LEHMAN COLLEGE | CUNY

Division of Information Technology

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Deliver, Lead, and Innovate

📋 **Student Start-of-Semester IT Readiness Checklist**

The start of the semester is always busy, and even small technology issues can slow you down. To help you start strong, we've created this IT Readiness Checklist — a few quick steps to complete before your first day of class. Doing this now will ensure your accounts, email, Brightspace, and tools are ready to go, so you can focus on learning instead of troubleshooting.

1. Accounts & Access

✅ **CUNY Login (SSO)*:** Confirm you can sign in to all CUNY Login Single Sign-On (SSO) Apps/services—**Brightspace, CUNYfirst, DegreeWorks, Zoom, Dropbox**—and to Lehman applications that now use CUNY Login.

- **Need help claiming your account or changing your password?** The IT Help Desk is handling high volumes. The fastest way to gain access is to follow the step-by-step self-service instructions (Claim Your Account; Reset/Change Password). If you still can't sign in after completing those steps, contact the IT Help Desk using the LehmanQ.

✅ **Lehman Login*:** Make sure your Lehman Login credentials are active before classes begin. This account is required to access campus computers, Wi-Fi, student Microsoft 365/Email, and printing services.

- Don't wait in long lines or phone calls, use our new intuitive self-service Lehman Login Account Manager. Click here for step-by-step instructions.

✅ **Multi-Factor Authentication (MFA):**

CUNY has enabled CUNY Login MFA to all faculty, staff, and students. To avoid disruptions and ensure a smooth experience at the beginning of the semester, verify your MFA is set up and tested for CUNY Login and Lehman Apps.

- If you receive a "**CUNY Login Multi-Factor Authentication (MFA) Error**" when trying to access any CUNY Login application, it likely means MFA has been enabled and you have not yet set up at least one authentication method through the CUNY Login MFA Self-Service portal. The IT Help Desk is handling high volumes. The fastest way to gain access is to follow the step-by-step self-service instructions.

- **IMPORTANT:** The CUNY Login MFA is different from the Microsoft 365 MFA used for Outlook and Teams. You may use the same Authenticator app, but the setup process for CUNY Login MFA is separate and must be completed independently.

* For a full list of which apps/services use the CUNY Login versus the Lehman Login, visit the **Login page** on the [Lehman College website](#).

✅ **Valid Lehman ID:** Students, faculty, and staff are required to show a valid ID to enter the campus.

- Students can access the Lehman campus via gates 2 and 5 (Goulden Ave), gate 8 (Bedford Park Blvd West and Paul Ave.), and gate 13 (Jerome Ave) by:
  - Scanning your [Lehman 360 Digital ID](#) which is easily accessible from a mobile device.
  - Swiping your Lehman Physical ID Card. Don't have a physical ID? [Learn how to get one.](#)
- **Download the Lehman Mobile App:** Access Lehman 360, the Digital ID, and much more. [Don't Delay: Download this App Now!](#)

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2. Email & Communication

✅ **Student Lehman Email (Microsoft Office 365):** Log in and confirm email, calendar, and contacts are working.

- Check your student email daily.
  - This is the **official channel** for class updates, deadlines, and campus news.
- Add it to your phone's Mail app for quick access

✅ **Email Security:** Help us protect you *and* Lehman's digital environment. **Stay alert. If it looks phishy, it probably is!** Report suspicious emails to spam@lehman.cuny.edu.

- Don't just forward the suspicious message — ***send it as an email attachment***. This allows IT Security to analyze it faster and determine the risk more accurately.
- Don't respond to emails that sound too good to be true or ask for personal details like your bank account, Social Security number, or date of birth — legitimate organizations will never request this information by email.

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3. Support & Help

✅ **Class Schedule and Classroom Location:** Ensure you know the time and location of all classes. Give yourself enough time to arrive by the scheduled start time.

- Know where you need to go by reviewing your [Class Schedule in Navigate](#) You can also view your class schedule in [Schedule Builder (CUNYfirst).](#)

- Here is the [Campus Map](#) to help you navigate

✅ **Registration Assistance:** For registration, advisement, financial aid, tuition bill, etc., here are few helpful student resources:

- [Student Services](#)
- [Help Hub](#)
- Connect with your advisors via [Navigate](#)
- You can also chat with a [Live Agent](#) from key campus offices. Type the word "Agent" in the chatbot and select from the list of available offices.

✅ **Need Study Space?**

- **Academic IT Center (**Carman Hall, Room 108)**:** For classroom support, software access, scanning/printing.
- **Library:** Take a half-hour Walking Tour to get to know your Library. Learn about study areas, service desks, books you can borrow, available technology, and more... [Register Now!](#)

✅ **IT Help Desk — Use LehmanQ to Get Live Support**

For in-person, phone, or Zoom assistance

To provide **secure, reliable, and equitable IT support**, the IT Help Desk uses **LehmanQ as the single point of contact for all students, faculty, and staff**.

Many IT services—such as **password resets, account access, and MFA support**—require **identity verification**. LehmanQ allows us to verify identity appropriately, manage high request volumes fairly, and connect you to the **right type of support** in the most efficient way.

How LehmanQ Works — What to Expect

A. **Enter your information and choose how you would like to be helped**
   When you access [LehmanQ](#), you will be asked to enter:

- EMPLID

- Lehman email address

- Status: **Student**, **Faculty/Staff**, or **Other**

You will also select your preferred **support modality or Meeting Type**, based on availability:

- **In Person** (during the IT Help Desk [Hours of Operations](#))

- **Phone**

- **Zoom**

Please note: On Saturdays and during periods when the campus is operating remotely, support is provided **by phone or Zoom**, even if In Person appears as an option.

