# IT @ Lehman
# Quick Facts for Faculty and Staff

**Fall 2024**

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| 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 |
| CUNYfirst on the Web: | https://home.cunyfirst.cuny.edu |

## Academic Information Technology Center, Plaza Level, Carman Hall

The **Academic Information Technology Center**, is open to all students, faculty, and staff, supports a large open student lab, a faculty computer lab, and classrooms with fully networked Microsoft Windows and Apple Macintosh systems, printing and scanning facilities. The IT Help Desk is 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 swipe your valid CUNY Card with photo ID or scan your Lehman 360 Digital ID to enter the Center. 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.

## IT Help Desk

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| Live Chat: | Visit www.lehman.edu/itr, click the Chat bot and type "agent" in the chatbot icon. |
| Walk-in Help: | Academic IT Center, Carman Hall (Plaza Level) 108 |
| IT LehmanQ: | Please see link:  FYI, please see link  LehmanQ |
| Telephone: | (718) 960-1111 |
| Email: | help.desk@lehman.cuny.edu |

## Office of Digital Inclusion

IT is committed to student success and offers a variety of technology for the semester via its Laptop Loaner Program. To request a loaner device – please visit: https://lehman.edu/coronavirus/resources/student/
The Office of Digital Inclusion or DI incorporated LemanQ to facilitate efficient service. Students can join the queue and receive updated notifications as to their place in line. To join LemanQ please see link LehmanQ

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| Walk-in Help: | Carman Hall (Plaza Level) 140 |
| Telephone: | (718) 960-5692 |

**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.

## Documentation
In addition to the Help Desk, IT provides a variety of online and in-person training and self-help resources including workshops, videos, FAQs, and reference guides. Throughout the semester, we offer several IT professional development online workshops designed to introduce faculty and staff to IT services. For further information, contact itr.workshops@lehman.cuny.edu.

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## Accounts and Online Services

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

- Lehman Username
- CUNYfirst

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
- Remote access to Lehman Library online materials from off campus
- Lehman One Access for "reduced sign-on"
- Printing on campus
- Lehman 360
- Global Protect VPN

Your Lehman username is usually composed of your first name and last name separated by a period (*firstname.lastname*) with all special characters such as spaces, apostrophes and hyphens removed. For example, Jane Smith's username is likely to be **jane.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 Jane's name is already in the system, her username might be **jane.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. Before using your Lehman username and password for the first time, visit the Lehman Password Manager site at https://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. For help with the Password Manager, visit http://www.lehman.edu/itr/user-guide.php.

## Software

To download software for home use at no or discounted cost from the CUNY eMALL, https://www.cuny.edu/about/administration/offices/cis/technology-services/ For further information, please contact the IT Help Desk by email at help.desk@lehman.cuny.edu..

## New Blackboard Ultra Base Navigation Interface

There was a change to the Blackboard Home Page. This occurred around June 29, 2024. Bb migrated to the CUNY Bb Home Pages, from the current Bb Learn, to the Ultra Base Navigation platform. The look and feel will be different and will take a little time to get comfortable with the platform. Ultimately you will like this platform as it provides more detail. Please click this link https://www.lehman.edu/itr/blackboard.php for documentation detailing how the new Bb Ultra Base Navigation functions. Your CUNY Login Credentials remain the same! ***Remember, Lehman College will be transitioning to Brightspace in Summer 2025!***

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## Exchange Email

You can login to Lehman email with your CUNY Login username and associated password through the Login menu or by going directly to Exchange webmail at https://www.lehman.edu/logins/. Your Lehman email address is your username followed by "@lehman.cuny.edu."  For example, Jane Smith's email address would be . Jane.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, visit our Email Support page on the IT website at Information Technology Division - Lehman College.

## 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, Jane Smith's CUNYfirst userid might look like **Jane.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 to view your class schedule, verify student attendance and enter grades.

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 to have your profile modified. Please email cunyfirst.help@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.

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

## Lehman College Mobile App

Lehman introduced Lehman College App – an 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.

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**Lehman One Access**

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

**Multifactor Authentication (MFA) and VPN**

Multifactor Authentication, also known as MFA, is a tool to minimize attacks that attempt to steal log-in credentials and has become a standard in most organizations. MFA adds an extra security layer to Microsoft Office 365 by requiring a verification code to authorize account access via an app or by text message to your phone. MFA is enabled for MS 365, including your Lehman email, MS Word, Excel, Teams, PowerPoint, etc. MFA is enabled for your departmental functional e-mail account and your individual Lehman email account. You will need to configure MFA first from the Microsoft Office 365 Outlook app.

There are two methods for enabling MFA:
Mobile Device: You can set up MFA to send verification codes to your mobile phone.
Microsoft Authentication App: You can use the Microsoft Authentication App to generate verification codes. Please note that this is a better form when traveling overseas since it will still allow you to receive verification codes using your mobile device via WIFI.

As part of our ongoing efforts to enhance cybersecurity at Lehman College, the Division of Information Technology, in collaboration with CUNY CIS, has been diligently working on implementing critical security measures. We are pleased to announce a significant step in this journey: the implementation of Multi-Factor Authentication (MFA) for remote access to the Lehman College network. For set up instructions please see Connecting to Palo Alto global protect (VPN).

**Classroom Technology**

Lehman provides classroom technology with Hyflex capabilities. The Classroom Technology Support Services (CTSS) unit provides state-of-the-art equipment and support services to meet the current and future needs of students and faculty across the college community. The Hyflex features include touch screen control panel, audio visual components (projector, camera, multiple displays, interactive monitor, microphones, and speakers). Our goal is to transform the teaching and learning experience using technology-based resources and superior tech support. For more information regarding Classroom Technology support services including classroom technology trainings, classroom reservations, equipment reservations and the rapid response unit, please click on link here:   https://www.lehman.edu/itr/ctss/

**CUNYBuy**

CUNYBuy provides a full suite experience starting July 2023. Based on your role, you can:
- Create Marketplace and Non-Marketplace Requisitions and more!

Please visit the CUNYBuy training portal:
https://cuny907.sharepoint.com/sites/CUNYBuy

Also, the CUNYBuy login is now available in the Lehman Logins web page at:
https://www.lehman.edu/logins/

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