Working, Teaching, and Learning Remotely

Information Technology Services (ITS) has provided this page to help users who are working, teaching, or learning remotely.

> ⓘ **Online Success Toolkit**
>
> Find resources designed to promote successful online teaching and learning for new and returning faculty and students in the Online Success Toolkit.

Before You Go Remote

Laptop or Desktop Computer

A working laptop or desktop computer will be required for most routine work or academic functions. User are highly encouraged to follow safe computing principles available in detail on the Safe Computing home page. For best results when interacting with Syracuse University resources, ITS recommends a personal computer able to run the latest version of Windows 10 or macOS.

> ⓘ **University Issued Laptops**
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> Some faculty and staff may be eligible for a university issued laptop. If you require assistance with or would like to request a university issued laptop, please contact your academic or administrative support personnel.

Antivirus on Personal Computers

For both Windows and Mac computers, the built-in antivirus is recommended. For more info about antivirus, visit the Antivirus Software page.

Microphone and Webcam

Many collaboration and remote meeting tools require the use of a microphone and have the option of using a webcam. Many, but not all, personal computers have a built in microphone and webcam. Users with computers that do not have them, or are simply looking for an improved experience should consider investing in external solutions such as USB microphones and webcams.

If you are opting to use non-USB headphones, such as a standard 3.5mm headphone jack, please note that in many cases it will not support both incoming and outgoing audio. If this is the case, it can prohibit a proper remote teaching or learning experience.

Internet Access

Whether you are on or off campus, an internet connection is required to access web-based applications and resources, as well as to connect your device to a virtual private network (VPN) or to remote desktop solutions. Available networks on campus, as well as internet solutions off campus and on the go, are available in detail on the Networks page.

> ⓘ **Missing Resources**
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> Missing a key item listed above? Please first contact your academic or administrative support personnel to review available solutions.

Working Remotely

Web Conferencing and Remote Meeting Tools

Need to meet or collaborate online? We offer multiple tools such as Blackboard Collaborate Ultra, Zoom, Kaltura Capture, and Microsoft Teams. Complete details to help you determine which solution is best for your needs are available on the Web Conferencing Solutions Comparison guide.

A complete list of collaboration tools, including web conferencing, collaboration, and form tools can be found on our Web Conferencing Tools home page.

> ⓘ **Other Tools**
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> Please be advised that although other tools may be available from your specific department or college, they may not be available to the campus and support may be limited. Other third party applications not listed on the Web Conferencing Tools home page may be used at your own discretion. For the best experience possible, we strongly advise using the provided tools notated above.

Remote Desktop Solutions

If you need to access a lab computer remotely or are trying to access university resources, such as financial applications that are not accessible without using an approved remote connection, a remote desktop solution is required. Complete details on available remote desktop solutions for all active users are available on the Remote Access Answers page.

File Management and Sharing Solutions

ITS provides many file storage and sharing solutions both on and off campus.

- **OneDrive** - All active faculty, staff, and students are provided an Office 365 account that includes Microsoft OneDrive. To login, visit http://microsoft.onedrive.com/ and use your campus email address as the username. Additional details, including accessing by device type, can be found on the Microsoft OneDrive page.

- **Campus H: Drive** - The H: Drive is a personal network drive available throughout campus in labs, RDS, and office locations where you log into your campus Windows profile.

- **Campus G: Drive** - The G: Drive, also available throughout campus in labs and office locations, is a shared drive managed by your administrative department or school or college. Please note that the campus G: drive is **not accessible for mapping on non-university owned devices.** Faculty or staff seeking to access their G: drive remotely should connect using a remote desktop solution or contact your academic or administrative support personnel for additional options.

- **Google Drive** - All active faculty, staff, and students are provided a Google G Suite account that includes Google Drive access. If you are looking to login into your Syracuse University Google account, navigate to the Google sign in page and use **_NetID@g.syr.edu_** as your username. Additional help can be found on the Logging into G Suite page.

Manage Campus Phone Lines

Faculty and Staff members may wish to configure call forwarding or voicemail for their campus phone line. Instruction to do so are available based your phone type below:

- Verizon Landline
- Cisco IP Phone Line

If you have any problems with managing your phone line or unsure which phone line type you have, please contact the telecommunications team by voice at 315.443.4730 or by emailing telecom@syr.edu.

Teaching Remotely

Provide Your Course Online with Blackboard

Blackboard is a very useful platform used by Syracuse University that allows faculty and students to work together in their classes remotely, allowing faculty to store and display documents and lessons in a readable and accessible format available for all students who are enrolled in the course. More information about Blackboard can be found in the Blackboard Answers Page.

Need course support? Instructors seeking Blackboard and other technical assistance are encouraged to email help@syr.edu with a summary of the issue. Faculty seeking course design assistance are encouraged fill out the Course Development Form. Those with questions about the form can visit its frequently asked questions page.

Record or Host an Online Lecture with Blackboard Collaborate Ultra

Blackboard Collaborate is a tool that is a part of the Blackboard platform that allows Faculty to hold synchronous class sessions that can be fully interactable and collaborative. It allows Faculty members to emulate the class experience using tools such as screen sharing, whiteboard

More information can be found in the Blackboard Collaborate Ultra Answers Page

If at any time you require additional assistance with Blackboard Collaborate, please contact the ITS Help Desk at 315.443.2677 or help@syr.edu. We are available Sunday-Thursday 8am-midnight ET and Friday-Saturday 8am-5pm ET.

Other Collaboration Tools

Need to meet, teach, or collaborate online outside of Blackboard? ITS provides many solutions to meet your unique needs. Complete details including access instructions, as well as help in determine which solution is best for your particular need, are available on the Web Conferencing Tools home page.

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Learning Remotely

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Add Media to Assignments, Discussions, etc.

You can add media (e.g. video responses, lecture videos, video assignments) directly to any course content area. This includes media you add or capture in real-time or media you added via the Media Gallery or web interface previously.

1. Access your Assignment link, Discussion, Blog, etc. and look for the Text Editor.
   Note: If you are using Kaltura Media for an assignment, you will need to click the option Write A Submission in order for the text editor to appear.

2. Select the Mashup button in the bottom row. If you do not see the bottom row, press the double caret icon (⌄) to show more rows.

3. Select Kaltura Media. This will open a pop-up window so be sure your browser allows pop-ups.

4. Choose from the three options: My Media, Media Gallery, and Shared Repository to add content you have already have uploaded to the Kaltura MediaSpace.
   a. If you would like to add new content, click the Add New (**+ Add New**) button and choose from the available options.

5. Once you have the media you would like to add, click the Embed (**</> Embed**) button.

6. The file will paste inside the message field. At this point you can add additional text as needed and when you are finished, click Submit.

Additional Resource Links

2U Support Services

Adobe

Exchange (Faculty and Staff Email)

Expressions

G Suite (formerly Google Apps)

ITS Services and Applications

Kaltura

LinkedIn Learning

Office 365

Remote Access

Teaching and Learning

Web Conferencing Solutions

✓ **Need Help?** Contact the ITS Help Desk by phone at 315.443.2677, by email at help@syr.edu, or by stopping into 1-227 Center for Science and Technology (Hours of Operation).