

# FAQ Guide

## ITS Technology

Version 0.3 • 15 June 2020



CNM – 900 University Blvd. SE – 505-224-3000 - [www.cnm.edu](http://www.cnm.edu)

# Table of Contents

[Click a question to jump to that section of the document.](#)

<b>1</b>	<b>FAQs: Faculty</b> .....	<b>1</b>
1.1	How do I get technology support? .....	1
1.2	What resources are available to help me shift my course into online format? .....	1
1.3	How do I prepare to work from home? What equipment will I need? .....	1
1.4	Does ITS have a laptop or desktop that I can use? .....	2
1.5	If I have to increase my internet speed, will CNM pay for it? .....	2
1.6	How do I set up my out of office reply? .....	3
1.7	How do I change my voicemail greeting? .....	3
1.8	How do I call students from my cell phone if I don't want to share my cell phone number? .....	3
1.9	How do I transfer calls or answer calls from my main office phone while I'm not in the office? .....	3
1.10	If I don't have a CNM-owned computer, are there things I can't do from home? .....	4
1.11	How do I set up a group chat for my team? .....	4
1.12	How do I view a public folder via Outlook on the web? .....	4
1.13	How do I change or reset my password? .....	4
<b>2</b>	<b>FAQs: Staff</b> .....	<b>5</b>
2.1	How do I get technology support? .....	5
2.2	How do I prepare to work from home? What equipment will I need? .....	5
2.3	Does ITS have a laptop or desktop I can use? .....	6
2.4	If I have to increase my internet speed, will CNM pay for it? .....	6
2.5	How do I set up my out of office reply? .....	7
2.6	How do I change my voicemail greeting? .....	7
2.7	How do I call students from my cell phone if I don't want to share my cell phone number? .....	7
2.8	How do I transfer calls or answer calls from my main office phone while I'm not in the office? .....	7
2.9	If I don't have a CNM-owned computer, are there things I can't do from home? .....	8
2.10	How do I set up a group chat for my team? .....	8
2.11	How do I check my department's public folder from webmail? .....	8

2.12	How do I change or reset my password? .....	8
3	FAQs: Students .....	9
3.1	How do I get technology support? .....	9
3.2	How do I get internet access outside of CNM? .....	9
4	FAQs: VPN.....	10
4.1	What is VPN and do I need it? .....	10
4.2	How do I request VPN access?.....	10
4.3	How do I set up VPN? .....	11
5	FAQs: Webex.....	11
5.1	How do I use Webex? .....	11
5.2	How do I set up a Webex meeting? .....	11
5.3	How do I join a Webex meeting?.....	11
5.4	How do I use Webex Teams? .....	12
5.5	What if I am using a different collaboration tool such as Zoom?.....	12
6	Return to Campus .....	13
7	FAQ: Facility Authorization Usage Notification (FAUN) Form .....	13
7.1	When do I perform training? .....	13
7.2	Where is FAUN form training?.....	13
7.3	Where do I find the FAUN form? .....	13
7.4	How do I get to all the FAUN form fields? .....	13
7.5	How do I input names into the FAUN form?.....	14
7.6	I clicked <b>Submit</b> but nothing happens.....	14
7.7	How do I approve a FAUN form? .....	14
7.8	How do I review a FAUN form for approval?.....	14
8	FAQ: Self-Assessment Checklist .....	15
8.1	Where do I go to fill out the checklist?.....	15
8.2	How do I get to all the data in the checklist? .....	15
8.3	How do I input names?.....	15
8.4	I clicked <b>Submit</b> but nothing happens.....	15

---

## About this Guide

This document provides answers to general questions regarding technology at CNM during this pandemic response. For detailed information regarding features, capabilities, and software introduced with this release, please contact ITS at (505) 224-4357 or email [ITSServiceDesk@cnm.edu](mailto:ITSServiceDesk@cnm.edu).

---

## Who Should Use It

This document is intended for faculty, staff, and students who are changing their daily routines as a result of CNM's limited operations due to COVID-19.

# 1 FAQs: Faculty

This section addresses questions related to faculty at CNM.

