

IT @ Lehman Quick Facts for Students



Updated for Fall 2015

Lehman on the Web: <http://www.lehman.edu>
Lehman IT on the Web: <http://www.lehman.edu/itr>
CUNY on the Web: <http://www.cuny.edu>

Information Technology Center, Plaza Level, Carman Hall

The **Academic Information Technology Center**, open to all students, houses a large open lab (the **Open Center**) and classrooms with fully-networked Microsoft Windows and Apple Macintosh systems, printing and scanning facilities. The **IT Help Desk** is located in the Open Center. Students also have access to computers in the Library, in Student Life, and in departmental labs throughout the campus. You will need to show your valid CUNY Card photo id to enter the Center. (Your *CUNY Card student ID number* is printed along the lower left edge of the card. You may be asked for your *CUNY Card number* when contacting the IT Help Desk for assistance.) Visit <http://www.lehman.edu/itr> and select *Academic IT Center* for further information on the IT Center including hours of operation, and software and hardware availability.

The Multimedia Center

The Lehman College Multimedia Center, located on the two lower levels of Carman Hall, includes studios, classrooms and state-of-the-art video and audio editing equipment serving both Lehman students and the New York artistic community. For further information, visit <http://www.lehman.edu/mmc>.

IT Help Desk

Walk-in Help: Academic IT Center, 108 Carman Hall (Plaza Level)
Telephone: (718) 960-1111
Email: helpdesk@lehman.cuny.edu
Online Form: Select the *online form requesting assistance* link on the Help Desk page found under Academic IT Center on the IT website (<http://lehman.edu/itr/help-desk.php>).

Training and Documentation

In addition to the Help Desk, IT provides a variety of training and self-help resources including workshops, videos, FAQs and reference guides. Early in the semester we offer our “Getting IT” workshops designed to introduce students to IT services. For further information select *IT Workshops* and *Help Desk FAQs and Knowledge Base* on the IT website.

Useful Links:

- **Help Desk Frequently Asked Questions:** <http://lehman.edu/itr/helpdesk-faqs.php>
- **Student IT Workshops:** <http://lehman.edu/itr/student-workshops.php>
- **Documentations:** <http://lehman.edu/itr/reference-guides.php>

Accounts and Online Services

Lehman students receive four computer accounts shortly after they enroll in the College:

- Lehman Username
- Student Microsoft Office 365 Email
- CUNY Portal
- CUNYfirst

Each account is composed of an identifier unique to the student, referred to as a *userid* or *username*, and a *password* that secures access to the account. Students are expected to be familiar with the management of the accounts and with the services the accounts provide.

Your Lehman username and password

Your Lehman username provides access to many Lehman online services including:

- The campus-wide wireless network for use with your mobile devices
- Lehman One Access for “reduced” sign-on
- Remote access to Lehman Library online materials from off campus
- The Lehman Print System for printing in the Library, the IT Center and other locations
- LehmanConnect, a portal designed for current Lehman students
- Mobile printing to print a document from your laptop or home computer on a printer in the IT Center or Library
- Lehman College Digital Connect (LCDC) to access audio and video files

Your Lehman username is usually composed of your firstname and lastname separated by a period (*firstname.lastname*) with all special characters such as spaces, apostrophes and hyphens removed. For example, Barbara Smith’s username is likely to be **barbara.smith**. Your Lehman username is not case-sensitive. In some cases a username may have a numeric suffix (e.g. *firstname.lastname2*) if a student with the same name already exists in the system. If someone with Barbara’s name is already in the system, her username might be **barbara.smith1**.

The password on a new account is composed of your first initial in UPPER CASE, followed by your last initial in UPPER CASE, followed by your year of birth in four-digit format, month of birth in two-digit format and the 4th and 5th digits from your CUNYfirst EMPLID (see below). Unlike usernames, passwords are case-sensitive. For example, if Barbara was born in February, 1985, with an EMPLID of 12345678, her initial password would be: **BS19850245**.

Before using your Lehman username and password for the first time, visit the Lehman Password Manager site at <http://www.lehman.edu/sspm> to register your account and update the password. You can also reach the Password Manager site from the Login

menu on the Lehman home page. See <http://www.lehman.edu/itr/user-guide.php> for help with the Password Manager.

Student Email on Microsoft Office 365

All Lehman students receive an email address on Microsoft's Office 365 within a few days of registering for classes for the first time. Your student email address is composed of your Lehman username followed by "@lc.cuny.edu" (firstname.lastname@lc.cuny.edu). For example, Barbara Smith's email address might look like barbara.smith@lc.cuny.edu. You can look up your email address on CUNYfirst (see below) or contact the IT Center Help Desk for assistance.

