

# SJSU IT Work Anywhere Support for Staff, Faculty, and Students

## Overview





The SJSU IT Division provides the infrastructure and systems that enable continued university operations from off-campus locations. SJSU IT is ensuring that support staff, equipment, training, and online resources are ready and easily accessible.



## Preparations

- Review your equipment and your needs for working anywhere:
  - Laptop
  - Phone
  - Internet connectivity
  - resolving any issues
  
- Student may wish to consider:
  - To be able to connect to Canvas, MySJSU, My Email, SJSU Handshake etc.
  - Using Google GSuite for digital collaboration tools
  
- Staff may wish to consider:
  - Understanding how to use applications like Zoom, Hangouts Chat, PeopleSoft, FTS, etc.
  - Store it on the network or Cloud (Google Drive) Transfer documents from PC to Google Drive. It is easier when your files are all in one place and accessible from any device, anywhere in the world.
    - Note using Google Drive: Do not put Level 1 data (confidential or personal identifying information) on Google Drive. Staff can use level 1 supported systems (File Shared/Server/OnBase/PeopleSoft,etc). Please review [Cheat Sheet: Information Classification and Handling](#) and [CSU Responsible Use Policy](#)
  
- Faculty may wish to consider:
  - Teaching materials readily available in digital copies
  - Web conference tool (Zoom)
  - Hangouts Chat for messaging, voice, and video for communication
  - Leveraging Canvas (Learning Management System)
  - [Top 5 Tips for teaching remotely](#)

# Technology and Tools Availability

The following technology and tools are available to continue business operations and services available for work anywhere.

Technology	Tool Features and Functions
<p><a href="#"><u>Zoom</u></a></p>  <p>Support by SJSU IT</p>	<p><b>What is Zoom?</b></p> <ul style="list-style-type: none"> <li>● Web, audio and video conferencing</li> <li>● Online meetings</li> <li>● Online collaboration</li> <li>● Screen sharing</li> <li>● Have online lectures, face to face and record them for later viewing.</li> </ul>
<p><b>Campus Communication</b></p>  <p>Support by SJSU IT</p>	<p><b>Campus Communication</b></p> <ul style="list-style-type: none"> <li>● SJSU Alerts (Rave)</li> <li>● Marketo - Marketing automation</li> <li>● SJSU Website (OUCampus)</li> </ul>
<p><b>Google GSuite</b></p>  <p>Support by SJSU IT</p>	<p><b>GSuite</b> - Collaborate anytime and anywhere with a suite of tools</p> <ul style="list-style-type: none"> <li>● Gmail</li> <li>● Docs, Sheet, Slides</li> <li>● Drive</li> <li>● Calendar</li> <li>● Forms</li> </ul>
<p><b>Google Hangouts Chat</b></p>  <p>Support by SJSU IT</p>	<p><b>Google Hangouts Chat</b> - Chat and video calling within your Google email account.</p> <ul style="list-style-type: none"> <li>● Instant Messaging.</li> <li>● Voice Calls.</li> <li>● HD Video Calls.</li> </ul>

<p><b>Telephony/Network</b></p> <p>CONNECTIVITY &amp; NETWORK</p>  <p>Support by SJSU IT</p>	<p><b>Telephone</b></p> <ul style="list-style-type: none"> <li>• Check voice messages from outside the office</li> <li>• Call forwarding to personal number</li> </ul> <p><b>Network:</b></p> <ul style="list-style-type: none"> <li>• VPN (Cisco Any Connect)</li> </ul>
<p><b>Applications</b></p>  <p>Support by SJSU IT</p>	<p><b>Applications available</b></p> <ul style="list-style-type: none"> <li>• PeopleSoft SIS/HCM/CFS</li> <li>• FTS (Financial Transaction Services)</li> <li>• OnBase</li> <li>• RIMS, SAMI/Filemaker/Nextsteps, iSupport, S2, Sunapsis</li> <li>• Canvas, StarRez, Blogs, DocuSign</li> <li>• All other business applications</li> </ul> <p><b>Identify/Authentication</b></p> <ul style="list-style-type: none"> <li>• Single Sign-On (SSO) and DUO</li> </ul>
<p><b>eCampus</b></p> <p>Support by eCampus</p>	<p><b>Canvas</b> - SJSU learning management system (LMS)</p> <ul style="list-style-type: none"> <li>• Post class lectures</li> <li>• Provide course materials, including assignments, readings, and audio/visual materials</li> <li>• Collect student assignments online</li> <li>• Manage quizzes and grades</li> <li>• Set up and manage online asynchronous discussions</li> </ul> <p><b>Teaching Tools</b></p> <ul style="list-style-type: none"> <li>○ ProctorU</li> <li>○ Respondus</li> </ul> <p><b>Remote Teaching Options</b></p>
<p><b>Support tools “USE CASES” for staff, faculty, and students</b></p>	

