Remote Access and Virtual Class Operation

The University operates a variety of robust remote access technologies that enable virtual operation of classes as well as utilization of our academic systems. These include the following:

Cisco WebEx is an industry leading technology, which is our standard for collaboration and videoconferencing. WebEx conferencing can be used by all current faculty, staff and students for web audio and/or video collaboration, and provides unlimited recording. Currently, an account is needed for the service. To request an account, follow the instructions at:

https://www.utoledo.edu/it/telecommunications/webex-account-request.html

For additional information regarding WebEx web conferencing, please visit:

https://www.utoledo.edu/it/telecommunications/cisco-webex-conferencing-meetings/

Microsoft Teams is available as a collaboration platform that provides persistent chat, file storage, document sharing, and application integration in the Office 365 environment that is not available from any other technology. This is available for faculty, students and all staff. Teams can be created for a user by submitting a Help Request at:

http://ITHelp.utoledo.edu

Virtual labs ("VLAB") is used to access commonly available software, remotely on a 24x7 basis. The virtual lab setup is similar to the available workstation in the UToledo Open Student Labs, and is used by many students and faculty.   It can be accessed at the following link:

https://www.utoledo.edu/it/VLab/

To access many of the University applications and systems, you may also require VPN setup. This can be obtained by calling the IT Help Desk (419-530-2400 or 419-383-2400). This request can also be submitted on-line at the following site:

https://www.utoledo.edu/it/CS/HelpDesk.html

Additionally, every faculty member can communicate directly with their class via email through the Banner faculty self-service, which has each of their classes all set-up as an email group. This is a private email group, only available to the faculty for the respective course. A faculty member who may be teaching multiple classes will have a distinct email group for each of their classes.

Preparations are in motion this week to provide support for getting all faculty set up to operate virtually with whatever technology they prefer and are comfortable using. This will include getting faculty set up, tested, and providing support in place for them, both on-site as well as via the IT Help Desk. The IT Help Desk operates a 7x24 schedule.