

Top 10 Resources

1. **[One stop shop for remote services](#)**
Access to technology resources to support faculty, staff, and students.
2. **Web Conferencing Tools**
 - a. **[Zoom](https://cuny.zoom.us)** – <https://cuny.zoom.us> Choose Sign in. You should be taken to the familiar CUNY login prompt where you enter your Firstname.LastnameNN@login.cuny.edu login credentials; For more information visit CUNY’s [Zoom FAQs](#), [CUNY IT Helpsite](#); and [Zoom’s User guides and tutorials](#). Review [CUNY’s Zoom security protocols](#) and practices in order to ensure your online Zoom meeting is secure and avoids unknown attendees.
 - b. Blackboard Collaborate Ultra – Accessible through [Blackboard](#)
 - c. [MS Teams- Accessible through Office 365](#)
3. **Password Reset** for CSI email and computer login:
Faculty - [Self Service Password Reset: Faculty/Staff \(FLAS\)](#)
Students - <https://slasreset.csi.cuny.edu/showLogin.cc>
4. **Virtual Support**
 - a. **[Virtual Open Lab](#)**:
Have technology related questions? Visit the Virtual Open Lab to speak with a College Assistant via Blackboard Collaborate. Virtual Open Lab Hours are located under the “Open Lab Hours and Locations” blue bar.
 - b. **[Virtual Technology Training Workshops for Faculty/Staff](#)**: Faculty/Staff can register for virtual Technology Training Workshops conducted in [Blackboard Collaborate](#).
 - c. **Blackboard users can call an after-hours support** number for assistance available weeknights (between 8:00pm and 8:00am the next morning) and weekends (from Friday night at 8:00pm until Monday morning at 8:00am). See [After Hours Blackboard Support](#) for details.
5. **[Device Loaner Program](#)** – Chromebook and iPad Loaner Program
6. **[Distance Learning](#)**: resources to help students and faculty be successful online
7. **[Virtual Computer Labs](#)**: Virtual Computer Labs allows you to connect remotely to the physical computer labs on campus in order to access a variety of software. You can connect through a Windows or Mac computer, iPad, or Chromebook. Virtual labs consist of General labs and specialized labs.
8. **It is in the cloud!**
 - a. Document Storage and Sharing through [OneDrive](#) and [DropBox](#)
 - b. Microsoft Office 365 for Education provides faculty, staff and students with free access to [Office 365](#) applications: Word, Excel, PowerPoint, access and OneNote.
9. **[Rave Text Messaging Alert System](#)**: Receive academic information alerts on your mobile phone regarding advisement information, bursar information, college schedule updates, financial aid information and more.
10. **Blackboard and Library**
 - a. [Blackboard](#): Learning Management System (LMS) available to all [CUNY faculty](#) and [students](#).
 - b. [Library Resources](#)