Type	Student	Faculty	Staff
<b>Online Class sessions/Lecture Recording or Business meeting/ conference</b>	<b>Zoom</b> - attend online lectures	<b>Zoom</b> - Host online lectures, face-to-face, and record them for later viewing	<b>Zoom</b> - host a meeting, conference call, video call. Share screens and host real-time video conversations.
<b>Discussions</b>	<b>Zoom</b> - interact with real-time chat and video. <b>Hangouts Chat</b> - instant messaging and video call to professor	<b>Zoom</b> - Interact with students in real-time in an online classroom. Host virtual office hours <b>Hangouts Chat</b> - instant messaging, and video call. Host virtual office hours	<b>Zoom</b> - host a meeting, conference call, video call <b>Hangouts Chat</b> - instant messaging and video call during office hour
<b>Small-Group Collaboration</b>	<b>Zoom</b> - Students can meet one on one or in groups via face/voice chat. <b>GSuite</b> - Collaborate, share feedback, and work together (students and instructors) in real time on documents, spreadsheets, and presentations.	<b>Zoom</b> - faculty can meet one on one or in groups via face/voice chat. <b>GSuite</b> - Collaborate, share feedback, and work together with your students in real time on documents, spreadsheets, and presentations.	<b>Zoom</b> - staff can meet one on one or in groups via face/voice chat. <b>GSuite</b> - Collaborate, share feedback, and work together with your team in real time on documents, spreadsheets, and presentations.

## Training and Support Options

Resources and contacts for training and support.

<b>Technology</b>	<b>Support and contact</b>
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## Zoom



### Login URL

- URL: <https://sjsu.zoom.us>
- Username: SJSU 9-digit ID
- Password: SJSUOne Password

### Training

- [Zoom Help Center](#)
- [Free Remote Teacher Training Webinars](#) showing how to adapt teaching practices and curriculum to a live video chat classroom.
- Educators can sign up and find available times/dates [here](#).
- [Live Training and recordings](#)

### Resources




- [How to log into Zoom](#)
- [How to host or join a Zoom meeting](#)
- [Zoom toolbar features](#)
- [How to invite attendees to a Zoom meeting](#)
- [How to install the Zoom browser extension](#)
- [How to setup Zoom breakout rooms](#)
- [How to setup Zoom polls](#)
- [How to join a Zoom meeting](#)
- [How to invite a cart or classroom to a Zoom meeting](#)
- [How to schedule a Zoom meeting](#)
- [How to control a Zoom meeting](#)
- [How to share my screen](#)
- [How to record a meeting](#)
- [The settings window: Select microphone & camera](#)
- [Comprehensive Guide to Educating Through Zoom](#)
- [Tips and Tricks for Teachers Educating on Zoom](#)
- [Tips and Tricks for Administrators and Staff](#)
- [Student Tips for Participating in Online Learning](#)
- [Live Training, Recorded Training, and Zoom Meetings for Education Training](#)



### Zoom Video Tutorials

- [How to join a Zoom meeting](#)
- [How to schedule a Zoom meeting](#)
- [How to share my screen](#)
- [How to control a Zoom meeting](#)
- [One Minute Videos](#)

### Zoom Features and Use Cases

- [Zoom features and use cases](#)

