



ArchIT Faculty & Staff Handbook

Rev. 8.19.24



The City College of New York (CCNY)

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Contact ArchIT

Hours of Operation

** Hours may vary depending on holidays and breaks*

ArchIT Desktop Services (Rm. 116):

Mon-Fri: 9AM- 5PM

ArchIT Lab Services (Rm. 125):

Monday – Thursday: 10AM – 6PM

SSA Reservation Desk (Rm. 102):

Monday – Thursday: 8AM – 6PM

Friday: 8AM – 5PM

Contact Us

Social Media: Follow us on Instagram [@ssa.archit](#) for technology related updates, alerts, and useful tips.

Phone: (212) 650-7878

Email: servicedesk@ccny.cuny.edu

Create a ticket by emailing the Service Desk. Please make sure to include a full description of your problem. Please make sure include the following information

Name:

Description of Incident/ Request:

Location(s):

Department: Architecture

CCNY Email:

EMPLE ID

Phone Number:

Model #s of the device and/or computer: (If Applicable)

CIT #s: (If Applicable)

Availability

Important Websites

- [OIT Webpage](#)
- [Distance Learning Resources](#)
- [Remote Access Login Portal for Computer Labs](#)
- [SSA Current Students Resources](#)

New Computer Policy

Faculty/Staff Computer Policy

Full-time faculty/staff are provided with a single computer for their office or related workspace at the beginning of their appointment. ArchIT will contact employees directly when their primary computer is due for replacement. All purchases made with college funds remain the property of City College, not the property of the faculty/staff member. While the computer remains the property of City College, the computer is to be used exclusively by the designated faculty/staff member as long as they are employed at the Spitzer School of Architecture. All college-owned computers and IT equipment must be registered with Property Management and tagged with CIT numbers before issued to faculty/staff. College-funded computers, printers, peripherals, and electronic devices for the Spitzer School of Architecture must be purchased in consultation and approved by SSA's Director of Information Technology. If a faculty/staff leaves SSA and the position is promptly filled, then the new employee will use the previous faculty/staff member's computer, after ArchIT securely removes all data. ArchIT will replace the computer when it reaches the end of its scheduled life.

Specific Policies:

1. **Replacement:** SSA's computer replacement policy allows for the review and possible replacement of hardware every five years. Only one computer per full-time faculty/staff member is included in SSA's five-year replacement cycle. Replacement Cycle computers for faculty/staff are determined by the School of Architecture's Director of IT based on their work requirements and software needs, not based on personal preferences. When a computer is replaced, the old computer must be returned to ArchIT.
2. **Maintenance and Repair:** ArchIT will provide maintenance and repair on college-issued computers. If you lose or damage your computer before the five-year cycle, you will be given an available, used computer (desktop or laptop, whichever is available). Employees are responsible for their own data backups. ArchIT will be responsible for all minor repairs and services as needed.
3. **Use at Home:** A faculty/ staff's college owned laptop can be used at home. College-issued desktop computers are joined to the campus domain and cannot be used at home. You may submit a VPN request to remotely access your work desktop computer from off-campus.
4. **Use by Others:** College-issued computers (desktops or laptops) should not be used regularly by other people (i.e. family members). Also, computers should not be loaded with software that is unrelated to the faculty/ staff's college associated work.
5. **Support for Personally Owned Computers:** Due to limited time and resources, ArchIT does not provide support for personally owned computers beyond WIFI connectivity. School of Architecture and CUNY licensed software can only be installed on college-owned computers.

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6. **Use During Leave:** A faculty/staff's college-owned computer can be used while the faculty/staff member is on leave.

 7. **Termination of Appointment:** All college-owned computers and any IT equipment must be returned to the Spitzer School of Architecture at the conclusion of a faculty-member's appointment. It is the faculty/ staff's responsibility to arrange for the return of all IT equipment.

