IT @ Lehman
Quick Facts for Students

Division of Information Technology Deliver, Lead, Innovate
Updated for Fall 2017

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 108, 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 Leonard Lief 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)
Walk-in Help: IT Help Desk, Library, 1st floor
Telephone: (718) 960-1111
Email: help.desk@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 (https://connect.lehman.edu)
Self-service Portal: Select the *IT Service Request* link on the My Lehman College Connect tab on the Lehman College Campus Portal.

Training and Documentation

In addition to the Help Desk, IT provides a variety of training and self-help resources including workshops, one-on-one consultation, videos, FAQs and reference guides. Throughout the semester we offer a number of IT professional development workshops designed to introduce faculty and staff to IT services.

Useful Links:
- **Help Desk Frequently Asked Questions:** http://lehman.edu/itr/helpdesk-faqs.php
- **IT Workshops:** http://lehman.edu/itr/faculty-workshops.php
- **Documentation:** http://lehman.edu/itr/reference-guides.php

Accounts and Online Services

Lehman students receive five separate and distinct computer accounts shortly after they are admitted at the College:

- Lehman Username
- CUNYfirst
- CUNY Portal
- CUNY Login
- Lehman Email

Each account is composed of an identifier unique to the owner, referred to as a *userid* or *username*, and a *password* that secures access to the account. Account holders 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"
- Printing on campus

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 staff member 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 of your first and last name in UPPER CASE, followed by four digit year of your DOB, two digit month, and fourth and fifth number of your CUNYfirst EMPLID.

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 in prior to their registration for classes on Lehman campus. 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. You retain your email address after graduation.

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.

Your student email address provides other benefits. Students can now download up to five copies of Microsoft Office to their desktop computers and mobile devices at no charge; you can also obtain a free digital subscription to the New York Times (http://myaccount.nytimes.com/verification/edupass).

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.

CUNYfirst

CUNYfirst is CUNY's web-based, administrative services system. To use CUNYfirst you must activate or "claim" your CUNYfirst account by visiting https://home.cunyfirst.cuny.edu and selecting the **New User** 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 (pronounced "emple id"). 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 access services such as the Faculty Center in order to view your class schedule, verify student attendance and enter grades. You also register to receive CUNY Alert emergency notifications from your CUNYfirst account.

CUNYfirst sends notifications, including reminders that your CUNYfirst password is about to expire, to your Lehman email account.

If you find that you do not have access to all the CUNYfirst features that you need for your work, you may need to submit a CUNYfirst Security Access Form available on Lehman Connect to have your profile modified. For further information please visit http://www.lehman.edu/cunyfirst and select " Campus Solutions" under Security on the left. Please send email to cunyfirst.security@lehman.cuny.edu for assistance.

If you activated your CUNYfirst userid at another CUNY campus that is using CUNYfirst (most are by now), you will continue to use the same userid, password and EMPLID at Lehman.

The CUNY Portal

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

- **CUNY eMall** for free and discounted software (e.g. McAfee AntiVirus, Microsoft Office, Maple, Windows upgrades), and discounts on computers and other items

To gain access to the Portal, you must first register. 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.

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. Your CUNY Portal credentials may also be used to login to CUNYfirst My Info (https://myinfo.cuny.edu). See CUNYfirst section below for more information.

CUNY Login

- **Blackboard** for online, hybrid and web-enhanced classes. For information about Blackboard, visit the CUNY Blackboard Resources site at http://www.cuny.edu/blackboard.
- **Student Advisement Degree Audit** ("Degreeworks") for students to track their progress towards their degrees and for faculty to advise students on degree requirements
- **VDI**

ePermit

ePermit is available through CUNYfirst Self-Service, allows students to request permission to take a class at other CUNY schools, to select course(s), to find the equivalent course(s) at other CUNY institutions based on established transfer rules and to enroll in approved classes. For further information see the "ePermit Student Instructions" document at http://www.lehman.edu/cunyfirst/index.php.

Lehman One Access

Once you are familiar with the Lehman systems, you can simplify login by setting up Lehman One Access. Lehman One Access allows you to access individual applications such as Blackboard and, CUNYfirst using Lehman login and password. Select Lehman One Access from the login menu on the Lehman home page.

Lehman Central Mobile App

In fall 2015, Lehman introduced Lehman Mobile Central, a new app for your mobile devices. The app may be downloaded from the App Store on iTunes (for IOS devices such as the iPhone) and from Google Play Store (for Android devices) at no charge. Search for "Lehman College" to find the app.

Software

To download software for home use at no or discounted cost from the CUNYeMALL, log into the CUNY Portal at http://www.cuny.edu.   For further information please contact the IT Help Desk by email at help.desk@lehman.cuny.edu.