	<p><b>Zoom FAQ page</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Frequently Asked Questions</a></li> </ul> <p>Contact:</p> <ul style="list-style-type: none"> <li>● Email: <a href="mailto:ecampus@sjsu.edu">ecampus@sjsu.edu</a></li> <li>● (408) 924-2337</li> <li>● URL: <a href="http://www.sjsu.edu/ecampus/">http://www.sjsu.edu/ecampus/</a></li> </ul>
<p><b>Campus Communication</b></p> 	<ul style="list-style-type: none"> <li>● <a href="#">SJSU Alerts</a> (Rave)</li> <li>● Marketo <ul style="list-style-type: none"> <li>○ Training Videos: <a href="https://go.sjsu.edu/LinkedInMarketo">https://go.sjsu.edu/LinkedInMarketo</a></li> </ul> </li> <li>● SJSU Website (OUCampus) <ul style="list-style-type: none"> <li>○ Support and Videos <ul style="list-style-type: none"> <li>■ <a href="#">OmniUpdate's Support</a></li> <li>■ <a href="#">OmniUpdate's Training Videos Vimeo</a></li> </ul> </li> </ul> </li> </ul> <p>Contact:</p> <ul style="list-style-type: none"> <li>● Phone: (408) 924-1530</li> <li>● Email: <a href="mailto:itservicedesk@sjsu.edu">itservicedesk@sjsu.edu</a></li> <li>● Submit a Ticket Request: <a href="https://isupport.sjsu.edu/user">https://isupport.sjsu.edu/user</a></li> </ul>
<p><b>Google GSuite</b></p> 	<p>G Suite Training is a Chrome extension, offering simple and interactive lessons to get you and your organization up and running fast with G Suite.</p> <ul style="list-style-type: none"> <li>● <a href="https://one.sjsu.edu/task/all/sjsu-g-suite-training">https://one.sjsu.edu/task/all/sjsu-g-suite-training</a></li> <li>● <a href="#">Training</a></li> </ul> <p>URL: <a href="https://tinyurl.com/wh4rd5s">https://tinyurl.com/wh4rd5s</a></p> <p>Contact:</p> <ul style="list-style-type: none"> <li>● Phone: (408) 924-1530</li> <li>● Email: <a href="mailto:itservicedesk@sjsu.edu">itservicedesk@sjsu.edu</a></li> <li>● Submit a Ticket Request: <a href="https://isupport.sjsu.edu/user">https://isupport.sjsu.edu/user</a></li> </ul>
<p><b>Google Hangouts Chat</b></p> 	<p>Hangouts Chat training and resources:</p> <ul style="list-style-type: none"> <li>● <a href="#">Get started with Hangouts Chat</a></li> <li>● <a href="#">Learn Hangouts Chat basics</a></li> <li>● <a href="#">Hangouts Chat cheat sheet</a></li> <li>● <a href="#">10 G Suite tips to improve communication</a></li> <li>● <a href="#">10 G Suite tips to work with remote teams</a></li> </ul>

	<p>Contact:</p> <ul style="list-style-type: none"> <li>• Phone: (408) 924-1530</li> <li>• Email: <a href="mailto:itservicedesk@sjsu.edu">itservicedesk@sjsu.edu</a></li> <li>• Submit a Ticket Request: <a href="https://isupport.sjsu.edu/user">https://isupport.sjsu.edu/user</a></li> </ul>
<p><b>Telephony/Network</b> (training and support)</p> <p>CONNECTIVITY &amp; NETWORK</p> 	<p>Telephone Guides including</p> <ul style="list-style-type: none"> <li>• <a href="#">SJSU VoiceMail User Guide [pdf]</a> <ul style="list-style-type: none"> <li>○ To Check Messages from outside the office</li> <li>○ To Reply to a Message</li> <li>○ To Forward a Message</li> <li>○ <a href="#">Cisco Unified CM User Options</a> (Self-Service Portal)</li> <li>○ <a href="#">Cisco Unity Inbox</a> (Voice Mail)</li> <li>○ <a href="#">Call forwarding to personal number</a></li> </ul> </li> </ul> <p>Virtual Private Network (VPN) provides access to campus resources</p> <ul style="list-style-type: none"> <li>• Virtual Private Network - Do you need VPN? <a href="https://www.sjsu.edu/it/services/network/vpn/index.php">https://www.sjsu.edu/it/services/network/vpn/index.php</a></li> </ul> <p>Contact:</p> <ul style="list-style-type: none"> <li>• Phone: (408) 924-1530</li> <li>• Email: <a href="mailto:itservicedesk@sjsu.edu">itservicedesk@sjsu.edu</a></li> <li>• Submit a Ticket Request: <a href="https://isupport.sjsu.edu/user">https://isupport.sjsu.edu/user</a></li> </ul>
<p><b>Identify/Authentication</b></p> <ul style="list-style-type: none"> <li>• OKTA/DUO</li> </ul> 	<p>The Okta Identity Cloud provides secure identity management with Single Sign-On.</p> <ul style="list-style-type: none"> <li>• OKTA support through IT Service Desk</li> </ul> <p>DUO - Two-Factor Authentication</p> <ul style="list-style-type: none"> <li>• Duo's Guide to Two-Factor Authentication. <a href="https://guide.duo.com/">https://guide.duo.com/</a></li> <li>• Duo's YouTube Channel. Stock full of instructional videos on how to take advantage of Duo 2FA. <a href="https://www.youtube.com/user/duosec">https://www.youtube.com/user/duosec</a></li> </ul> <p>Support</p> <ul style="list-style-type: none"> <li>• Contact the IT Service Desk at 408-924-1530.</li> <li>• Because Duo 2FA is a security service, the <a href="#">IT Service Desk</a> must confirm your identity before providing assistance.</li> </ul>
<p><b>SAMI/FileMaker</b></p>	<p>SAMI (Student Affairs Multi-Interface)/FileMaker are the Student Affairs student data report portal and data warehouse delivering</p>