*****This policy applies to primary computers issued to faculty/staff in their offices and related workspaces. It does not apply to IT equipment in student spaces, labs, etc. Please note computer replacements are subject to budget availability for the fiscal year.***

Computer Labs Guidelines

There are 5 computer labs in the Spitzer School of Architecture:

1. CADLab A (Rm. 127)
2. CADLab B (Rm. 125)
3. Electronic Media Lab (Rm. 101C)
4. Studio Lab 219 (Rm. 219)
5. Studio Lab 319 (Rm. 319)

CADLab B Hours of Operation

Days	Hours
Monday	10:00 a.m. – 6:00 p.m.
Tuesday	10:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	10:00 a.m. – 6:00 p.m.
Friday	CLOSED
Saturday & Sunday	CLOSED

CADLAB B is open according to the schedule above, except on days when the college is closed. Timing may vary depending on holidays. The lab may operate with extended hours during final reviews and final exams depending on interest and staffing availability.

- *Follow us on Instagram, [@ssa.archit](#), for more IT broadcasts and updates on CADLAB operations.*
- **ArchIT does not distribute stand-alone plotters to studios.** Studio Labs 219 & 319 are centrally managed by ArchIT and available for all currently enrolled SSA students. These studio labs match the capabilities of the CADLabs, including licensed software and printing. Your cooperation is essential to ensure the proper functioning and success of these labs. CADLab rules and guidelines apply to both Studio Labs. **The Studio Labs' hours of operation follow the opening and closing times of the Spitzer building.**
- All Spitzer School of Architecture students and faculty/staff can logon to the lab computers using their CCONY username and password.

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- Only SSA students who are enrolled in classes for the current semester are permitted to **print/plot in CADLAB B, Studio Lab 219, and Studio Lab 319.**
 - Absolutely **NO food** or **drinks** are allowed in any of the computer labs. **No exceptions.**
 - **DO NOT** save any work on the lab computers. You are responsible for saving your work. We recommend storing your documents on a USB drive, e-mail, or cloud service. CADLab Assistants are **NOT** responsible for any unsaved work.
 - **DO NOT tamper with computers or printers**, if they are not functioning properly ask our staff for assistance
 - Warnings are issued 30 minutes in advance of CADLab closings.
 - ArchIT reserves the right to close CADLab in the event of necessary maintenance, malfunction, or other problems.
 - The Spitzer School of Architecture provides every student with \$100 printing credit for the Fall, and Spring Semesters and \$50 for the Summer Semester. Once that runs out, you will need to replenish your account to be able to continue printing in the CADLAB.
 - **DO NOT** share your CUNY or CCNY account information with anyone. Doing so is a security risk.
 - Please refer to [CUNY's Information Security Policy](#) - Article II (Access Issues) subsections 7 and 8 on safeguarding user IDs and passwords
 - For any technical issues in the computer labs, **please** contact ArchIT for assistance.

CCNY Email & WiFi

All correspondences related to City College, or the School of Architecture will be sent through your City College faculty/staff email account, including important alerts and official announcements. For more info visit the [Office of Information Technology](#) page.

You will use your CCNY account to:

- Login to CCNY computers
- Connect to CCNY WIFI
- Make equipment and room reservations
- Access software

Activate Your CCNY Email Account

- Your CCNY account is automatically generated once HR processes your paperwork
- To login to your email: <https://outlook.ccnycunycuny.edu>.
- To activate your account: <https://reset.ccnycunycuny.edu/staff/>
- Choose **Option A** and follow the instructions
 - For Example,
Username: (first name initial and your last name)
jdoe@ccny.cunycunycuny.edu
 - Password: email password

Connect to CCNY WiFi

You can use CCNY WiFi for your personal devices while you are in the campus for free.

- Go to Wi-Fi connections
- Select CCNY-WiFi
- For Identity type your CCNY email username (ex: jdoe)
- Type in your CCNY email password
- Then select *Connect*

For CA Certificate: use system certificate

Online Certificate Status: Request Status

Domain: ccny.cunycunycuny.edu

Note: *As you change your email password, your password to log into computers and other school accounts, will change as well.*

