

# Training and Help Online

In order to provide the Delhi Community with access to self help and support, CIS and various campus departments have created training and tutorials for the enterprise applications supported by CIS. Please feel free to review these materials and, if you find specific information missing, make a comment requesting your needs.

## Online Services

### Argos

- [Argos Basics](#)
- [Argos Report Writer](#)
- [Argos Scaling Solution \(Use Solution #2\)](#)

### Asset Management Platform (AMP)

- [What is Asset Management Platform \(AMP\)?](#)

### Banner

- [What is Banner?](#)
- [How to install banner from the network](#)
- [Banner - Login](#)
- [Banner - Password Change](#)
- [Banner - Job Submission](#)
- [Cool Query Compatibility View](#)
- [Java Version 6 Update 19 and above](#)
- [How to clear your Java cache](#)
- [Ellucian Hub accounts](#)

### Bronco Web

- [BroncoWeb for Students](#)
- [BroncoWeb for Faculty](#)
- [Uniform Course Syllabus](#)

### Classroom Technology

- [Sanford HallSmartrooms](#)
- [Laptop to LCD TV screen](#)
- [Laptop to Smartboard](#)

### Cool Query

- [Cool Query - Login](#)

### Confluence

- [Knowledge Base and Enterprise Wiki \(Confluence\)](#)
- [How to get a new plugin installed in Confluence](#)
- [How to change your Confluence password](#)

### DELHI-SECURE Wi-Fi

- [How to connect a Windows 10 Laptop to DELHI-SECURE](#)

### Email

- [Outlook Web Access - OWA Tutorials](#)
- [Email setup on mobile devices](#)
- [How to create a Distribution list using Outlook client](#)
- [How to share an Outlook Calendar](#)
- [\[SPAM?\]: Email Rule Setup](#)
- [Receiving Voicemails via Email \(Call Pilot - Nortel System\)](#)
- [Send an email to entire class](#)
- [Shared Mailbox Setup](#)
- [How to Delete an auto-complete address in Outlook](#)
- [Setup Mail App on an Apple device](#)

## **Help Desk Services**

- [How to report a Technology Issue](#)

## **Lyris List Manager (Mass Email)**

- [What is Lyris?](#)
- [Lyris List - Adding Many Members \(from a file\)](#)
- [Lyris List - Adding Members](#)
- [Lyris List - Remove Members](#)
- [Lyris List - Sending Messages](#)

## **Microsoft Teams**

### **Microsoft Windows**

- [How to find a file on my computer](#)
- [How to select more than one item at a time](#)
- [What version of Windows do I have](#)

### **OmniUpdate**

- [WebContent Management System](#)

### **OneDrive**

- [Uploading files to OneDrive](#)

### **Password Help**

- [General Password Tips for better security](#)
- [Default Usernames and Passwords](#)
- [How to change password when it expires](#)
- [Password Management: Registering](#)
- [Password Management: Changing a Password](#)

### **Personal Phone Calls from campus phone (or otherwise)**

- [How to make free long distance calls using Google Voice](#)

### **RAVE Mobile Safety Alerts**

- [Signing in and changing contact info in RAVE](#)

### **Shortcuts**

- [General keyboard shortcuts](#)

### **Test Scoring with ZipGrade**

- [Test Scoring and Assessment using ZipGrade](#)
  - [How to import students to ZipGrade from Moodle](#)
  - [How to create a quiz in ZipGrade](#)
  - [How to scan a quiz in ZipGrade](#)
  - [How to analyze quiz results in ZipGrade](#)
  - [How to print answer sheets for ZipGrade](#)
  - [How to print custom answer sheets for ZipGrade](#)
  - [How to print pre-filled answer sheets for ZipGrade](#)

### **Time and Attendance (HR)**

- [How to use SUNY Time and Attendance](#)

### **Vancko Hall / Moodle**

- [Vancko Hall \(Moodle\)](#)
- [What's New in Moodle 2.5?](#)
- [Backing up and Importing old course into new one](#)

