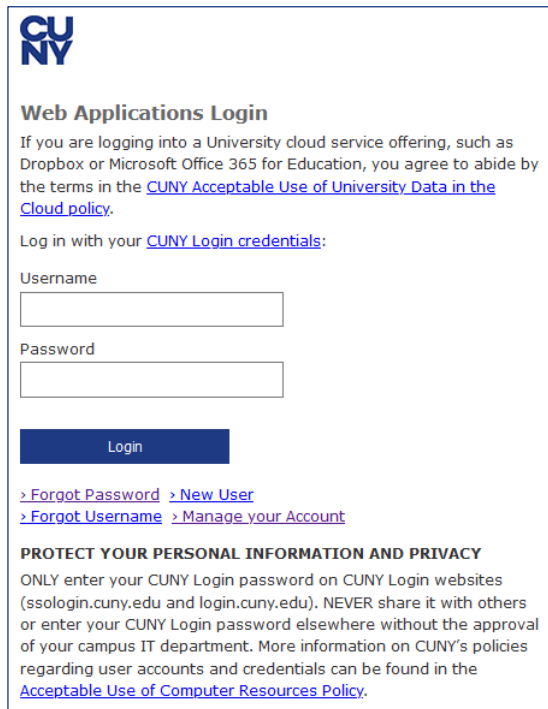
2. Click the **Sign In** button at the top-right of the page.
You are prompted to enter your email address.

Note:

DO NOT enter an email address in this field. You must enter your CUNY Login username (firstname.lastname##@login.cuny.edu) as your email address in order to use your ConnectCUNY Webex license.



3. Enter your CUNY Login username (firstname.lastname##@login.cuny.edu) and click **Next**.
The CUNY Web Applications Login page is displayed.



4. Enter the following information and click **Login**:

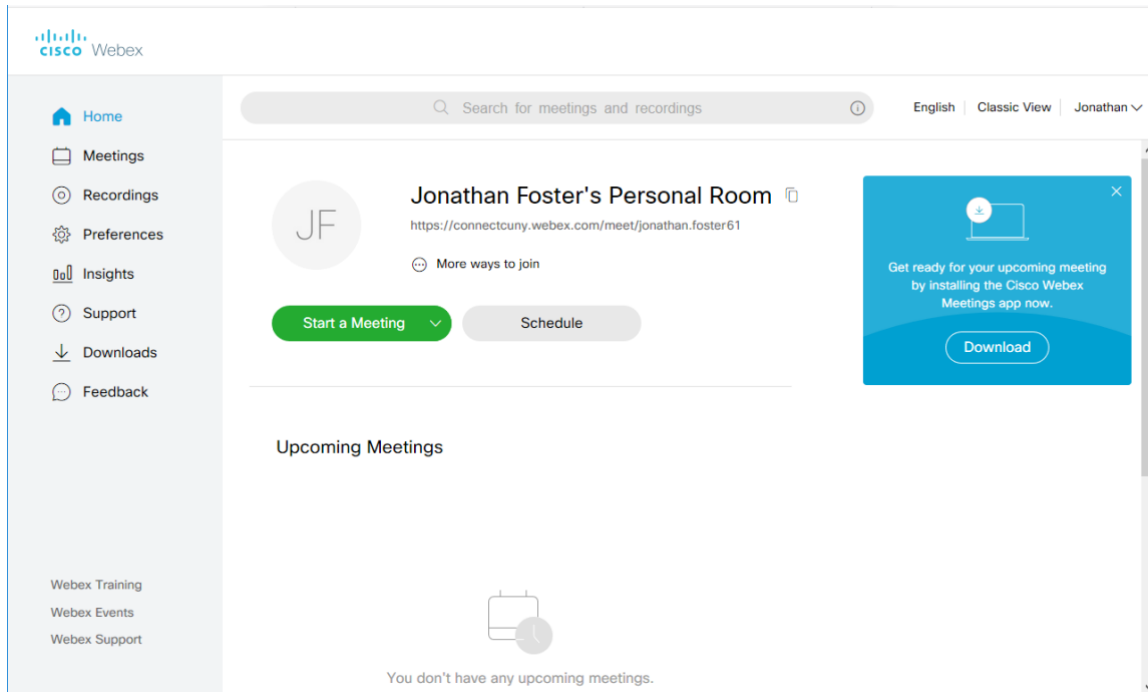
Username

Enter your CUNY Login username (firstname.lastname##@login.cuny.edu).

Password

Enter your CUNY Login password.

Your Personal Meeting Room is displayed.



See [Getting Started with Cisco Webex Meetings](#) for information on using Webex Meetings.

Add Webex Meetings to Blackboard Courses

Webex Educator Connection allows you to add an online meeting to an existing Blackboard course.