Software & Hardware Guide

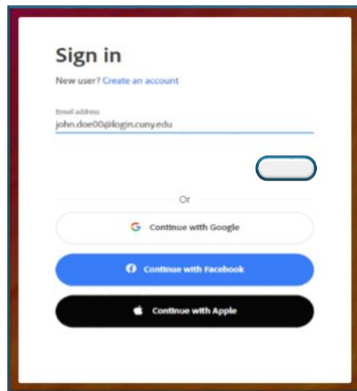
Software Guide for SSA Faculty & Staff

Software	Campus Use	All Use Details
Adobe Creative Cloud (Photoshop, Illustrator, InDesign, etc.)	Campus, Department/Lab/Office Installation Only	Licenses are provisioned by CUNY. Fulltime faculty, adjuncts, and staff receive licenses. Can be used on personal devices.
Rhino 8	Department/Lab/Office Installation Only	College Owned System Installation Only
ESRI ArcGIS	Site License: Faculty & Staff Campus: Department/Lab/Office	College Owned System Installation Only
Autodesk Educational Institutions	Site License: Faculty & Staff Campus: Department/Lab/Office	College Owned System Installation; Autodesk software is available to faculty by signing up for an Autodesk account: https://www.autodesk.com/education/home <i>* AutoCAD for Mac is limited and does not have all the features the Windows version has.</i>
Microsoft Office Suite	Site License: Faculty & Staff Campus: Department/Lab/Office	College Owned System Installation; Office 365 available through CUNYfirst account: https://www.cuny.edu/about/administration/offices/cis/technology-services/microsoft-office-365-for-education/#1559833338750-e9daad15-c010
Lumion	Department/Lab/Office Installation Only	College Owned System Installation; Visit the following website for free license: https://lumion.com/product/faculties
SketchUp Pro	Department/Lab/Office Installation Only	College Owned System Installation Only
V-Ray Education	Department/Lab/Office Installation Only	College Owned System Installation Only

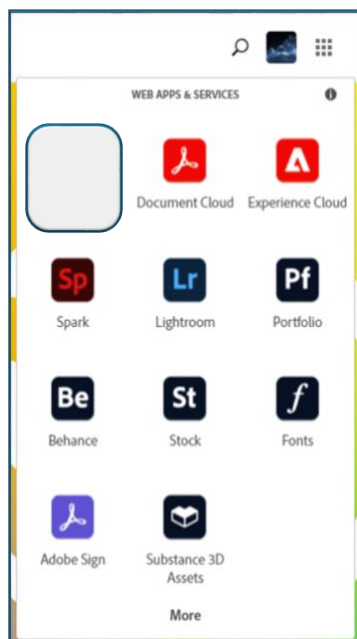
Adobe Creative Cloud for Faculty & Staff

Faculty/ Staff who require an Adobe Creative Cloud may submit a ticket with Service Desk (ServiceDesk@ccny.cuny.edu) to request access. Once you have been provisioned access login to Adobe using your CCNY Login - jdoe@ccny.cuny.edu

**Licenses are provisioned by CUNY.*

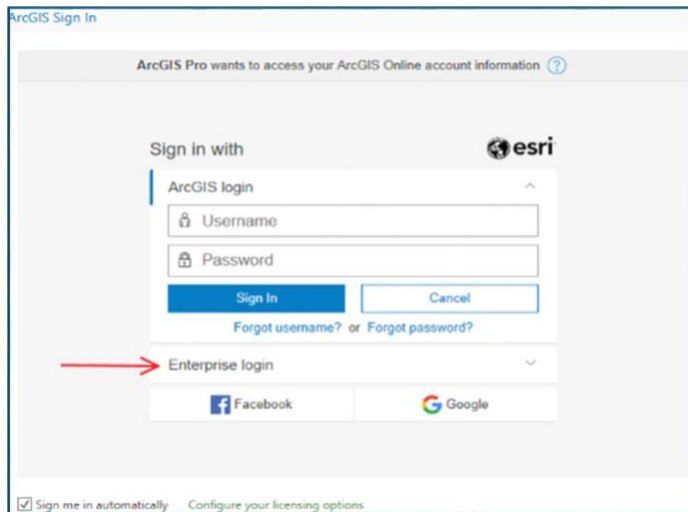


Step 1: Once you click “**Continue**”, it will take you to login through the CCNY single sign on portal. You will need to enter your CCNY credentials.