## 1.1 How do I get technology support?

Question	How do I get technology support?
Answer	Call or email the ITS Service Desk: (505) 224-4357 <a href="mailto:ITSServiceDesk@cnm.edu">ITSServiceDesk@cnm.edu</a>

## 1.2 What resources are available to help me shift my course into online format?

Question	What resources are available to help me shift my course into online format?
Answer	The CNM Distance Learning team is available to assist you with developing ideas and prepping materials for online course work. You can send an email to <a href="mailto:DL@cnm.edu">DL@cnm.edu</a> requesting assistance with converting your course to an online format. We also encourage you to work with your dean, associate dean and colleagues as you think about adjusting your policies or preparing for the remainder of the term.

## 1.3 How do I prepare to work from home? What equipment will I need?

Question	How do I prepare to work from home? What equipment will I need?
Answer	You will need access to a computer and the internet, as well as a telephone or cell phone. If you have a CNM-owned laptop or tablet, you are encouraged to take it home & use it as your primary work device. We encourage you to talk with your supervisor about what technology, equipment or other resources you may need to continue your work from home. Once you have discussed this with your supervisor, ITS can assist and provide consultation, if needed.

## 1.4 Does ITS have a laptop or desktop that I can use?

Question	Does ITS have a laptop or desktop that I can use?
Answer	<p>ITS has a limited number of laptops available for checkout and currently have them reserved for “essential/critical staff” as defined by our Safety team. We are currently working with the Deans of each College to identify any additional laptops and iPads that can be checked out as well. Once Faculty and essential/critical staff have been addressed, any laptops remaining will be available for checkout.</p> <p>While we evaluate other avenues of acquiring additional laptops, ITS does have a supply of desktops with accessories that can be checked out for use if faculty members have an Internet router that has an available Ethernet port already set up at home. Additionally, ITS can help guide faculty members with the set up and testing of their remote access.</p>

## 1.5 If I have to increase my internet speed, will CNM pay for it?

Question	If I have to increase my internet speed, will CNM pay for it?
Answer	<p>No, CNM will not pay for increases to personal internet speed. If you believe your home internet connection will not support your normal job functions, talk to your supervisor about alternative work tasks you may be able to complete during a work-from-home period.</p> <p><b>Free Wi-Fi Available in Campus Parking Lots</b></p> <p>Faculty can access free Wi-Fi from various campus parking lots. Please note, however, that laptops have stronger reception than cell phones and can pick up the signal from farther distances. See <a href="#">maps of the various Wi-Fi locations</a>.</p> <p><b>Comcast to Provide Free Internet for Qualified Families</b></p> <p>Low-income households, veterans, and the elderly will be given 60 days of free, fast internet through <a href="#">Comcast's Internet Essentials program</a>. Comcast will also pause any service terminations and waive any late fees.</p>

## 1.6 How do I set up my out of office reply?

Question	How do I set up my out of office reply?
Answer	<a href="#">Set up Out of Office Reply in Outlook</a>

## 1.7 How do I change my voicemail greeting?

Question	How do I change my voicemail greeting?
Answer	<a href="#">Changing Voicemail Greeting</a>

## 1.8 How do I call students from my cell phone if I don't want to share my cell phone number?

Question	How do I call students from my cell phone if I don't want to share my cell phone number?
Answer	<p>Block your number by entering *67 prior to calling the number. This will list your phone number as restricted and students will not be able to call back.</p> <p>Alternately, you can set up Google Voice to get a free phone number for calls, text messages, and voicemail. You can use the apps on smartphones and computers, and you can link your number to any mobile or landline number.</p> <p><a href="#">Set Up a Google Voice Phone Number</a></p>

## 1.9 How do I transfer calls or answer calls from my main office phone while I'm not in the office?

Question	How do I transfer calls or answer calls from my main office phone while I'm not in the office?
Answer	<p>The best option is to set an appropriate out of office message on your phone line and ask individuals to leave a message. That message will be delivered to your email inbox and you will be able to return the call within a short window.</p>

### 1.10 If I don't have a CNM-owned computer, are there things I can't do from home?

Question	If I don't have a CNM-owned computer, are there things I can't do from home?
Answer	Argos and Onbase require local installs and domain membership. They will not be usable on a personal computer.