Note:

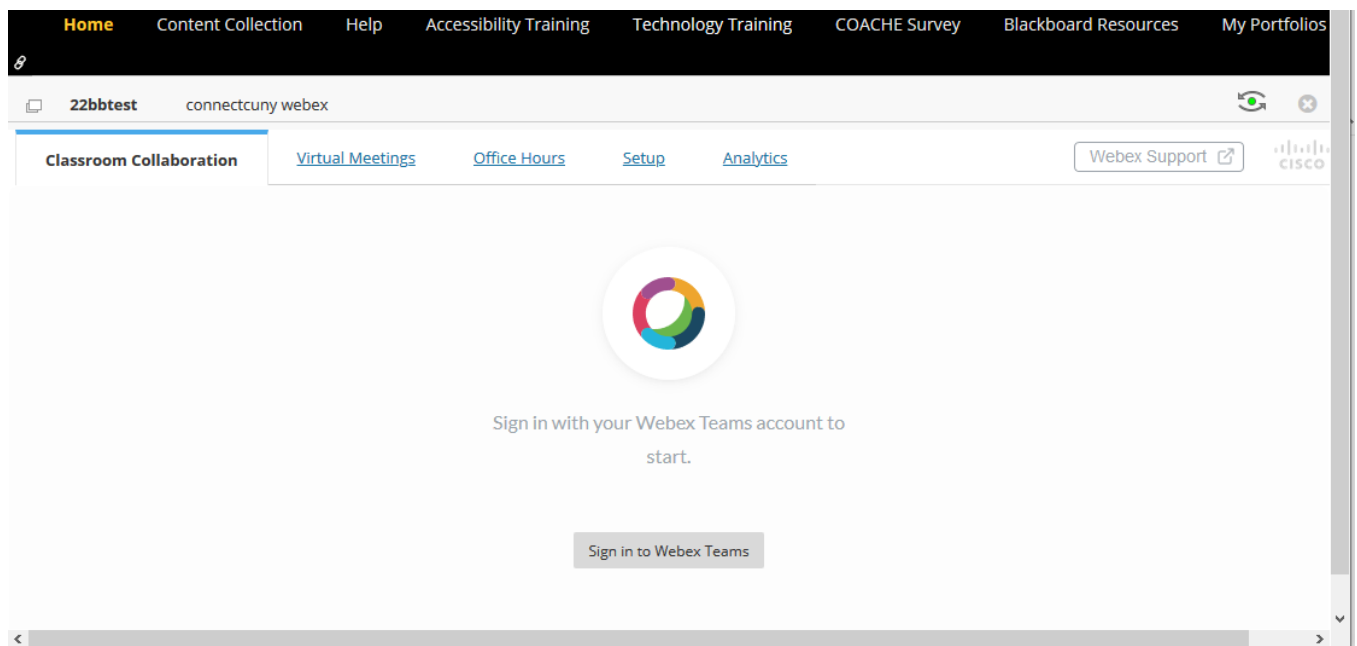
Webex Meeting integration within Blackboard uses an intermediary Learning Tools Integrator service that is in use by many institutions conducting remote learning during the coronavirus outbreak. Faculty may find Webex Meetings set up and performance better when not conducted within Blackboard.

In Blackboard, do the following:

1. Open the course.
2. Select **Tools > More Tools > connectcuny webex** to add ConnectCUNY Webex to the course.
3. Change the **Link Name** and add a **Text** description, then click **Submit**.

The ConnectCUNY tool is added to the course.

4. Click on the course's ConnectCUNY tool to display the Webex Classroom Collaboration tab.



5. Click the **Setup** tab to choose the Webex Education Connector features you want:
 - Classroom Collaboration
 - Virtual Meetings
 - Office Hours
6. Click **Authorize** to enable synchronization between Blackboard and Webex, then click **Allow** to confirm the authorization.
7. Enable the following optional features:
 - Webex Meetings Attendance Grading
 - Reminder Bot
8. Click **Apply** to save your settings for this course.
9. Configure the Webex Education Connector features enabled in Step 5 for one or more of the following tabs:
 - Classroom Collaboration
 - Virtual Meetings
 - Office Hours