Your full email address serves as your userid when logging into email. The initial password on a new email account is the same as the password on a new Lehman username. However, if you updated your Lehman username password using the Password Manager as recommended above, you should use the new password you created to login to email.

To learn about the capabilities of your email account and its related features such as calendaring, mobile access and file storage, and to login, visit <http://www.lehman.edu/live> or select Student Email from the Login menu on the Lehman home page. Remember to review the Frequently Asked Questions. Students can now download up to five copies of Microsoft Office to their desktop computers and mobile devices at no charge.

Your Lehman email account is separate and distinct from your Lehman username. You have the option of managing your Lehman email password from your Lehman email account. However, we strongly recommend that you use the online Lehman Password Manager (<http://www.lehman.edu/sspm>) to manage both your Lehman username and your Lehman email passwords. The Password Manager has numerous advantages including the ability to automatically synchronize the passwords and to recover forgotten or expired passwords.

Students should activate their email accounts as soon as possible and check email regularly. The College uses email to communicate critical information to students regarding registration, financial aid and other student services; Lehman email is used for communication between instructors and students especially for those in online courses. Automated notifications from CUNYfirst and reminders that your passwords are about to expire and need to be changed are also sent to your Lehman email.

The CUNY Portal

All students at CUNY also receive a CUNY Portal userid and password. Services available through the CUNY Portal include:

- **Blackboard** for online, hybrid and web-enhanced classes
- **Student Advisement Degree Audit** (Degreeworks) to track your progress towards your degree
- **ePermit** to request to take a class at another CUNY school

- **CUNY eMail** for free software downloads (e.g. Symantec AntiVirus, Maple), discounts on software (e.g. Microsoft Office), computers and other items.
- **InYourClass** for social networking among students in a class or campus organization
- **CUNYfirst MyInfo** (<https://myinfo.cuny.edu>)

To gain access to the portal, you must first register on the Portal as a CUNY student. Visit the CUNY website at <http://www.cuny.edu>, click on the **Log-in** link on the right and then on **Register for a new account**. (You can also reach the CUNY Portal by selecting CUNY Portal Login from the Login menu on the Lehman Home Page.) The typical format of a CUNY Portal userid is first initial followed by last name and one or more digits. For example, Barbara Smith's portal userid might look like **bsmith23**. You will also create a Portal password for yourself during the registration process. If you forget your username and/or password, you can request a reset by selecting *Account and Password Reset* on the Portal login page.

For assistance with the Portal registration, select **Portal FAQs** on the left side Portal Log-in page.

For information about Blackboard, visit the CUNY Blackboard Resources site at <http://www.cuny.edu/blackboard>.

CUNY Portal userids are CUNY-wide. If you registered on the CUNY Portal at another CUNY campus, you will continue to use the same userid and password at Lehman.

CUNYfirst

CUNYfirst is CUNY's web-based, administrative services system. Students use CUNYfirst to register for classes, plan their academic programs, look up grades, check financial aid and tuition, and pay bills.

To use CUNYfirst you must activate or "claim" your CUNYfirst account by visiting <https://home.cunyfirst.cuny.edu> and selecting the **First time users** link. (You can also reach CUNYfirst by selecting CUNYfirst Login from the Login menu on the Lehman Home Page.) For further information on this process and on managing this account, visit <http://www.lehman.edu/cunyfirst>.

At the completion of the activation process you will have a CUNYfirst userid composed of your first name and last name separated by a period and followed by a two digit number and a password that you create. You will also receive an eight digit ID number referred to as an EMPLID. The last two digits of the EMPLID are the two digits at the end of your CUNYfirst userid. For example, Barbara Smith's CUNYfirst userid might look like **Barbara.Smith22** and her EMPLID might be **10843422**.

Once you claim your account, you can login to CUNYfirst at <https://home.cunyfirst.cuny.edu> to view your records, check the class schedule, register for classes, pay bills, etc.

CUNYfirst sends notifications, including reminders that your CUNYfirst password is about to expire, to your Lehman student Office 365 email address and **CUNY Alert** to receive emergency notifications.

If you activated your CUNYfirst userid at another CUNY campus that is using CUNYfirst (not all are yet), you will continue to use the same userid, password and EMPLID at Lehman.

Lehman One Access

Once you are familiar with the Lehman systems, you can simplify login by setting up Lehman Once Access. Lehman Once Access allows you to access individual application such as Blackboard, CUNYfirst, Lehman Connect using only you Lehman username and password.