

**From:** Doriann Hyland <Doriann.Hyland@csi.cuny.edu>  
**Sent:** Friday, April 10, 2026 2:15 PM  
**To:** StudentBroadcast <studentbroadcast@cix.csi.cuny.edu>  
**Cc:** CSI-FacultyStaffBroadcast <FacultyStaffBroadcast@csi.cuny.edu>  
**Subject:** Student Email Update & Support - Communication 6

Dear Students,

This communication is a follow-up to the March 4<sup>th</sup> communication, in which you were informed about the transition of email to a new CUNY email account, which is taking place now over Spring Break. Please refer to the [CSI email webpage](#) if you missed our previous communications.

**To access your new email account:**

1. Go to [www.office.com](http://www.office.com)
2. Sign in with your CUNY login username and password.

**As we approach the April 13<sup>th</sup> date, you should:**

1. **Enable MFA for the account now.**

**At this time, the MFA has been created for your new email account!** You will now be prompted to re-authenticate because you are on a different server. Please refer to the “Student Email using Multi-Factor Authentication (MFA) accordion at: [Email & Accounts | Office of Information Technology Services | College of Staten Island Website](#) for more information, or follow these [instructions](#).

2. **Copy your OneDrive/Teams files to the new account.**

The content in OneDrive is associated with your old CIX email address. Please log in to OneDrive, download the content, and upload it to your new OneDrive associated with your CUNY.edu email account. [Instructions](#)

**To assist you with the transition, we have scheduled additional support for next week:**

**In-Person Support**

**HelpDesk (2A-306)**

Monday, 4/13 – Thursday, 4/16	8:00 am – 7:00 pm
Friday, 4/17	8:00 pm – 5:00 pm
Saturday, 4/18	9:00 - am – 2:00 pm

**IT Doctor (Library Circulation Desk)**

Monday, 4/13 – Thursday, 4/16	11:00 am – 7:00 pm
Friday, 4/17	12:00 pm – 5:00 pm

### **Computer Lab (1L -212)**

Monday, 4/13 – Thursday,  
4/16

8:00 am – 10:00 pm

Friday, 4/17

9:00 am – 7:00 pm

Saturday,  
4/18

9:00 am – 5:00 pm

### **Computer Lab (3N-217)**

Monday, 4/13 – Thursday, 4/16

9:00 am – 10:00 pm

### **Virtual Support**

#### **Virtual Lab**

Monday, 4/13 – Thursday, 4/16

8:00 am – 10:00 pm

Friday, 4/17

9:00 am – 7:00 pm

Saturday,  
4/18

9:00 am – 5:00 pm

### **Phone Support**

Technology HelpDesk at 718.982.4357.

Technology Training Center at 718.982.2345.

### **Email Support**

[HelpDesk@csi.cuny.edu](mailto:HelpDesk@csi.cuny.edu)

[TechnologyTraining@csi.cuny.edu](mailto:TechnologyTraining@csi.cuny.edu)

### **Website**

[FAQ's](#) accordion on the email may

### **Training Workshops**

[Introduction to the New CSI Student Email](#)

[Don't Lose Your Work: How to Transfer Your OneDrive Files](#)

## **Technology Services**