### 1.11 How do I set up a group chat for my team?

Question	How do I set up a group chat for my team?
Answer	<a href="#">Setting Up a Webex Team Chat</a> <a href="#">Setting Up a Microsoft Teams Chat</a>

### 1.12 How do I view a public folder via Outlook on the web?

Question	How do I view a public folder via Outlook on the web?
Answer	Use the steps in this job aid to add the public folder to Favorites to easily access the folder in Outlook via the web. <a href="#">Add a Public Folder to Favorites via Outlook Web</a>

### 1.13 How do I change or reset my password?

Question	How do I change or reset my password?
Answer	<a href="#">Resetting Your CNM Password</a>

## 2 FAQs: Staff

This section addresses questions related to staff at CNM.

### 2.1 How do I get technology support?

Question	How do I get technology support?
Answer	Call or email the ITS Service Desk: (505) 224-4357 <a href="mailto:ITSServiceDesk@cnm.edu">ITSServiceDesk@cnm.edu</a>

### 2.2 How do I prepare to work from home? What equipment will I need?

Question	How do I prepare to work from home? What equipment will I need?
Answer	You will need access to a computer and the internet, as well as a telephone or cell phone. If you have a CNM-owned laptop or tablet, you are encouraged to take it home and use it as your primary work device. We encourage you to talk with your supervisor about what technology, equipment or other resources you may need to continue your work from home. Once you have discussed this with your supervisor, ITS can assist and provide consultation, if needed.

## 2.3 Does ITS have a laptop or desktop I can use?

Question	Does ITS have a laptop or desktop I can use?
Answer	<p>ITS has a limited number of laptops available for checkout and have them reserved for “critical staff” as defined by our Safety team. We are currently working with the Deans of each College to identify any additional laptops and iPads that can be checked out as well. Once faculty and essential/critical staff have been addressed, any laptops remaining will be available for checkout.</p> <p>While we evaluate other avenues of acquiring additional laptops, ITS does have a supply of desktops with accessories that can be checked out for use if faculty members have an internet router that has an available ethernet port already set up at home. Additionally, ITS can help guide staff members with setting up and testing remote access.</p>

## 2.4 If I have to increase my internet speed, will CNM pay for it?

Question	If I have to increase my internet speed, will CNM pay for it?
Answer	<p>No, CNM will not pay for increases to personal internet speed. If you believe your home internet connection will not support your normal job functions, talk to your supervisor about alternative work tasks you may be able to complete during a work-from-home period.</p> <p><b>Free Wi-Fi Available in Campus Parking Lots</b></p> <p>Students can access free Wi-Fi from various campus parking lots. Please note, however, that laptops have stronger reception than cell phones and can pick up the signal from farther distances. See <a href="#">maps of the various Wi-Fi locations</a>.</p> <p><b>Comcast to Provide Free Internet for Qualified Families</b></p> <p>Low-income households, veterans, and the elderly will be given 60 days of free, fast internet through <a href="#">Comcast's Internet Essentials program</a>. Comcast will also pause any service terminations and waive any late fees.</p>

## 2.5 How do I set up my out of office reply?

Question	How do I set up my out of office reply?
Answer	<a href="#">Set up Out of Office Reply in Outlook</a>

## 2.6 How do I change my voicemail greeting?

Question	How do I change my voicemail greeting?
Answer	<a href="#">Changing Voicemail Greeting</a>

## 2.7 How do I call students from my cell phone if I don't want to share my cell phone number?

Question	How do I call students from my cell phone if I don't want to share my cell phone number?
Answer	<p>Block your number by entering *67 prior to calling the number. This will list your phone number as restricted and students will not be able to call back.</p> <p>Alternately, you can set up Google Voice to get a free phone number for calls, text messages, and voicemail. You can use the apps on smartphones and computers, and you can link your number to any mobile or landline number.</p> <p><a href="#">Set Up a Google Voice Phone Number</a></p>

## 2.8 How do I transfer calls or answer calls from my main office phone while I'm not in the office?

Question	How do I transfer calls or answer calls from my main office phone while I'm not in the office?
Answer	<p>The best option is to set an appropriate out of office message on your phone line and ask individuals to leave a message. That message will be delivered to your email inbox and you will be able to return the call within a short window.</p>

## 2.9 If I don't have a CNM-owned computer, are there things I can't do from home?

Question	If I don't have a CNM-owned computer, are there things I can't do from home?
Answer	Argos and Onbase require local installs and domain membership. They will not be usable on a personal computer.