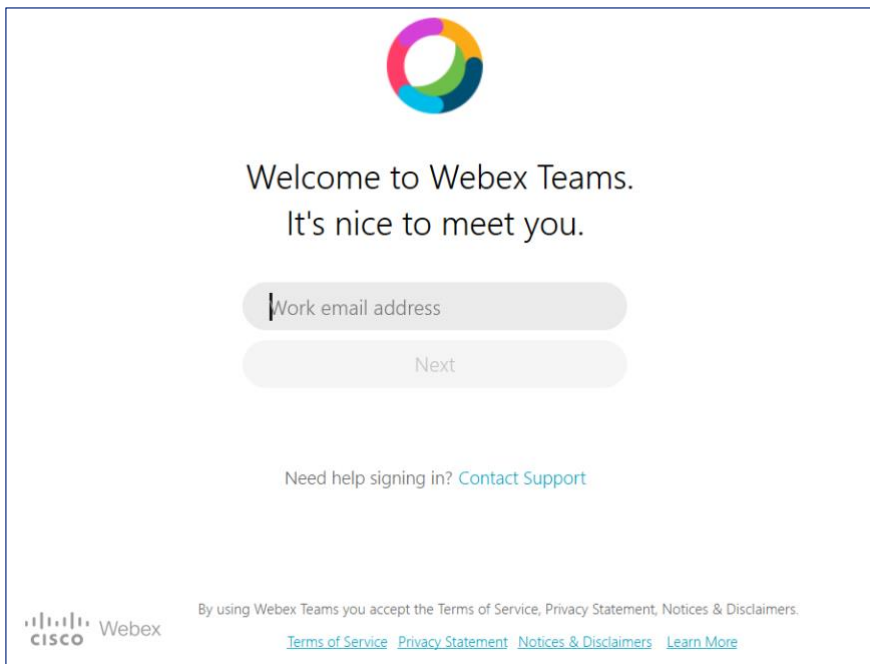
Installing the Webex Teams Desktop Application

Local administrative rights may be required to install Webex Teams on a computer.

To install the Webex Teams desktop application on a Windows computer:

1. Open <https://www.webex.com/downloads.html> in your web browser.
2. Click on the Webex Teams **Download for Windows** button.
3. Save the WebexTeams.msi file to your computer.
4. Double-click on the WebexTeams.msi file to launch the installer.

After Webex Teams is installed, the Welcome to Webex Teams page is displayed with a prompt to enter your email address.



5. Enter your CUNY Login username (firstname.lastname##@login.cuny.edu) and click **Next**.

The CUNY Web Applications Login page is displayed.

CUNY

Web Applications Login

If you are logging into a University cloud service offering, such as Dropbox or Microsoft Office 365 for Education, you agree to abide by the terms in the [CUNY Acceptable Use of University Data in the Cloud policy](#).

Log in with your [CUNY Login credentials](#):

Username

Password

Login

[> Forgot Password](#) [> New User](#)
[> Forgot Username](#) [> Manage your Account](#)

PROTECT YOUR PERSONAL INFORMATION AND PRIVACY
ONLY enter your CUNY Login password on CUNY Login websites (ssologin.cuny.edu and login.cuny.edu). NEVER share it with others or enter your CUNY Login password elsewhere without the approval of your campus IT department. More information on CUNY's policies regarding user accounts and credentials can be found in the [Acceptable Use of Computer Resources Policy](#).

6. Enter the following information:

Username

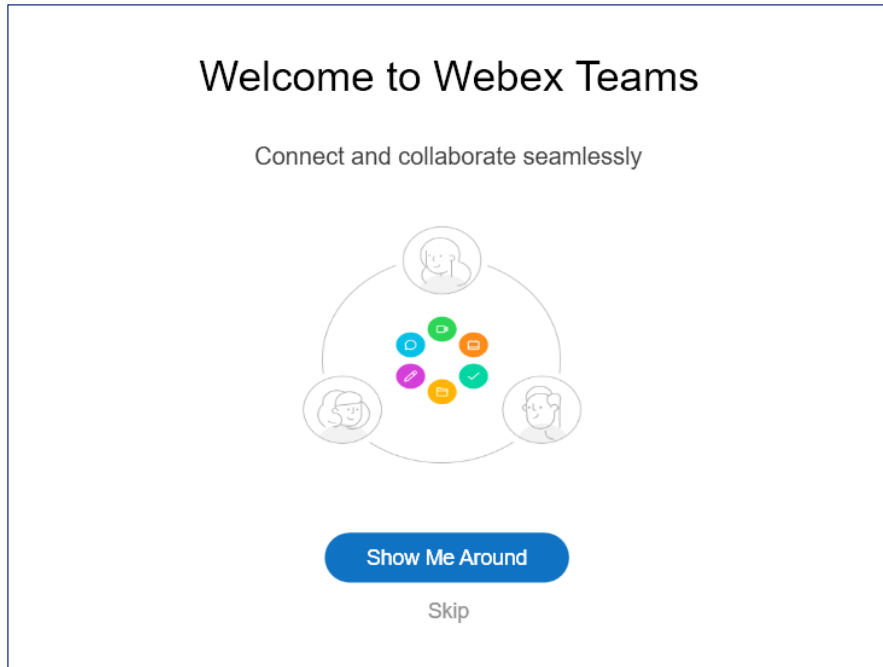
Enter your CUNY Login username (firstname.lastname##@login.cuny.edu).

