



PROVOST AND SENIOR
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TO: Lehman Students
FROM: Peter O. Nwosu, Provost and Senior Vice President for Academic Affairs and Student Success
SUBJECT: **Technology Information and Updates**
DATE: April 2, 2020

Dear Students-

The purpose of this email is to provide updates on the following tech-related topics for your information as distance learning classes resume. Please note, Spring Break is now scheduled from Wednesday, April 8th through Friday, April 10th.

1. After-Hours Blackboard Support
2. Lehman IT Help Desk Support
3. Lehman and CUNY Resources for Students
4. Adobe Creative Cloud Apps for Students
5. Frequently Asked Student Questions
6. COVID Phishing Scams

1. **After-Hours Blackboard Support**

CUNY has contracted with Blackboard to ensure additional coverage for general student questions during evening and weekend hours when campus help desks are closed. Students with an urgent Blackboard question can call Blackboard phone support at **646-664-2024** on Monday through Friday from 8 pm through 8 am (next morning), and Saturday and Sunday: 24-hours

Please note that after-hours Blackboard support is for general Blackboard use issues only. For technical support or access issues, please contact the IT help desk at help.desk@lehman.cuny.edu. Here is additional information regarding [Blackboard after-hours support](#).

2. **IT Help Desk Support**

The Lehman IT help desk hours of operation are:

- Monday through Thursday: from 8 am to 8 pm
- Friday through Sunday: from 9 am to 5 pm

Email is the preferred method to reach the help desk at help.desk@lehman.cuny.edu. For urgent matters, please contact the help desk by phone at **718-960-1111**. Press '1,' and a representative will assist you during the above hours.

3. **Lehman and CUNY Resources for Students**

- Please make sure you remain up-to date by checking the [Lehman COVID-19 student resource page](#).
- Here is a link for useful [CUNY-provided applications](#) for students.
- You can also obtain free downloads on the [Microsoft suite of applications](#) including Word, PowerPoint and Excel.
- Here is information regarding [CUNY loaner devices](#).

4. **Adobe Creative Cloud Apps**

CUNY students can now download Adobe Creative Cloud applications on their personal devices. **Students** can go to <https://creativecloud.adobe.com>. Please use your CUNY Login username## and password to login and select the Adobe applications to install. Instructions on [Accessing Adobe Creative Cloud](#) are available online.

5. **Frequently Asked Student Questions**

Please see attached document of frequently asked student questions about working online – these were provided by the Office of Online Education.

6. **COVID Phishing Scams**

Your Lehman email is the main way for the college to communicate with you, so please check email daily.

We want to alert you to numerous email scams, where fraudulent messages are being sent related to the COVID-19 virus. These include fake emails that offer **stay at home jobs**, email from health authorities, and email asking for personal information to receive an economic stimulus check. Government agencies will not send emails seeking private information. Please do not respond and delete these messages.

Protect yourself using these tips:

- Do not open attachments or click links from senders you don't recognize.
- Do not provide your username, password, date of birth, social security number, financial data, or other personal information in response to an email or robocall.
- Verify the web address of legitimate websites and manually type them into your browser.
- Make sure that your virus/malware protection software is up-to-date.

Please let us know how we can support your technology needs to stay connected. Best wishes and please continue to stay well and safe; and be kind to each other.