## 2.10 How do I set up a group chat for my team?

Question	How do I set up a group chat for my team?
Answer	<a href="#">Setting Up a Webex Team Chat</a> <a href="#">Setting Up a Microsoft Teams Chat</a>

## 2.11 How do I check my department's public folder from webmail?

Question	How do I check my department's public folder from webmail?
Answer	Use the steps in this job aid to add the public folder to Favorites to easily access the folder in Outlook via the web. <a href="#">Add a Public Folder to Favorites via Outlook Web</a>

## 2.12 How do I change or reset my password?

Question	How do I change or reset my password?
Answer	<a href="#">Resetting Your CNM Password</a>

### 3 FAQs: Students

This section addresses FAQs related to students at CNM:

#### 3.1 How do I get technology support?

Question	How do I get technology support?
Answer	Call or email the ITS Service Desk: (505) 224-4357 <a href="mailto:ITSServiceDesk@cnm.edu">ITSServiceDesk@cnm.edu</a>

#### 3.2 How do I get internet access outside of CNM?

Question	How do I get internet access outside of CNM?
Answer	<p><b>Comcast Offering Students Free Internet Access</b></p> <p>Xfinity is providing free access to its Wi-Fi hotspots across the country, including for people who are not Xfinity internet subscribers. For a map of Xfinity Wi-Fi hotspots, visit <a href="http://www.xfinity.com/wifi">www.xfinity.com/wifi</a>. Once you're at a Wi-Fi hotspot, select the Xfinity Wi-Fi network name from the available Wi-Fi list on your device and then open your web browser.</p> <p><b>Comcast to Provide Free Internet for Qualified Families</b></p> <p>Low-income households, veterans, and the elderly will be given 60 days of free, fast internet through <a href="#">Comcast's Internet Essentials program</a>. Comcast will also pause any service terminations and waive any late fees.</p> <p><b>Free Wi-Fi Available in Campus Parking Lots</b></p> <p>Students can access free Wi-Fi from various campus parking lots. Please note, however, that laptops have stronger reception than cell phones and can pick up the signal from farther distances. See <a href="#">maps of the various Wi-Fi locations</a>.</p>

## 4 FAQs: VPN

This section addresses questions related to virtual private networking (VPN) and remote access.

### 4.1 What is VPN and do I need it?

Question	What is VPN and do I need it?
Answer	<p>VPN or Virtual Private Network is a way for a user to come onto the CNM network from a remote location. Various applications require that you are on the CNM network in order for them to work. When the VPN application is connected, your remote computer will act as if it is on CNM property. The following applications require you to be on a VPN connection in order to use them:</p> <ul style="list-style-type: none"><li>• OnBase</li><li>• Argos</li><li>• Banner</li><li>• Cisco Finesse</li></ul> <p>If you do not need to access these applications, you will most likely not need VPN access as most other services and applications are available to you remotely.</p>

### 4.2 How do I request VPN access?

Question	How do I request VPN access?
Answer	<p>VPN accounts need to be requested by a supervisor or sponsor through the CNM Forms workspace in Footprints, not through the Service Desk per ITS Security. See <a href="#">Requesting VPN Access</a>.</p> <p><b>Hardware Requirements:</b> Windows 10 Build 1809+ or MacOS 10.14 (Mojave) All available critical and important updates/patches must be applied Current antivirus with personal firewall with updates no older than 14 days</p> <p>Neither Argos nor Onbase can be installed on a personal computer as they need Windows Professional and domain membership to work properly.</p> <p>Make sure network file sharing and discovery are enabled on the device.</p>

## 4.3 How do I set up VPN?

Question	How do I set up VPN?
Answer	<a href="#">Installing and Configuring VPN</a> for Windows <a href="#">VPN Configuration Instructions - Mac OS</a>

# 5 FAQs: Webex

## 5.1 How do I use Webex?

Question	How do I use Webex?
Answer	YouTube videos: <a href="#">How to Use Cisco Webex Meetings (Windows/Mac)</a> <a href="#">Webex Meetings for Android</a> <a href="#">Webex Meetings for iOS</a> <a href="#">Webex Etiquette</a>