	<p>admissions, enrollment, and graduation reports based on PeopleSoft student data.</p> <p>Contact:</p> <ul style="list-style-type: none"> <li>● Most business users contact EMTIC for support with both Filemaker and SAMI</li> <li>● E.M_TIC (Enrollment Management Technical Implementation &amp; Communication) <ul style="list-style-type: none"> <li>○ <a href="http://www.sjsu.edu/enrollmentservices/EM_TIC/">http://www.sjsu.edu/enrollmentservices/EM_TIC/</a></li> </ul> </li> <li>● Phone: (408) 924-1530</li> <li>● Email: <a href="mailto:itservicedesk@sjsu.edu">itservicedesk@sjsu.edu</a></li> <li>● Submit a Ticket Request: <a href="https://isupport.sjsu.edu/user">https://isupport.sjsu.edu/user</a></li> <li>● Or Redmine for tickets and project management: <a href="https://one.sjsu.edu/task/all/redmine">https://one.sjsu.edu/task/all/redmine</a></li> </ul>
<p><b>IT Service Desk</b> (support)</p>	<p>IT Service Desk Staff is ready to help you with your technical needs.</p> <p>Contact:</p> <ul style="list-style-type: none"> <li>● Live Chat: <a href="https://one.sjsu.edu/task/all/isupportt-customer">https://one.sjsu.edu/task/all/isupportt-customer</a></li> <li>● IT Self-Service: <a href="http://www.sjsu.edu/it/self-service/index.php">http://www.sjsu.edu/it/self-service/index.php</a></li> <li>● Phone: (408) 924-1530</li> <li>● Email: <a href="mailto:itservicedesk@sjsu.edu">itservicedesk@sjsu.edu</a></li> <li>● Submit a Ticket Request: <a href="https://isupport.sjsu.edu/user">https://isupport.sjsu.edu/user</a></li> </ul>
<p><b>IT Desktop Support</b> (support)</p>	<p>Support Services List</p> <ul style="list-style-type: none"> <li>● Computer Hardware Support</li> <li>● Software Support</li> <li>● Software Installation</li> <li>● Printer/Copier Support</li> <li>● File Server Access</li> <li>● Mobile Device Support</li> </ul> <p>Contact:</p> <ul style="list-style-type: none"> <li>● Email: <a href="mailto:itservicedesk@sjsu.edu">itservicedesk@sjsu.edu</a></li> <li>● Submit a Ticket Request: <a href="https://isupport.sjsu.edu/user">https://isupport.sjsu.edu/user</a></li> <li>● IT Support Contact List: <a href="http://www.sjsu.edu/it/docs/support/ITSupport-ContactList.pdf">http://www.sjsu.edu/it/docs/support/ITSupport-ContactList.pdf</a></li> </ul>
<p><b>eCampus</b> (training and support)</p>	<p>Connect with SJSU <a href="#">eCampus</a> for Canvas support, training on ZOOM, and to discover other optional tools for learning.</p>



	<p>Contact:</p> <ul style="list-style-type: none"> <li>● Email: <a href="mailto:ecampus@sjsu.edu">ecampus@sjsu.edu</a></li> <li>● (408) 924-2337</li> <li>● URL: <a href="http://www.sjsu.edu/ecampus/">http://www.sjsu.edu/ecampus/</a></li> </ul>
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## Work Anywhere Requirements

- PC availability: either personal or SJSU provided
- Communication - Google Hangouts Chat, Zoom, or other prefer form of communication
- Internet - make sure existing Internet service is available
- Network access
  - Verify VPN access works and able to connect campus resources
- Remote teaching options
  - Students and instructors hold a virtual class or review session with [Zoom](#) meeting or Webinar.
  - Communication tools with students
    - Email -- email distribution list for your class
    - Use Google Hangouts Chat for instant messaging, voice and video
    - Use Zoom to participate in group video chat during online class sessions, host virtual office hours, collaborate remotely on research, share screens and host real-time video conversations.

[Top 5 Tips for teaching remotely](#)

## SJSU IT Support Contact

### IT Service Desk

Phone: (408) 924-1530  
 Email: [itservicedesk@sjsu.edu](mailto:itservicedesk@sjsu.edu)  
 Location: CL, First Floor  
[Open a help ticket](#)

Live Chat Hours  
 Mon-Thurs 8:00AM-5:00PM  
 Friday 8:00AM-4:00PM  
 Weekends Closed

### Phone Support

Mon-Thurs 7:30AM-9:30PM  
 Friday 7:30AM-5:00PM  
 Weekends 1:00PM-5:00PM