

# *Inside John Jay*

## Frequently Asked Questions (FAQs)

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### **1. General**

What is *Inside John Jay*?

*Inside John Jay* is a consolidated electronic information communication gateway for John Jay news, information and services. *Inside John Jay* provides a user-friendly repository of important College resources at a faculty and staff member's fingertips such as announcements, HR Employee Information, applications hosted previously on the Intranet, the College Calendar and much more.

How do I login to *Inside John Jay*?

From on campus: *Inside John Jay* is presented automatically during login to any John-Jay-Net computer.

From off campus: If you wish to access the site off campus or by way of a non John-Jay-Net computer (i.e. Home Computers, Apple MAC, etc.) the site can also be accessed at <http://inside.jjay.cuny.edu> using your email address ([jdoe@jjay.cuny.edu](mailto:jdoe@jjay.cuny.edu)) and password.

How is the site organized?

*Inside John Jay* is made up of four unique sections that present targeted information normally found at multiple locations – on line or otherwise.

Is there training for *Inside John Jay*?

The Department of Information Technology (DoIT) is offering Tech Bites sessions during the initial site launch and will provide downloadable instructions and a web hosted video demo of the site later.

Some links are grayed out, why?

The site uses security that is adaptive to the individual user. If a link is grayed out it simply means you do not have access to this resource. Should you feel that a particular resource is necessary for your operation, please contact your supervisor.

How often is the site updated?

The site is updated regularly as needed.

## **2. Common Features**

### **Quick Links**

What are the Quick Links?

Quick links are buttons found in the upper right hand corner of the *Inside John Jay* site. They provide access to commonly used electronic resources at the college. They include the College Phone Directory, Calendar, Faculty and Staff Webmail interface and the Helpdesk Self Service portal (Right Answers@JohnJay).

What is the College Phone Directory?

Phone Directory provides searchable database of faculty, staff and department phone and room number as well as email address. You can also submit additions, modification or corrections through this site.

What is the Calendar?

The John Jay Calendar is an electronic table of John Jay events broken down into numerous categories.

What is the Faculty and Staff Webmail interface?

The faculty and Staff Web Interface provide Faculty and Staff access to the email web login found at <http://webmail.jjay.cuny.edu/owa>.

What Is the Helpdesk Service Portal (Right Answers@JohnJay) and how it is used?

It is a self service site to help users to get answers on technology related questions. Users can find many questions answered quickly without calling DoIT help desk. The Right Answers self-service portal is available 24/7. If for any reasons users cannot find answers they can open a ticket (Helpdesk work order) from within the Right Answers.

## **Calendar**

What is found on the John Jay Calendar?

The majority of Academic calendars, Public John Jay College conferences, lectures, seminars, events and more can be found on the John Jay Calendar. Individual departmental calendars are scheduled to come online in the near future.

How do I access the Calendar?

You can access a specific event by clicking on the event presented in the Events section of *Inside John Jay*. For access to all events listed on the college calendar you can click the calendar Quick Link on the upper right hand side of the page.

How can I view additional details for an event listed on the John Jay College Calendar?

The event details view will allow you to see event images, associated attachments (i.e. video clips, audio clips, maps) and various other document types.

How do I get content posted to the John Jay College Calendar?

Each department has a designated staff member with access to post and event on the Calendar. Speak with your department's secretary or contact Johnny Taveras at 212.237.8625 or [jtaveras@jjay.cuny.edu](mailto:jtaveras@jjay.cuny.edu).

What does 'Notify Me' mean on the John Jay College Calendar?

You can enter your email address to be notified immediately if an event changes, gets cancelled, or is rescheduled.

What does 'Remind Me' mean on the John Jay College Calendar?

You can subscribe to receive reminder email alerts or text messages minutes or hours before an event occurs.

What does 'Add to my calendar' mean on the John Jay College Calendar?

This feature allows you to easily download any event to your personal calendar software. The Faculty and Staff email system comes with such a calendar.

What does 'Subscribe me' mean on the John Jay College Calendar?

You can subscribe to automatically receive upcoming news related to any particular calendar category (i.e. conferences, seminars, lectures, etc...)

What does 'Email a friend' mean on the John Jay College Calendar?

"E-mail a Friend" is an option that allows you to send out a customized message, along with event details to others that might be interested in the event.

## **Slides**

How do I get a slide added to *Inside John Jay* or the College Kiosks screens?

Simply submit a **Microsoft PowerPoint slide** to [jtaveras@jjay.cuny.edu](mailto:jtaveras@jjay.cuny.edu). Please note that it can take 1 to 3 business days before your slide will appear. Flyers, MS Publisher files, MS Word documents, emails, html files, PDF or graphic files are not accepted.

