

QUICK LINKS

CUNYfirst HELP	http://www.csi.cuny.edu/cunyfirst/ contains video tutorials, instructions and links to important CUNYfirst information.
CUNYfirst LOGIN	Manage your data: https://home.cunyfirst.cuny.edu/oam/Portal_Login1.html
Faculty/Staff Authentication (FLAS)	Everyone is required to log onto the computers on campus using their Login ID's. The format for the ID, in lower case letters, is firstname.lastname. Please contact the Helpdesk at extension 3695 for assistance with your password. Everyone should change their passwords. This can be accomplished by holding the ctrl/alt/del keys on the keyboard. When changing the password, please keep in mind that it is case sensitive and that it needs to be at least eight characters and include one Upper case letter and one number.
FLAS self-service password reset	Instructions on how to use this function can be found on our website at http://www.csi.cuny.edu/technologysystems/pdf_doc/FLAS_Reset_Flyer.pdf Please keep in mind that you need to register for the service prior to forgetting your password.
Email: How to access and sync to mobile devices	http://www.csi.cuny.edu/technologysystems/accounts.html The College's web based email system, Microsoft Exchange, allows the College community to access their mail from any web browser on the Internet. Some features available to users are the ability to create and maintain address books, create and manage folders, and use filters to process incoming mail and protect against unsolicited emails
Telephone & Voicemail Instructions	http://www.csi.cuny.edu/technologysystems/telecom.html for telephone and voicemail assistance. The College of Staten Island's Telecommunications department supports the campus wide telephone system. These responsibilities include the maintenance and repairs of all telephone related equipment, as well as managing individual phone extensions, call routing functionality and voicemail.
Connecting to CSI's Wireless Network	The Office of Technology Systems provides wireless access for the College community. This service is available campus wide. Your wireless device will need to be configured and authenticated to gain access to the wireless network. http://www.csi.cuny.edu/studenthelpdesk/stellent/groups/helpdesk/documents/pdf/hd_wireless.pdf
Technology Website for Faculty & Staff	http://www.csi.cuny.edu/technologysystems/support.php3 provides information on the technology services available at CSI as well as links to forms and instructional guides.
Technology Literacy Workshops	The Office of Technology Systems offer free workshops in MS Word, PowerPoint, Excel, Access, CUNYfirst, the CUNY Portal, and various special topics. Schedules can be found at: http://www.csi.cuny.edu/technologysystems/support.php3
Blackboard	In-class assistance is available to help get your students set up with their blackboard accounts. Please contact me to schedule an appointment. BlackBoard can be accessed from the CUNY Portal.
Facebook	The HelpDesk is on Facebook. Like us @ CSITechnologyHelpdesk to receive notices of special technology events and tips.
Server Storage Space	A server is now available for users who have a Login ID to store their documents. Information can be found at http://www.csi.cuny.edu/studenthelpdesk/ServicesInstructions/index.htm . This service is also available to faculty using their FLAS accounts. Please contact the HelpDesk for additional information.
AntiVirus Software	CUNY is offering all students, faculty and staff **FREE** AntiVirus protection for their home computers and laptops. To take advantage of this offer you will need to visit the CUNY eMail software center available through the CUNY Portal, www.cuny.edu . Please contact the HelpDesk at extension 3695 for more details.
Microsoft Products	All faculty and staff can download Microsoft Windows 7 and/or 8 as well as Microsoft Office 2010 and/or 2013 for Windows and Microsoft Office 2008 and/or 2011 for Mac from the CUNY eMail for their home computers and laptops. To take advantage of this offer you will need to visit the CUNY eMail software center available through the CUNY Portal, www.cuny.edu . Please contact the HelpDesk at extension 3695 for more details.
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