

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 August 31, 2020—following the CUNY Summer Session. These temporary licenses are called “ConnectCUNY Webex” licenses herein to differentiate them from any existing University Cisco Webex licenses when the distinction is important.

Your ConnectCUNY Webex account was set up using your CUNY Login username as your email address—similar to your Dropbox account. You must always use your CUNY Login username in place of an email address when signing in to your ConnectCUNY Webex account.

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 ConnectCUNY Webex license expiration on August 31, 2020.

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

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- How to get help with ConnectCUNY Webex
- Frequently Asked Questions (FAQs) regarding the ConnectCUNY Webex implementation

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 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

The toll-free telephone number for audio access was removed on May 5, 2020. Audio participation in ConnectCUNY Webex meeting by telephone may be subject to telephone service charges.

Caution:

The ConnectCUNY Webex license expires on August 31, 2020. All recorded Webex Meetings and Webex Teams content are deleted at the conclusion of the 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.

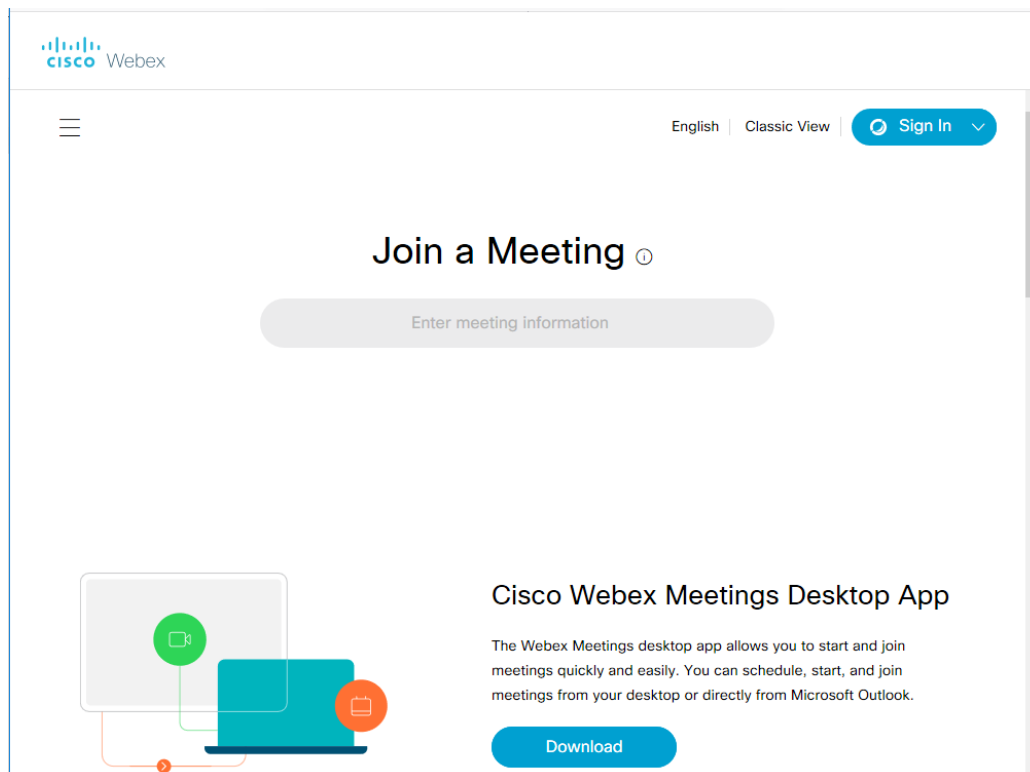
Caution:

Be sure to use your CUNY Login username in place of an email address every time you access ConnectCUNY Webex. Do not change it from your CUNY Login username or you will be locked out of your ConnectCUNY Webex account.