## 5.2 How do I set up a Webex meeting?

Question	How do I set up a Webex meeting?
Answer	<a href="#">Scheduling a Webex Meeting</a>

## 5.3 How do I join a Webex meeting?

Question	How do I join a Webex meeting?
Answer	<a href="#">Joining a Webex Meeting</a>

## 5.4 How do I use Webex Teams?

Question	How do I use Webex Teams?
Answer	<a href="#">Webex Teams app support</a>

## 5.5 What if I am using a different collaboration tool such as Zoom?

Question	What if I am using a different collaboration tool such as Zoom, etc.?
Answer	Webex is CNM's recommended and supported tool being using during this COVID-19 crisis. You are more than welcome to continue using the collaboration tool that you have currently, and we will make every effort to help you, however we will not have access rights or central administration of tools other than Webex. Please refer to the product website for troubleshooting and contact the Service Desk for further help.

## 6 Return to Campus

This section addresses questions related to return to campus requirements at CNM.

## 7 FAQ: Facility Authorization Usage Notification (FAUN) Form

### 7.1 When do I perform training?

Question	When do I perform training?
Answer	Complete the self-paced “Keeping CNM Safe – COVID-19” training in <a href="#">Talent Management</a> prior to completing the FAUN form.

### 7.2 Where is FAUN form training?

Question	Where is FAUN form training?
Answer	cnm.edu > myCNM > Employee > My Records <a href="#">Facility Authorization Usage Notification Form (FAUN) Training</a>

### 7.3 Where do I find the FAUN form?

Question	Where do I find the FAUN form?
Answer	<a href="#">Facility Authorization Usage Notification Form (FAUN) (English)</a> <a href="#">Facility Authorization Usage Notification Form (FAUN) (Español)</a>

### 7.4 How do I get to all the FAUN form fields?

Question	How do I get to all the FAUN form fields?
Answer	Scroll up and down using the two vertical scroll bars that display to the right of the form.

## 7.5 How do I input names into the FAUN form?

Question	How do I input names into the FAUN form?
Answer	Type <i>last name, first name</i> or username. Select the name from the autocomplete list when it displays

## 7.6 I clicked **Submit** but nothing happens.

Question	I clicked <b>Submit</b> but nothing happens.
Answer	Scroll through the checklist and complete all required fields. Incomplete fields display with a red outline and instructions.

## 7.7 How do I approve a FAUN form?

Question	How do I approve a FAUN form?
Answer	In the automated email, select <b>Approve</b> or <b>Reject</b> to display the full FAUN form where another screen to submit your decision and leave comments if desired. See <a href="#">Approving a FAUN Form</a> for further details on approving a FAUN form.

## 7.8 How do I review a FAUN form for approval?

Question	How do I review a FAUN form for approval?
Answer	From the automated email, select the title of the form in the <b>Link</b> area. See <a href="#">Approving a FAUN Form</a> for further details on approving a FAUN form.

## 8 FAQ: Self-Assessment Checklist

### 8.1 Where do I go to fill out the checklist?

Question	Where do I go to fill out the Self-Assessment Checklist?
Answer	cnm.edu > myCNM > Employee > My Records Health Self-Assessment Check List – <a href="#">(English)</a>   <a href="#">(Español)</a>

### 8.2 How do I get to all the data in the checklist?

Question	How do I get to all the data in the Self-Assessment Checklist?
Answer	Scroll up and down using the two vertical scroll bars that display to the right of the checklist. If using an iPhone or Android to access the checklist, swipe to the left to scroll to the bottom of the form to complete and submit. If you need help, contact the ITS Service Desk at 224-4357 or <a href="mailto:itsservicedesk@cnm.edu">itsservicedesk@cnm.edu</a> .

### 8.3 How do I input names?

Question	How do I input names into the Self-Assessment Checklist?
Answer	Type <i>last name</i> , <i>first name</i> or username. Select the name from the autocomplete list when it displays.

### 8.4 I clicked **Submit** but nothing happens.

Question	I clicked <b>Submit</b> but nothing happens.
Answer	Scroll through the checklist and complete all required fields. Incomplete fields display with a red outline and instructions.