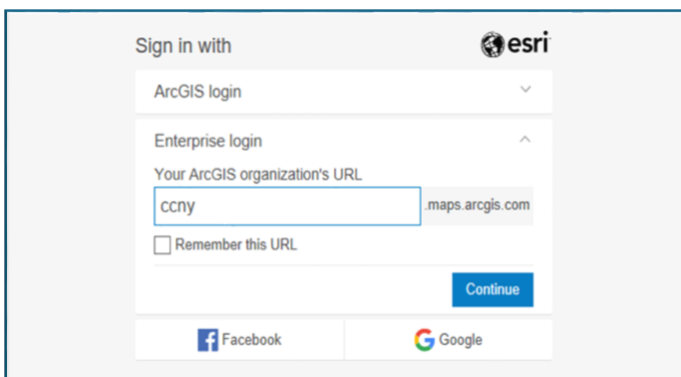
Step 2: Once logged in, on the top left corner you should see the menu, and then *click* Creative Cloud. It will take you to a page with all the Adobe applications, which you can download.

ArcGIS Pro

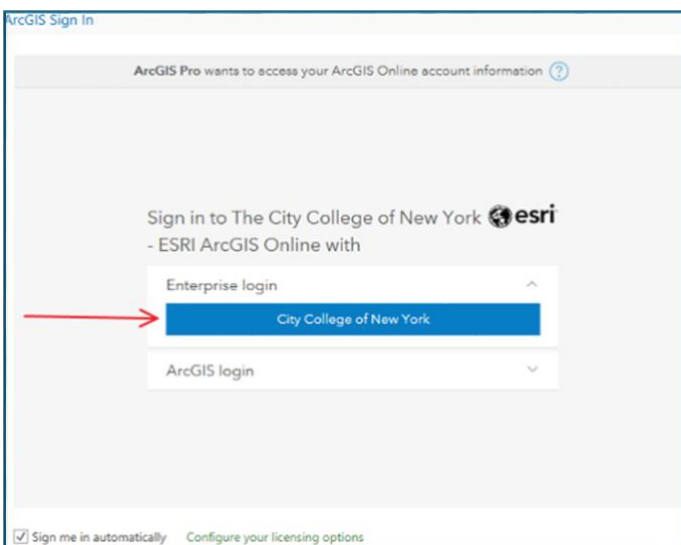


Step 1: Open ArcGIS Pro

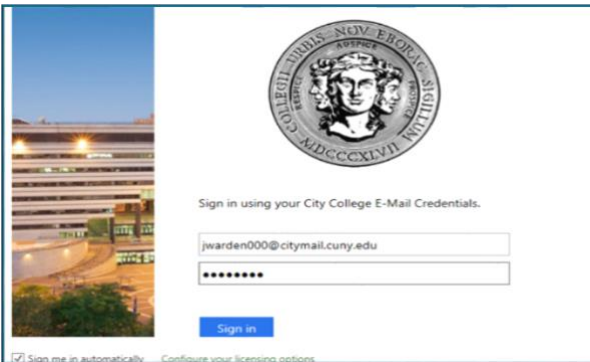
Step 2: On the login screen of ArcGIS, *click* on **Enterprise login**.



Step 3: After clicking on the Enterprise login, there will be an empty box in the whitespace under **your ArcGIS organization's URL**. Type in **CCNY** and click **"Continue"**



Step 4: Select City College of New York to continue.



Step 5: The next window will prompt for CCNY credentials. Type in your CCNY email and password and click **Sign-in**

Note: If there are issues logging in, please make sure your password is typed in correctly. If issues continue to persist, reset your password at <https://reset.cuny.cuny.edu/>

Dropbox

Students & Faculty use Dropbox to share files.

- You can get access to CUNY [Dropbox](#).
- Login to Dropbox using your CUNYfirst account: (i.e., [John.doe00@login.cuny.edu](#))
- Faculty receive 1TB or more of storage, while students receive 15GB.

Office 365

As a CUNY faculty/staff you get access to [Office 365](#) for free. You should be able to use the Microsoft applications such as Microsoft Word, PowerPoint, Excel etc. for free. Please use your CUNYfirst account in order to get access.

OneDrive

Take advantage of space for students in [OneDrive](#). You can also download OneDrive on your desktop and sync your files.

- You can get OneDrive using your CUNYfirst account.

SSA Reservation Desk Rules and Procedures

Hours of Operation

Monday - Thursday: 8AM- 6PM

Friday: 8AM- 5PM

Weekends: Closed

**SSA Reservation Desk will be closed on holidays and when the college is closed.*

Contact

Room: SSA 102

Phone: 212-650-7534

Email: ssareservation@ccny.cuny.edu

Social Media Instagram: @ssa.archit

Services and Systems

- Reserve Equipment & Spaces: <https://ssa-ccny.libcal.com/>
- Audio-Visual Equipment Tutorials
- Classroom AV support

Notices

Please be prepared to present your CCNY photo ID card with a current validation sticker. You will also need to know your CCNY e-mail address.