To access your ConnectCUNY Webex account:

1. Open <https://connectcuny.webex.com> in your web browser.

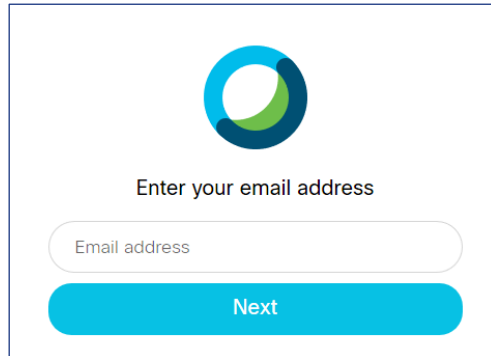
The Cisco Webex Join a Meeting page is displayed.



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

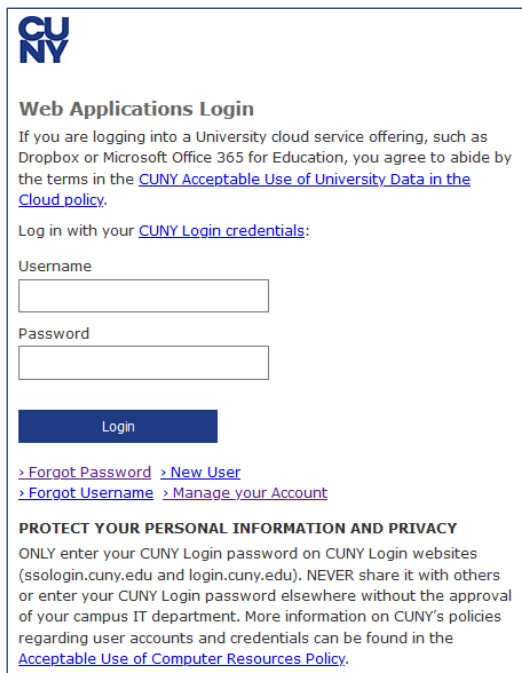
Note:

You must always sign in to your ConnectCUNY Webex account using your CUNY Login username (firstname.lastname##@login.cuny.edu) as your email address.



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**:

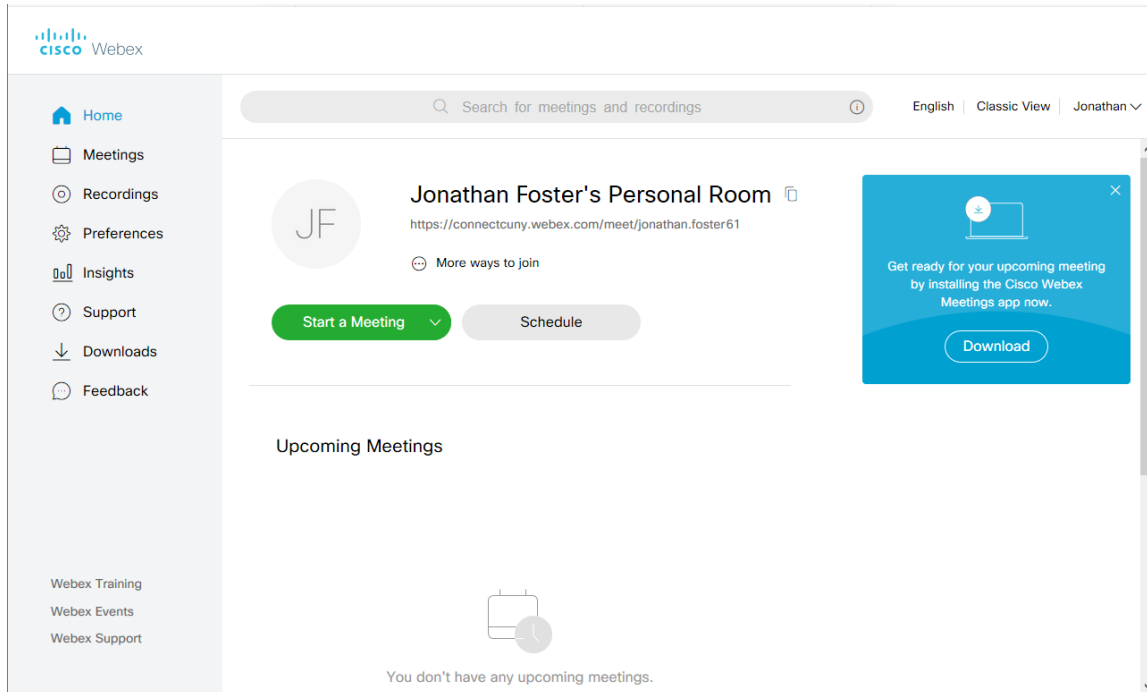
Username

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:

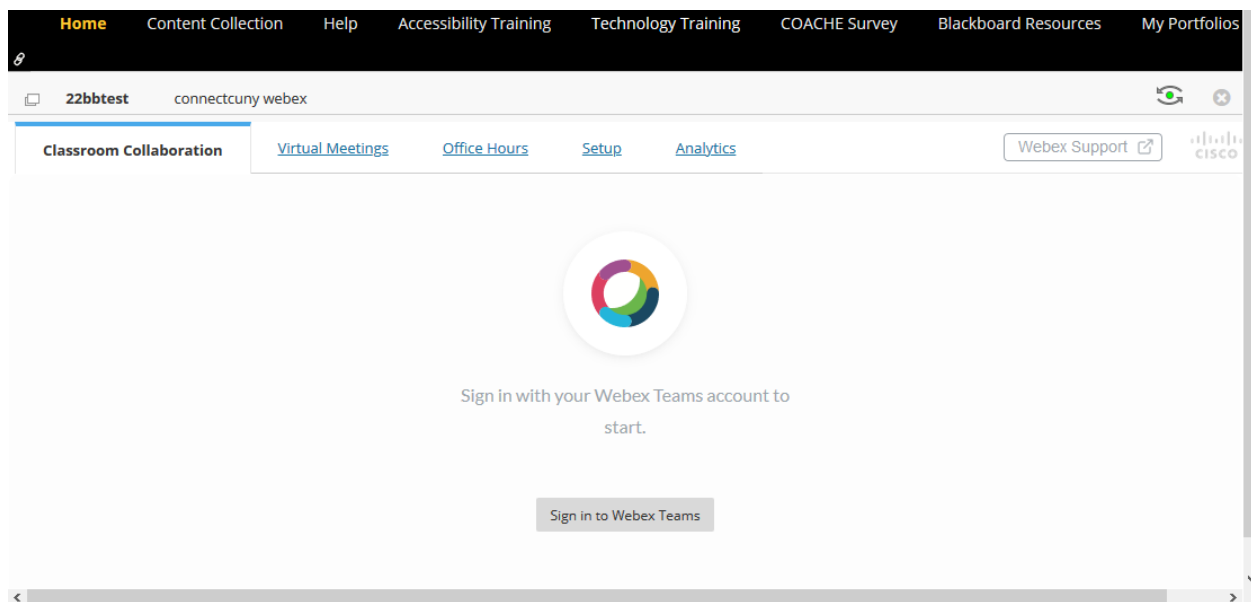
Webex Meeting integration within Blackboard uses an intermediary Learning Tools Integrator service that is in use by many institutions conducting remote learning during the coronavirus outbreak. Faculty may find Webex Meetings set up and performance are better when not conducted within Blackboard.

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.

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



- Click the **Setup** tab to choose the Webex Education Connector features you want:
 - Classroom Collaboration
 - Virtual Meetings
 - Office Hours
- Click **Authorize** to enable synchronization between Blackboard and Webex, then click **Allow** to confirm the authorization.
- Enable the following optional features:
 - Webex Meetings Attendance Grading
 - Reminder Bot
- Click **Apply** to save your settings for this course.
- 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

