IT @ Lehman
Quick Facts for Faculty and Staff

Division of Information Technology Deliver, Lead, Innovate

Updated for fall 2018

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, faculty, and staff, houses a large open student lab, a faculty computer lab and classrooms with fully-networked Microsoft Windows and Apple Macintosh systems, and printing and scanning facilities. The **IT Help Desk** is located in the Center. Users also have access to computers in the Leonard Lief Library and in departmental labs throughout the campus. You will need to show your valid CUNY Card photo ID to enter the Center. (Your 16-digit *CUNY Card 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, software and hardware availability, and classroom reservation procedures.

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 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
Self-service Portal: Select the *IT Service Request* link on the *My Lehman Connect* tab on our campus portal known as Lehman Connect (https://connect.lehman.edu)

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 staff and faculty receive four separate and distinct computer accounts shortly after they begin their employment at the College:

- Lehman Username
- CUNYfirst
- CUNY Login
- CUNY Portal

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:

- Faculty/Staff (Microsoft Exchange) email
- The campus-wide wireless network to connect your mobile devices to the internet
- Lehman One Access for "reduced sign-on"
- Lehman Connect, the campus portal designed for the Lehman community

A Lehman username is usually composed of 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 in UPPER CASE, followed by your last initial in UPPER CASE, followed by the first six digits of your social security number. (Staff with Research Foundation accounts should use their initials and the six digit RF employee number.)

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.

Faculty/Staff (Microsoft Exchange) Email

You can login to Lehman email with your Lehman username and associated password through the Login menu on the Lehman College homepage or by going directly to the Outlook Web App at http://mail.lehman.edu.

Your Lehman email address is formed from your username followed by "@lehman.cuny.edu." For example, Barbara Smith's email address would be barbara.smith@lehman.cuny.edu.

For further information on Exchange email including configuring your desktop clients and smartphones to receive and send mail, and collaboration features such as shared calendars and sending meeting invitations, select *Email Support* from the *IT for Faculty and Staff* page on the ITR website at http://www.lehman.edu/itr.

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.)

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 manage your CUNY Alert emergency notification settings 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. Please send email to cunyfirst.security@lehman.cuny.edu for assistance.

If you activated your CUNYfirst userid at another CUNY campus as a staff member or student, you will continue to use the same userid, password and EMPLID at Lehman.

Your CUNY Login Account

Your CUNY Login is composed of your CUNYfirst username followed by "@login.cuny.edu", e.g. Barbara.Smith22@login.cuny.edu, and your CUNYfirst password. It is used for an increasing number of University-wide applications including:

- **Blackboard** for online, hybrid and web-enhanced classes (see below for further information on Blackboard).
- **Student Advisement Degree Audit** ("Degreeworks") for students to track their progress towards their degrees and for faculty to advise students on degree requirements
- The **CUNY Virtual Desktop** to access desktop applications such as SPSS, SAS and Mathematica over the web (https://www.cuny.edu/virtualdesktop)

Blackboard

Blackboard is CUNY's primary platform for online, hybrid and web-enhanced instruction. All Lehman credit-bearing classes have a Blackboard site in which instructors and students are automatically enrolled. To access Blackboard go to https://bbhosted.cuny.edu and login with your CUNY Login username and password (see above). For further information, select the *Blackboard Support* link on the ITR home page and visit the CUNY Blackboard Resources site at http://www.cuny.edu/blackboard.

Your CUNY Portal Account

All faculty and staff members at CUNY also receive a CUNY Portal userid and password. Many services are now accessed using your CUNY Login (see above). Services still available through the CUNY Portal include:

- **CUNY eMall** for free and discounted software (e.g. McAfee AntiVirus, 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 upper right, select CUNY Portal, and then **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 below for more information.

CUNYfirst My Info

CUNYfirst MyInfo (https://myinfo.cuny.edu) provides useful information such as class schedules without having to login to CUNYfirst itself. Instead use your CUNY Portal username and password.

Lehman One Access

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

Software

A variety of software packages are available to faculty and staff through CUNY licensing contracts with software providers. Eligibility, home use options and other conditions vary. To download software for home use at no or discounted cost from the CUNY eMALL, log into the CUNY Portal at http://www.cuny.edu as described above. Products on the eMALL include Windows (upgrades only), McAfee Antivirus, and Maple.

To obtain Microsoft Office 365 ProPlus go to http://www.cuny.edu/officeproplus. You will be asked to login in with your CUNY Login username (see format above).

For general information on software availability visit please http://www.lehman.edu/itr/documents/Software-Availability-Faculty-Staff.pdf.