

Deposit FLEX funds into your CityONECard

Go to **CityONECard** online portal:

<https://citycollege-sp.blackboard.com/eAccounts/AnonymousHome.aspx>

First time user:

- Login using CCNY student email username (**example001@citymail.cuny.edu**) & CCNY email password.
- Complete the registration process to register your CityONECard in the eAccount system.

Forgot email/password?

Go to <https://reset.ccnycuny.edu>

Account is locked due to inactivity?

Contact OIT Service Desk in NAC 1/301 (Phone: 212-650-7878, Email: servicedesk@ccny.cuny.edu) with detailed description of the error message you encountered/ what prevented you from logging in. Please provide your contact info as well.

Login to CityONECard account:

- Enter your CCNY student email username (**example001@citymail.cuny.edu**; **example001 is the username**) & CCNY email password.
- Select **FLEX** account to deposit funds
- Enter credit card information and deposit amount (there is a \$2 convenience fee). It accepts Visa & MasterCard
- Send a copy of the receipt to yourself as a reference

See an ArchIT Tech in SSA125 to submit a service request for account replenishment after you have deposited flex funds into your CityONECard.

Terms of use: FLEX dollars/credit on CityONECard cannot be refunded or cashed-out in case there's a mistake or changed of mind. SSAIT Helpdesk/Cadlab or administrators have the rights to deduct or withdraw the printing credits which have been added to your SSA student lab account, if there is insufficient Flex funds in your CityONECard account. \$2 convenience fee from CityONECard transaction cannot be reimbursed in any forms.