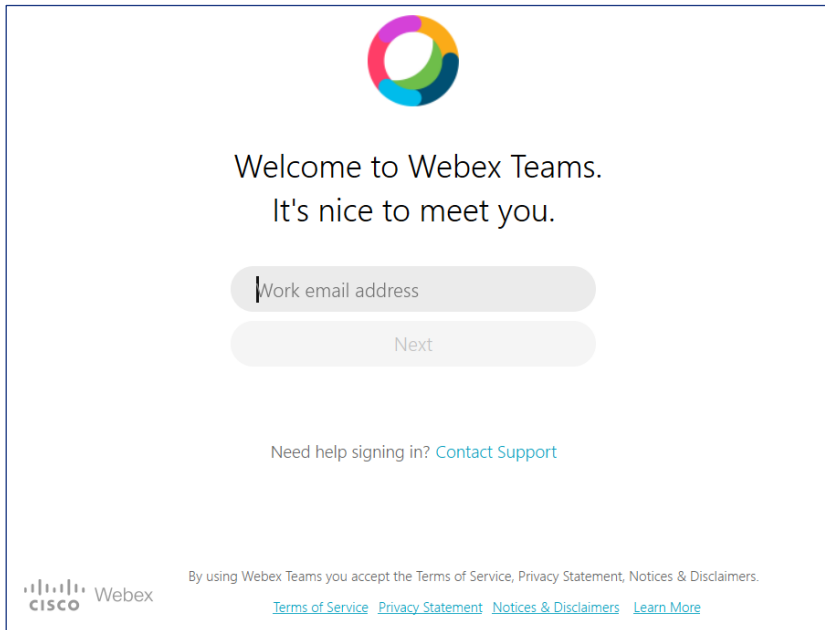
Local administrative rights may be required to install Webex Teams on a computer.

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

- 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.



Work email address

Next

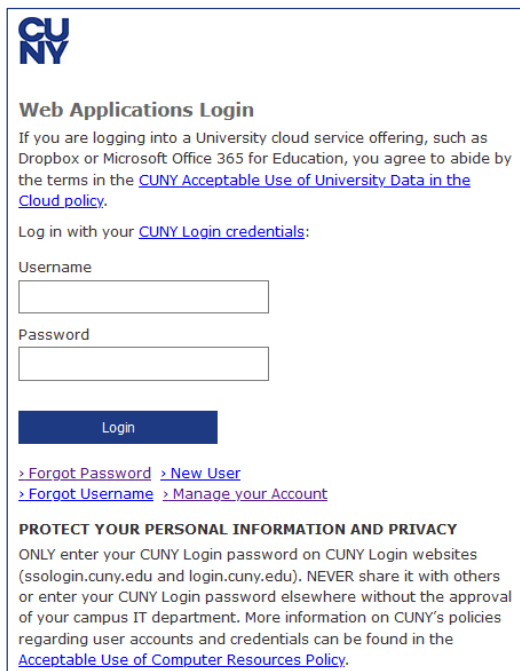
Need help signing in? [Contact Support](#)

By using Webex Teams you accept the Terms of Service, Privacy Statement, Notices & Disclaimers.

[Terms of Service](#) [Privacy Statement](#) [Notices & Disclaimers](#) [Learn More](#)

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

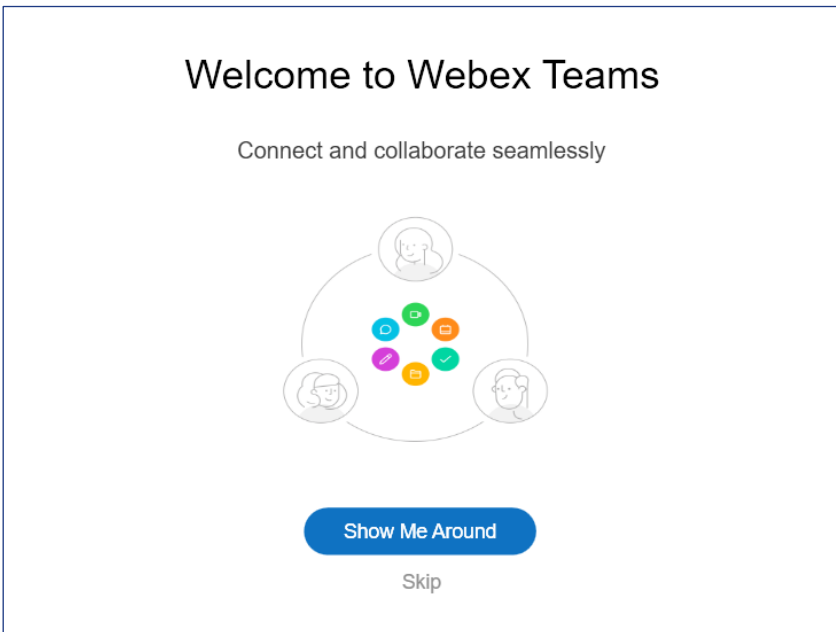
Enter your CUNY Login username (firstname.lastname##@login.cuny.edu).

