IT @ Lehman
Quick Facts for Students

Spring 2025

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, Carman Hall

The **Academic Information Technology (IT) 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, printing and scanning facilities. The Academic IT Center 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.

Academic IT Center Help Desk

Live Chat:	Visit www.lehman.edu/itr and type the word "agent" in the chatbot icon.
Walk-in Help:	Academic IT Center, Carman Hall (Plaza Level) 108
Telephone:	(718) 960-1111
Email:	helpdesk@lehman.cuny.edu
LehmanQ	https://www.lehman.edu/itr/lehmanq/ click this link to join LehmanQ

What is LehmanQ? It is a scheduling tool which allows you to check in with the IT Helpdesk without standing in line or using the Kiosk at the Helpdesk. It is fast and convenient. Try it and you will agree it's great!

Office of Digital Inclusion (ODI)

IT is committed to student success and offers a variety of technology for the semester via its Loaner Program. To request a loaner device – please make an appointment by visiting:
https://lehman.edu/office-of-digital-inclusion

The Office of Digital Inclusion now has LehmanQ. You can check in with ODI online by clicking this link:
https://lehman.edu/office-of-digital-inclusion
Location: Carman Hall – Plaza Level – Room 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 students and the New York artistic community. For further information, visit http://www.lehman.edu/mmc.

Training and Documentation

In addition to the Help Desk, IT provides online training services and self-help resources including workshops, videos, FAQs, and reference guides. Early in the semester, we offer our "Getting IT" workshops designed to introduce students to IT services. For further information, contact itr.workshops@lehman.cuny.edu.
Useful Links:

☐ **Help Desk Frequently Asked Questions**
☐ **Documentation**

Accounts and Online Services

Lehman students receive three computer accounts shortly after they enroll in the College:

- Lehman Username (Lehman 360/Wi-Fi/Academic IT Center/Library)
- Lehman Student Email
- CUNY Login (CUNYfirst, Blackboard)

Each account is composed of an identifier unique to the student, referred to as a *userid* or *username*, and a *password* that secures access to the account. Students are expected to be familiar with the management of the accounts and with the services the accounts provide.

Your Lehman username and password

Students are informed of their Lehman username (and email) once they become
eligible to enroll. If you have not received this information, contact the Academic IT Center Help Desk.

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
☐ Lehman 360

Your Lehman username is usually composed of your first name and last name separated by a period (e.g., *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 student 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 your year of birth in four-digit format, month of birth in two-digit format and the 4th and 5th digits from your CUNYfirst EMPLID (see below). Unlike usernames, **passwords are case-sensitive**. For example, if Jane Smith were born in February 1985, with an EMPLID of 12345678, her initial password would be: **JS19850245.**

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. See Password Management Guide for help with the Password Manager.

Student Email on Microsoft Office 365

All Lehman students receive an email address on Microsoft's Office 365 within a few days of registering for classes for the first time. 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 Academic IT Center Help Desk for assistance.

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. (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 your year of birth in four-digit format, month of birth in two-digit format and the 4th and 5th digits from your CUNYfirst EMPLID (see below).

To learn about the capabilities of your email account and its related features such as calendaring, mobile access, and file storage, and to login, please 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 Lehman email account is separate and distinct from your Lehman username. You can manage 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.

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

Software

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.

Your CUNY Microsoft 365 account allows you to download free Microsoft 365 apps. Sign in online and click the Install and more button.

Skillsets Online is a FREE online learning platform for IT and Professional Development courses available to Lehman students. To receive an account for Skillsets Online please email: itr.workshops@lehman.cuny.edu

For further information, please contact the IT Help Desk by email at help.desk@lehman.cuny.edu.
CUNYfirst

CUNYfirst is CUNY's web-based, administrative services system. Students use CUNYfirst to register for classes, plan their academic programs, look up grades, check financial aid and tuition, and pay bills.

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 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**. 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 log into CUNYfirst at https://home.cunyfirst.cuny.edu to view your records, check the class schedule, register for classes, etc.

CUNYfirst sends notifications, including reminders that your CUNYfirst password is about to expire, to your Lehman student Office 365 email address.

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

Lehman College Mobile App

Lehman College Mobile 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.

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)

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 can be enabled via one of two methods: Mobile Device or Microsoft Authentication App. For more information regarding MFA, please log into Lehman 360 and select MFA from the navigation pane.