



Welcome to York College,

This is a welcome notice from York College Information Technology Department

In an effort to improve customer service we are reaching out to you letting you know some of the things you may need in order to improve your support options while on and off campus. Not everything below will apply to everyone. We know your partnership with IT will be a fruitful one.

In addition to this welcome letter expect a visit from IT in order to insure you are getting everything you need for a productive work place.

1. If you are in need of **technical support** there are a variety of ways to go about it. You can call our **IT Service Desk** directly at **Ext. 5311** while on campus or 718-262-5311 from outside. You can visit our IT Service Desk walk up support in the Library located on the 3rd floor. We are just to the left of the main entrance. Or you can create an incident, request or inquiry using the **YConnect Self-Service Portal** by going to the link at <https://www.york.cuny.edu/it/service-delivery-unit/y-connect> and logging in using your York issued network account.
2. You are able to connect to resources while off campus by using our **VPN connection**. To do so from home go to <https://vpn.york.cuny.edu> there are a few menu options when you connect by using your York issued network account in addition to being able to connect with your private network personal share drive. This allows you to work on files created at work from home. Your My Documents folder is saved on this personal share. If it is not you should contact IT Service Desk immediately.
3. **Email** is accessed using OWA and it can be used on and off campus by going to <https://owa.york.cuny.edu> using most browsers using your York issued network account.
4. Phones are provided on request and must be approved by your manager. Most phones connect directly to the computer so if you do not have a dedicated computer to work from but are approved for a phone, a data line may need to be run in order to make the connection requiring additional time to complete this request. You can learn all about phone services at <https://www.york.cuny.edu/it/service-delivery-unit/service-desk/telecommunications> .
5. **Printing** from your computer should output to a Xerox copier. If you are not connected please contact the IT Service Desk. All offices are equipped with at least one main copier. All printing on campus is managed and support for these units is initially provided by Xerox by calling the 800 number that appears on all units. Toner is automatically delivered by Xerox as the copiers make request for this automatically. Paper is provided by your department and there should be a local office administrator to deal with training and other local matters pertaining to the use of the copier. Color printing may be an option on some units but you will need to check with your department. However, if you have a requirement for a large color print job send this request to the Print shop as they handle color and other non-standard printing requests. You can make request to the Print shop via email at Printing@york.cuny.edu Check with your immediately supervisor about this in case approval is required for certain types of requests.



6. **Security Awareness** is paramount in our environment. The protection of non-public University data is everyone's responsibility. Please read information from our website regarding your role in protecting not only York data but your own personal data at <https://www.york.cuny.edu/it/service-delivery-unit/service-desk/security-awareness> be sure to take the security awareness training located on the same page.
7. If you are assigned to **Technology Equipped Classrooms** which have presentation equipment and need support on how to use it please contact our IT Service Desk as mentioned above. If you are having difficulty during an active session we have a hotline and a hotlink you can use to get immediate support. The hotline is Ext. 5303. This is a priority line which is monitored during our coverage hours of 8AM through 8PM. Technicians are dispatched immediately to provide initial support. If the problem cannot be resolved a work around will be coordinated with the Ed Tech department who may provide mobile equipment in place in order to resolve the issue. You can also use the hotlink web form at https://www.york.cuny.edu/it/TechSupport_Kiosk-form Just fill in a category, location, phone optional and email and submit. This is also a fast track which gets the attention of our entire team of support specialist who will respond immediately. For additional information on Technology Equipped Classrooms especially about access to them go to <https://www.york.cuny.edu/it/acet/smart-classrooms>
8. Access to certain modules in **CUNYfirst** require security request forms to be filled out and signed by a variety of approvers indicated on the forms. You can find these forms for a variety of pillars depending on your job responsibilities at <http://www2.cuny.edu/about/administration/offices/cis/information-security/cunyfirst-peoplesoft-security/> you will want to check with your immediate supervisor on what needs to be done in order to properly fill them out. You can check our web page for useful information at <https://www.york.cuny.edu/it/service-delivery-unit/service-desk/application-security-liaisons>

Feel free to contact our IT Service Desk at Ext. 5311 or open a case using YConnect as needed for anything else which may not have been covered here. You can also reach me via email or phone below.

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