Password

Enter your CUNY Login password.

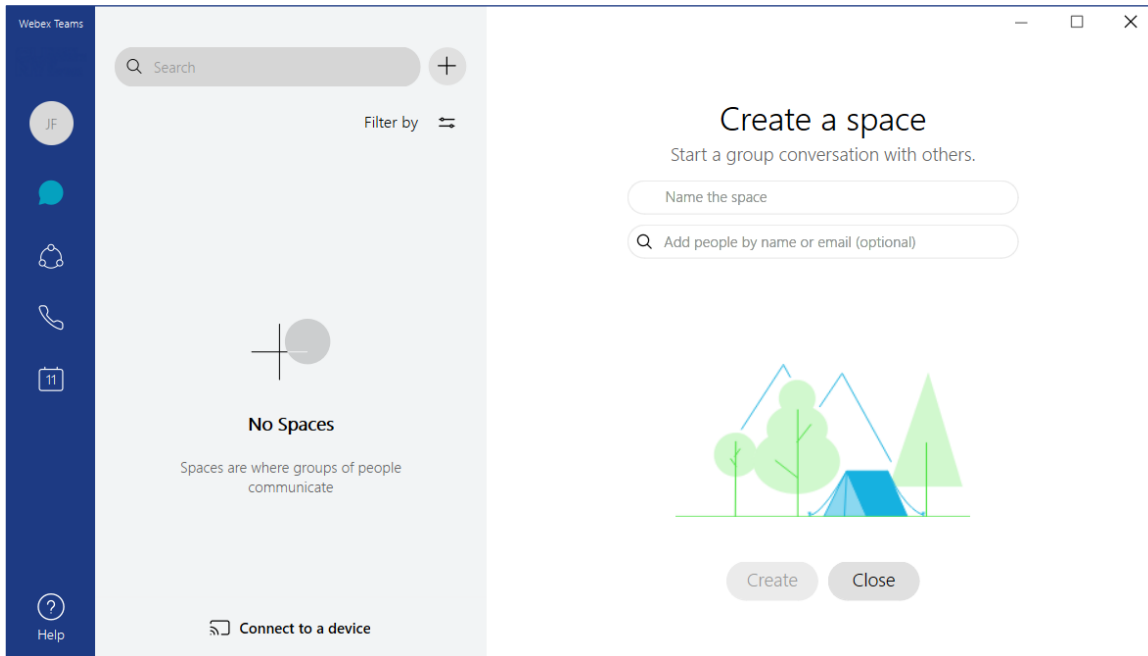
7. Click **Login**.

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](#) for help with issues logging into your ConnectCUNY Webex account.

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

Frequently Asked Questions

When does the ConnectCUNY Webex license expire?

The ConnectCUNY Webex license will expire on August 31, 2020.

Can I change my ConnectCUNY Webex account email address from my CUNY Login to an email address?

No. 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 every time to sign in to your ConnectCUNY Webex account.

If you change your ConnectCUNY Webex profile to an email address in place of your CUNY Login username, you will be unable to access ConnectCUNY Webex.

What information does 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 should download recordings before the ConnectCUNY Webex license expires.

What happens to my files and conversations in Webex Teams after the ConnectCUNY Webex license expires?

You are at risk of losing them unless they are also available on your computer, Blackboard, or 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 ConnectCUNY Webex 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.

Does ConnectCUNY Webex provide a toll-free telephone access number?

No. The toll-free telephone number for audio access to ConnectCUNY Webex meetings was removed on May 5, 2020. After May 5, telephone service toll charges may apply when using a telephone for audio access to ConnectCUNY Webex meetings.

Does ConnectCUNY Webex support “call me” for telephone access to online meetings?

No, meeting participants can only join ConnectCUNY Webex meeting audio through their computer or by dialing the telephone number listed.

Can I dial a telephone number in Webex Teams to conduct an audio call?

No, the ConnectCUNY Webex license does not support outbound telephone calls.