

From: [SSB-Office of Curriculum Innovation & Teaching Excellence](#)
To: [SSB-Office of Curriculum Innovation & Teaching Excellence](#); [SSB-IST Enterprise Solutions](#)
Subject: Information on Classroom Support for Fall 2022
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Dear Schulich Faculty and Staff,

As you prepare for classes to begin in the fall term, the IS&T and CITE teams wanted to provide you with information about classroom operations, upcoming classroom AV training sessions, and how to get support from Schulich's Classroom AV team. If you have not recently taught in-person at Schulich, please review the details about our upcoming Classroom AV training sessions.

Classroom Support

- Each weekday morning at 7:30am computers and classroom AV technology are powered up and tested to ensure they are operational. When you walk into class, you will just need to sign into the computer and log into the AV panel to begin your class.
- Quick instructions on how to operate the classroom AV technology and how to live stream / record lectures will be posted on the AV cabinet or on the podium table.
- If you experience technical issues during your class, call Schulich's Helpdesk at **416-736-2100 ext. 66356**, Monday-Friday, 7:30am-10pm and Saturday, Sunday 8am-4pm.
- If you would like a member of the Classroom AV team to help you with classroom set up for your first class, please submit a request to askit@yorku.ca at least 48 hours prior to the class.
IMPORTANT: You may be required to go through 2 Factor Authentication when setting up your class. Please make sure to bring a fully charged cellphone with you so that you can authenticate your Passport York account.

Upcoming Training and Guides

- The CITE office is hosting two upcoming Classroom AV training sessions:
 - Aug 31st 10:00 - 11:00 am
 - Aug 31st 11:15 - 12:15 pm
- [Sign-up here](#) for one of the sessions. The training will provide instructors with an opportunity to practice starting up the classroom, sharing content through the projection system, teaching from a personal computer, and utilizing the webcam kit to host remote guest speakers. You can also find the recorded session [here](#).
- For more information on Live Streaming & Recording In-Person Classes, please review our [step-by-step](#) guide.

Wishing you a wonderful fall term.

Emily Rooks on behalf of the CITE Office

Schulich
School of Business

TEACHING
&
LEARNING

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