If you do not have a valid or current CCNY photo ID card, please contact Public Safety (The ID Office), located in the NAC, Room NA 1/205, for assistance.

If you do not have a valid CCNY e-mail address (xxxxx@ccny.cuny.edu) please contact the IT Service Desk, located in the NAC, Room NA 1/301 or call x7878 for assistance. If you have forgotten your login or password use the Faculty/Staff Reset.

All requests for audio-visual service for events are handled by the Events Management Office.

Reserving Equipment Guidelines

While the SSA Reservation Desk staff will make every attempt to meet last minute requests for equipment, in order to assure the availability of equipment, reserve at least 2 weeks prior to the date it is needed.

We will do our best to accommodate requests without a reservation, but we cannot guarantee availability without a prior reservation.

For any questions you may have, please contact us at ssareservation@ccny.cuny.edu or 212-650-7534.

- Reservations for equipment are made on a first-come, first-served basis.
- Faculty/Staff and students are responsible for the safety and security of equipment loaned out to them from the SSA Reservation Desk.
- Equipment reserved must be signed out, picked up, and returned by patrons.
- Equipment will be released to students only with prior faculty approval via email.
- Equipment not picked up within 15 minutes of the reserve time will be released.
- If you know that you will not need to use the equipment, please contact us immediately so that we may cancel your request. This will allow us to make the equipment available to other patrons.
- It is critical that you return the equipment to us by the promised date and time. If you cannot do so, please make every reasonable effort to contact the SSA Reservation Desk, as soon as possible. If the held items are available, the loan period may be extended. Failure to return equipment on time when needed by another patron is detrimental to both the operation of SSA Reservation Desk and the school overall.

Please understand that the SSA Reservation Desk staff may require that you show a valid CCNY ID to have equipment released to you.

Liability

The patron who checks out the equipment is solely responsible for its safe return in good condition and will be held financially liable for theft, loss, or damage.

Equipment must be checked in by a staff member. Reservation Desk staff will verify that the equipment was returned in good condition and that no accessories are missing.

If you decide to ask a student or TA to pick up the equipment, please send an email to ssareservation@ccny.cuny.edu, providing their name when making the reservation. This way the student can show their ID, and not have any problems checking out the equipment.

Overdue or Replacement Cost

CCNY Spitzer School of Architecture students, faculty, and staff are responsible for all materials checked out on their CCNY account. Patrons assume the responsibility of keeping track of due dates and returning materials on time. If an item is lost or damaged, the SSA Reservation Desk should be contacted immediately.

* Overdue fines: \$0.10 cents per minute up to \$50.00

If equipment is overdue, we will make **three** attempts to contact you by phone and e-mail. If we do not hear from you after these attempts, a hold will be placed on your academic record until the full cost of the equipment is paid.

Suspension of Borrowing Privileges

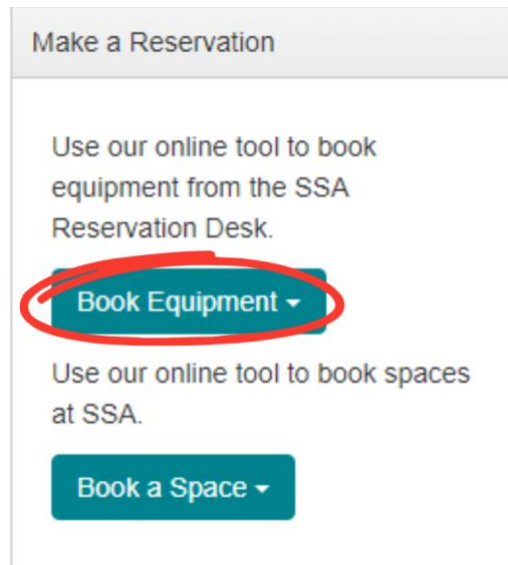
- Unpaid fines can result in suspension of borrowing privileges, cancellation of registration, blocked transcripts, and delayed graduation.
- Patrons who return equipment late three times during a semester will have their borrowing privileges revoked until the next semester.