B. **Select the type of assistance you need**
   Choose the category that best matches your issue, such as: Password Reset; CUNY Login MFA; Email Issues; Brightspace Assistance; Printing; Wireless Access; and Other IT-related support

C. **Receive support in the way that works best for you**
   After submitting your request, you may:

- **Join the virtual line** to see the estimated wait time and be assisted as soon as an IT staff member is available, **or**

- **Schedule an appointment** for a later date and time that fits your schedule

LehmanQ keeps all appointment details, updates, and instructions in one secure place.

Important Notes

- **Two systems are used to provide IT support, each serving a different purpose:**
  - **LehmanQ** is used for **live IT support**, including In Person, Phone, and Zoom assistance. This is required for issues related to accounts, passwords, and MFA, which require identity verification.
  - **ServiceNow** is the official system of record for **reporting IT incidents (issues) and submitting service requests** that need to be logged, routed, tracked, and resolved over time.
- **ServiceNow can be accessed at:**
  https://cunyithelp.cuny.edu/csp
  You may also access ServiceNow through the **Login** page on the Lehman College homepage.
  ServiceNow requires **CUNY Login credentials**.

- While users may email the IT Help Desk with general questions, **email is not a reliable method for requesting IT support** and may result in delays or missed follow-up. To ensure your issue is properly documented and addressed, use **LehmanQ for live support** or **ServiceNow for incidents and service requests**.
- Requests involving **accounts, passwords, or MFA cannot be resolved by email** due to identity-verification requirements.
- During peak periods at the start of the semester, **self-service resources should be used first whenever available**. When additional assistance is needed, submitting requests through **LehmanQ or ServiceNow** ensures secure handling and proper tracking.

⚠️ **IT Help Desk — High Volume Alert**

- At the start of every semester, the IT Help Desk experiences very **high request volumes.**

➡️ For the **fastest resolution**, always try the **step-by-step self-service instructions first** (account claims, password resets, MFA setup, etc.).

📌 If the self-service steps do not resolve your issue, then contact the IT Help Desk for additional support.

🔒 **Security Note:** Requests related to **account logins cannot be handled via email**, since we must verify your identity in person or by phone or Zoom.

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3. Learning Management System (LMS)

✅ **Brightspace Access:** Confirm that you can successfully **log in** to Brightspace and that your courses are visible.

- You may notice that not all of your courses appear on your Brightspace homepage. **Please don't worry — if you see your courses listed in CUNYfirst, you are fully registered.** Courses will only become visible in Brightspace once your instructor makes them available, usually on the first day of class or by your first scheduled meeting. If you still don't see a course at that time, please reach out directly to your instructor.

✅ **Review your Courses:** Review syllabus, course materials, and announcements in Brightspace.

- Mark your calendar with **assignment deadlines**.

✅ **Resources:** Check out our student resources on the Brightspace site [here](#).

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4. Classroom Technology

✅ **HyFlex Classrooms:** Our classrooms are equipped with state-of-the-art technology designed to support your learning. One of the guiding principles in designing these spaces was to give faculty flexible tools to reach students in different ways. Most of our classrooms are HyFlex, which means your professor has the ability — if they choose — to allow students to join class sessions either in person or remotely. This kind of flexibility is part of Lehman College/CUNY's mission of access and student success, and it helps ensure that learning can continue even if you cannot be physically on campus.

✅ **Resources:** Check out our state-of-the-art classroom technology by visiting [Classroom Technology Support Services - Lehman College](#)

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5. Software & Tools

✅ **Zoom / Teams:** Confirm login and test meeting links.

✅ **Office 365 & OneDrive/Dropbox:** Make sure your apps are installed and synced with Lehman Login credentials. Students can download and install Microsoft Office 365 on up to five devices at no cost — perfect for using across your laptop, tablet, and phone.

✅ **Remote Access to Specialized Software (via Apporto):** Use your CUNY Login to run apps like ArcGIS, MATLAB, SPSS, and others in your browser, on campus or off-campus. Sessions last up to 8 hours; inactivity will end your session—save frequently. For more information, visit [here](#).

💻 **CUNY Site Licenses:** [Access Software Provided By CUNY for Faculty, Staff & Registered Students](#)

Examples include: SPSS, Mathematica, ArcGIS, MATLAB, and more.

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6. Student Technology Support

✅ **Printing / Labs:** Using the Student Technology Fund semester allotment for printing services, students are able to print at the Academic IT Center (Carman Hall 108), the Library, and student labs.

✅**Laptop Loaner Program:** Available through the Office of Digital Inclusion located in Carman Hall, Room 140. Submit a request [here](). Email us at [digital.inclusion@lehman.cuny.edu]()

✅**Campus WIFI**: Connect with your Lehman Login credentials. Visit [How to connect to the campus WIFI](). Alternatively, you can use eduroam using the CUNY Login credentials. [Learn more about CUNY eduroam Wi-Fi Hotspots]().

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7. Cybersecurity & Policy

✅ **Password Management:** Update and secure passwords regularly.

✅ **MFA Enforcement:** MFA is required for CUNY Login and Microsoft 365.

✅ **FERPA & Data Security:** Protect your information — never use personal accounts or unsecure platforms for student data.

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