

CNAS Instructional Technology Support Newsletter

Volume 1, Issue 3

October 2, 2020

Self Service Password Reset (SSPR) and Multi-factor Authentication (MFA)

In the near future, all CNAS faculty, staff, and students will have the ability to reset their password without going to an open computer lab or the Help Desk. This will be in the cases where you have forgotten your password or locked yourself out of your account by using the wrong password enough times. You will be able to go to a web site and reset your password by using an app on your phone or an alternate email address. As we get closer to the transition, more instructions will be provided for getting ready to set up SSPR. Multi-factor Authentication is an additional step that will be required to login to Microsoft Office 365 products. This greatly increases security for your account. It also uses either an application on your mobile device and/or an alternate email address. Users that access Admin Banner have already been using MFA. Like SSPR, more information will be provided as we prepare for enabling MFA on your account.

Zoom polling issues fixed

If you have been trying to use polling but not having success, it was reportedly fixed in a recent update. For more information on how to use polling in a Zoom meeting see the [Zoom Help Center](#).

Zoom, 4 new features

Recent updates to Zoom include 4 new features I would like to highlight.

Create a virtual seating chart

The Gallery View can view up to 49 participants depending on the CPU in your computer. If there are more than 49 participants, you can click the arrows on the left and right of the window to scroll through the other pages of participants. While in Gallery View you can drag and drop students to rearrange the order on the screen. This locks the order into a fixed configuration. By default, when someone speaks their video is moved to the top of the view. Students can see the same order as the host so they see the same order of participants. This is done by the host by clicking the View button then selecting "Follow Host's Video Order". (I haven't been able to host a meeting with multiple participants to see if this order is retained for later sessions. I doubt it is.)

Better support for deaf & hard-of-hearing students

Students that are in a class with a sign language interpreter can pin the instructor's and interpreter's video to the screen so they do not move as other participants speak. The student/participant can click the three dots on a person's video and select Pin. A participant can pin up to 9 videos in their layout. It does not affect the recording created by the host. If the participant that pins one or more videos is creating a local recording of their own, it will be reflected in their recording.

Enhance select presenters and group work

This feature, called Multi-spotlight, can enhance a session where a group of students or guest speaker(s) are making a presentation. The host can spotlight up to 9 participants, so they are locked into position. Detailed instructions on using multi-spotlight can be found at the [Zoom Help Center](#). Once the group or guest speaker(s) finish, the host can end the spotlight by clicking the Remove Spotlight button in the upper-left corner.

More easily manage unmuting

This new feature, called Unmute with Consent, can be used to grant the instructor permission to unmute the student. This permission carries over to subsequent sessions, so the teacher doesn't have to ask permissions again. The student can revoke this permission at any time. Detailed instructions for muting and unmuting participants, including enabling pre-approved consent to unmute, can be found at the [Zoom Help Center](#). This feature requires the participants to be using version 5.2.1 or higher. (At the writing of this newsletter, the current version is 5.3.1.) This is a reminder to have your students, as well as yourself, to make sure you are using the latest version. To check for updates in the Zoom application, click your profile icon in the upper right corner and select "Check for updates".

No newsletter next week due to Fall Break.