Resources Available for Loan

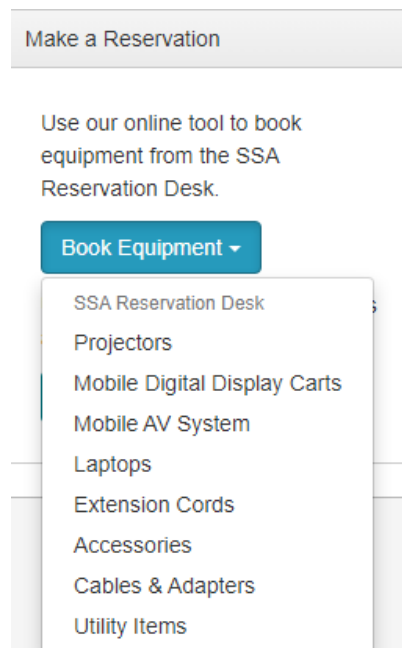
- Mobile Displays
- LCD Projectors
- Laptops
- Video Adapters
- Audio/Video Cables
- Portable Audio (PA) Systems
- Projection Screens
- Microphones
- Audio Speakers
- Extension Cords

Reserving Equipment


1. Navigate to the following website <https://ssa-ccny.libcal.com> and click on *Book Equipment*.




2. Select any specific category you would like to book from the dropdown list.



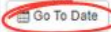

3. Select the date and select a time slot you want to reserve the equipment.

StarTech USB-C Mini Docking Station  **Double check for equipment name**


Location: SSA Reservation Desk Category: Cables & Adapters 0 items in cart




Friday, March 1, 2024


 

Items	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7
<input type="checkbox"/> Current item								
StarTech USB-C Mini Docking Station (BC S								

Double check for equipment name 


Select the green box for pick-up time 


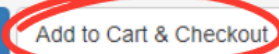
4. You will be directed to the bottom of the page. Select *Add to Cart & Checkout* when you are ready.



StarTech USB-C Mini Docking Station

From: 1:00pm Friday, March 1, 2024

To: 

5. Enter your CCNY credentials, then use the Authenticator app for multifactor authentication.



6. Check the box that says *I agree to the Terms and Conditions of this booking* and *Submit my booking*.

Booking Details


Fill out this form to complete the booking.

Full Name
SSA Sample

Email
ssasample@ccny.cuny.edu

I agree to the [Terms & Conditions](#) of this booking.

Booking Details



StarTech USB-C Mini Docking Station

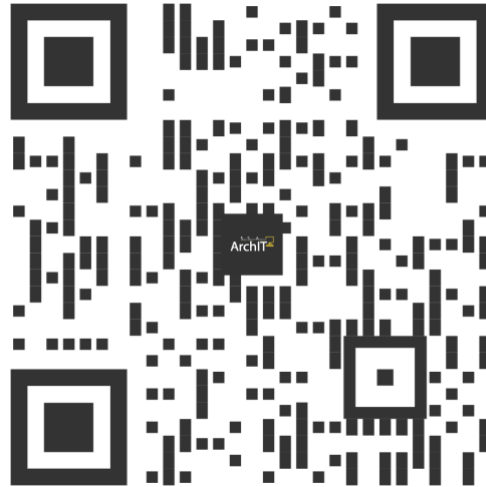
Cables & Adapters

Date: Friday, March 1, 2024
Time: 1:00pm - 5:00pm

7. Please check your email for your booking confirmation.

Reserving using the QR Code

This QR Code will directly take you to the reservation website. You can also scan the QR Code using your phone and follow the same instructions.



Cancelling a Reservation

To cancel your equipment reservation, please email ssareservation@ccny.cuny.edu with the full name on the reservation, or stop by SSA102, where an SSA Reservation Desk staff will assist you in cancelling your booking.

Booking a Space

- To make a reservation, please visit: <https://ssa-ccny.libcal.com/>
- Please note that spaces can be reserved for a maximum of 4 hours. If you need to reserve a space for more than 4 hours, please visit the Main Office SSA 113.
- Contact Information:
 - SSA Admin Office
 - SSA 113
 - Ssainfo@ccny.cuny.edu
 - 212-650-7118



City College of New York - Bernard and Anne Spitzer School of Architecture / LibCal

LibCal

Search for event...