## **Faculty Notes**

How do I make submissions to the Faculty Notes section of *Inside John Jay* or *@John Jay* newsletter?

Information on faculty and staff members' scholarly or professional activities should be emailed to Peter Dodenhoff at [pdodenhoff@jjay.cuny.edu](mailto:pdodenhoff@jjay.cuny.edu)

How often are the Faculty Notes information updated online?

Content is updated every 3 weeks to coincide with the publication schedule of the *@John Jay* newsletter.

Is there specific format for Faculty Notes submissions?

Submissions should include the faculty or staff member's name, department, nature of the professional activity and date of same. Please consult any recent issue of *@John Jay* for any further guidance as to the style and content of submissions.

## **News & Research and Events**

How do I post my event on the News and Events listing?

The News & Research and the Events columns of the homepage are managed by the College's Office of Communications. This Office develops and approves all the materials for this section of the website. To learn more about these activities, please contact the Communications Office. You can speak with Chris Godek 212-237-8628 or Doreen Vinas at 212-237-8645.

## **Newsroom**

How do I get something posted on the Newsroom?

The Newsroom features all news releases pertaining to college events, awards, conferences, appointments and research reports. All releases are written and produced by the College's Office of Communications. To learn more about these activities, please contact the Communications Office. You can speak with Chris Godek 212-237-8628 or Doreen Vinas at 212-237-8645.

### 3. Resource Center

What is the resource center?

The John Jay College Resource Center is a local electronic repository of College services, documents, surveys, projects, events, and other information for John Jay faculty and staff. New information is added weekly.

How do I access the Resource Center?

Simply select the Resource Center tab from the *Inside John Jay* Electronic Information Center.

Does the *Inside John Jay* Resource Center replace the faculty and staff Intranet?

Yes. The *Inside John Jay* Resource Center covers all services and information of the Faculty and Staff Intranet.

What do the symbols next to each of the links mean?

To identify various types of content hosted within *Inside John Jay* a system of Icons was developed. Double clicking the “[+] Icon Key” on the right side of the Resource Center will produce a quick reference of the various types.

### 4. Announcements

How do I get an announcement sent out to the John Jay College Community?

There are several Listservs (Mailing Lists) used to send out announcements to the various groups. Information on how to have a messages distributed to members of the campus community are available on the Announcement section of *Inside John Jay*.

Why are their two announcement Listservs?

In response to requests to limit email messages send at the college the Internal Communication Taskforce opted to create a mandatory “important-announcements” Listserv and an optional “general-announcements” Listserv.

How do I remove myself from the “general-announcements” Listserv?

Click the unsubscribe link found at the bottom of any message sent from the “general-announcements” Listserv.

### 5. Policies and Procedure Compendium

Who can submit new policy or request changes to the existing policy in the compendium?

A new policy or revisions to existing one(s) may be submitted to [akatysh@jjay.cuny.edu](mailto:akatysh@jjay.cuny.edu) by the head of the office/department/committee, etc. that

generated the policy, or by a designee on behalf and with an approval of the head of that office/department/committee.

How do I submit Modifications?

Modifications to the existing policy, procedure, or form can be sent to [email to be set up]. The email should indicate the area/office to which the policy belongs (Security), code of the policy (e.g. Sec.005) and the specific changes requested.

How do I save a form to my desktop to edit and print?

All forms within the Compendium are modifiable PDFs. You can enter information directly on the form and save it as you save other documents to a folder or desktop. It can be then transmitted electronically as an attachment.

How do I search the compendium?

You can search the Compendium through the index. The Compendium content is organized by the College's major offices. Offices are then divided into departments. Each policy/procedure/form has a code specific to that department (Fac.001 – Facilities). To enhance the search and streamline the use of the documents, the Google Search function has recently been added to the Compendium. Just type in a word or phrase and the search will provide all documents corresponding to the criteria.

## **6. Employee Center**

What is the Employee Center?

The *Inside John Jay* Employee Center provides current HR/Payroll information including various filing deadlines; downloadable forms; access to contracts and policies; electronic/email based services and much more.

How do I access the Employee Center?

Simply select the employee center tab on the top of the *Inside John Jay* Page and the services in one of three sections designed for New Employees, Current Employees or Managerial Services (Vice Presidents, Chairpersons, Deans and Directors)

What do the symbols next to each of the links mean?

To streamline various types of content hosted within *Inside John Jay* a system of Icons was developed. Double clicking the "[\[+\] Icon Key](#)" on the right side of the Employee Center will produce a quick reference of the various types.