- [Uploading Syllabus into Moodle 2.5](#)
- [Watching videos in Vancko Hall \(Moodle\)](#)
- [Universal Design for Learning](#)
- [Specific Information for BSN courses](#)
  - [Survey Monkey how to](#)
- [Moodle Hosting and Integration Moot 1/9/2013](#)
  - [Banner Moodle Integration](#)
  - [SUNY Multi-campus Integrated Learning Environment Concept Paper](#)

## **Zoom**

- [Login and Tutorials](#)
- [How to find zoom participants from previous meetings](#)
- [How to Create a Zoom Telephone Only Conference](#)

# Desktop Software and Instructions

## **Browser Tips**

- [How to clear your cache](#)
- [Is that site safe?](#)

## **GoPrint**

- [GoPrint Manual for Computers](#)
- [GoPrint Manual for Release Stations](#)
- [Using the GoPrint release station](#)
- [Printing for guests & clubs](#)

## **Microsoft PowerPoint**

- [Annotating your slides in Microsoft PowerPoint \(see video\)](#)
- [Editing and managing file size in Microsoft PowerPoint.](#)

## **Network Drive**

- [Accessing a Shared Folder](#)

## **Network Printer**

- [How to add a Network Printer](#)
- [How to add a GoPrint Printer](#)
- [Secure Printing](#)

## **Software VPN - Cisco AnyConnect**

- [Install AnyConnect](#)

## **Trend Micro Full Disk Encryption**

- [How to sync domain password with Trend Micro Full Disk Encryption](#)

## **Trend Micro OfficeScan**

- [How to run a virus scan with OfficeScan](#)

# Hardware (Equipment)

## **Cisco VOIP Phone**

- [Cisco Unity Voicemail Instructions](#)
- [Cisco Phone Quick Guide](#)
- [Using the conference function on your office phone](#)

## Laptop

- Secured Wireless Connection
- Laptop Wireless Switch Location

## Loaner Equipment

- MeetMe Line
- Loaner Equipment Availability

## OIAB - Office In A Box

- What is OIAB?
- Box setup

- Online Services
  - Argos
  - Asset Management Platform (AMP)
  - Banner
  - Bronco Web
  - Classroom Technology
  - Cool Query
  - Confluence
  - DELHI-SECURE Wi-Fi
  - Email
  - Help Desk Services
  - Lyris List Manager (Mass Email)
  - Microsoft Teams
  - Microsoft Windows
  - OmniUpdate
  - OneDrive
  - Password Help
  - Personal Phone Calls from campus phone (or otherwise)
  - RAVE Mobile Safety Alerts
  - Shortcuts
  - Test Scoring with ZipGrade
  - Time and Attendance (HR)
  - Vancko Hall / Moodle
  - Zoom
- Desktop Software and Instructions
  - Browser Tips
  - GoPrint
  - Microsoft PowerPoint
  - Network Drive
  - Network Printer
  - Software VPN - Cisco AnyConnect
  - Trend Micro Full Disk Encryption
  - Trend Micro OfficeScan
- Hardware (Equipment)
  - Cisco VOIP Phone
  - Laptop
  - Loaner Equipment
  - OIAB - Office In A Box
- Recently Updated

## Recently Updated

[2019 Fall RN to BSN Internet Courses](#)

Jun 12, 2019 • updated by Levitt, Cheryle G. • view change

[2019 Summer and Fall MSN Internet Courses](#)

Jun 12, 2019 • updated by Levitt, Cheryle G. • view change

[2019 Fall RN to BSN Internet Courses](#)

Jun 11, 2019 • updated by Hall, Janice K. • view change

[2019 Summer and Fall MSN Internet Courses](#)

Jun 07, 2019 • updated by Hall, Janice K. • view change

[Zoom Remote Control a screen when you are the Host](#)

Jun 06, 2019 • updated by Jessica Morse • view change

[image2019-6-6\\_13-28-26.png](#)

Jun 06, 2019 • attached by Jessica Morse

[image2019-6-6\\_13-28-11.png](#)

Jun 06, 2019 • attached by Jessica Morse

[Zoom](#)

Jun 06, 2019 • updated by Jessica Morse • view change

[AllParticipants.png](#)

Jun 06, 2019 • attached by Jessica Morse

[RequestRemoteControl.png](#)

Jun 06, 2019 • attached by Jessica Morse