Password

Enter your CUNY Login password.

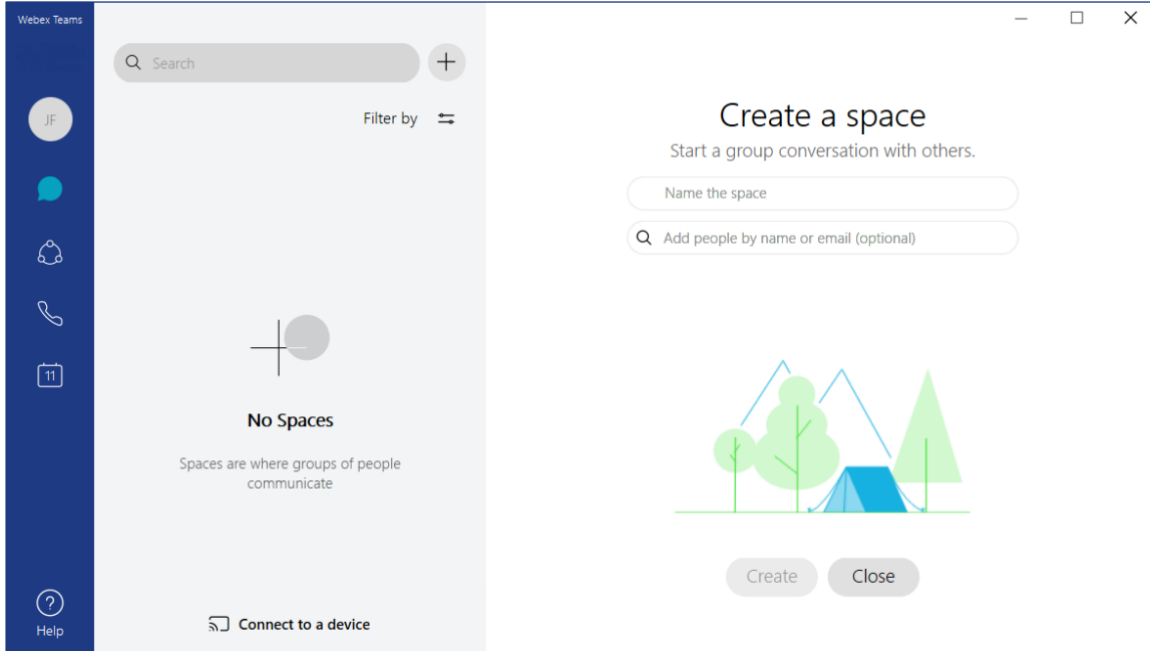
7. Click **Login**.

Webex Teams opens with the Welcome to Webex Teams – Show Me Around overlay for first-time users.



First-time users should click **Show Me Around** to take a tour of Webex Teams.

After completing the tour, the Webex Teams workspace is displayed.



See [Getting Started with Cisco Webex Teams](#) for information on using Webex Teams.

Getting Help

Contact your [help desk](#) to help with issues logging into your ConnectCUNY Webex account.

For help with using Webex, please visit the [Webex Help Center](#).

Frequently Asked Questions

What happens if I enter an email address instead of my CUNY Login username when first accessing ConnectCUNY Webex?

Your ConnectCUNY Webex account was set up using your CUNY Login credentials similar to how your Dropbox account was set up.

You must use your CUNY Login username the first time you access ConnectCUNY Webex to enable the account.

If you use an email address by mistake, you will be unable to use ConnectCUNY Webex and have to contact your help desk for assistance.

What does information Webex Meeting store online?

Webex Meetings store session data, such as who joined and for how long. Session-specific content is not stored unless it is recorded.

Session hosts download or delete the recording before the 90 day license expires.

What happens to my files and conversations in Webex Teams after 90 days?

You are at risk of losing them unless they are also available on your computer, Blackboard, cloud storage like Dropbox or MS Office 365 for Education OneDrive.

Can I download recordings of meetings?

Yes. Note that any recordings are deleted after the 90 day license expires.

Where do I go for Webex Meeting, Webex Teams and related Webex application support?

Visit the [Webex help center](#) website.

How do I invite students to online Webex Meetings within Webex?

You have two options:

- You can set up the meeting in Webex Meetings, then copy the meeting information and link to a separate email sent to your students.
- You can add the list of students' email addresses or CUNY Login usernames to the Webex Meeting and Webex emails the students with the meeting information and link.