Search

✉ ssareservation@ccny.cuny.edu

Upcoming Events

No calendars have been defined yet!
No events are scheduled.
View More Events:
No calendars have been defined yet!

Thursday, February 22, 2024

Spitzer School of Architecture 7am – 10pm
> SSA Reservation Desk 8am – 6pm

🕒 [View all Opening Hours](#)

Make a Reservation

Use our online tool to book equipment from the SSA Reservation Desk.

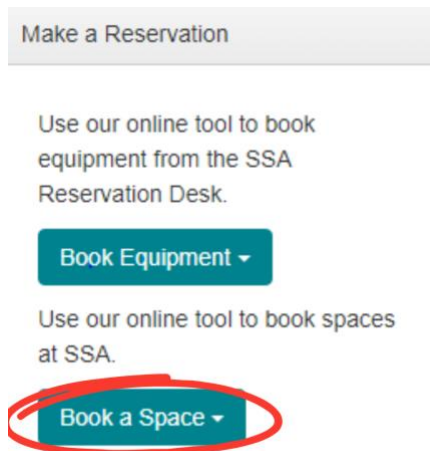
[Book Equipment](#)

Use our online tool to book spaces at SSA.

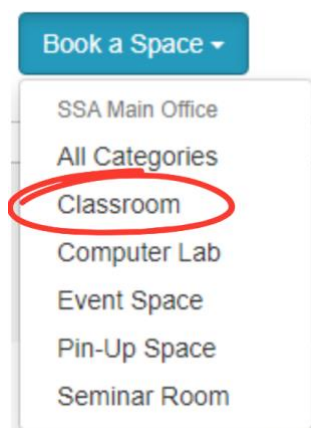
[Book a Space](#)

Powered by [Springshare](#). All rights reserved.
[Report a tech support issue.](#)

1. Navigate to <https://ssa-ccny.libcal.com> and click on *Book a Space*



2. Select any specific category you would like to book from the dropdown list.



3. You can set multiple filters based on the type of space you are looking to book.
4. For *Capacity* always *Apply to all spaces (not seats)*.

Search by Time Search by Space

Category
Classroom

Capacity
All Spaces (not seats)

Zone
1st Floor

Date
02/28/2024

From 11:00 AM **Until** 03:00 PM

Accessible Seat/Space
 Computer
 Digital Display
 Power Available
 Projector
 Wifi

Search

5. Choose any zone: *1st Floor, 2nd Floor, 2nd Floor Mezzanine, 3rd Floor, 3rd Floor Mezzanine*.
6. Select the Date availability in your preference.


Zone
1st Floor

Date
02/28/2024

7. Choose any time with the maximum of 4 hours. To extend time, please visit SSA's Main Office, room 113.
8. Select any additional filters.

- Accessible Seat/Space
- Computer
- Digital Display
- Power Available
- Projector
- wifi


9. Scroll down to check availability of the spaces. Please read the timings carefully and then click on *Book Now*.



SSA 107 (Sciame Auditorium)
Classroom | 1st Floor
Available from 12:00pm - 4:00pm Previous Booking Ends at 12:00pm

110 Accessible Seat/Space Power Available Projector wifi


[Book Now](#)



SSA 128
Classroom | 1st Floor
Available from 11:00am - 1:00pm Previous Booking Ends at 11:00am
Next Booking Starts at 1:00pm

45 Accessible Seat/Space Power Available Projector wifi Computer

[Book Now](#)

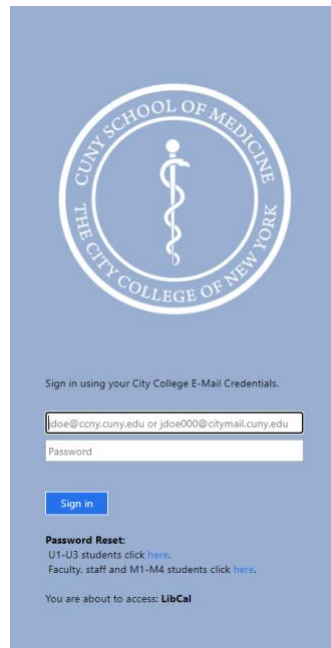


SSA 123
Classroom | 1st Floor
Available from 11:00am - 12:00pm Previous Booking Ends at 11:00am
Next Booking Starts at 12:00pm

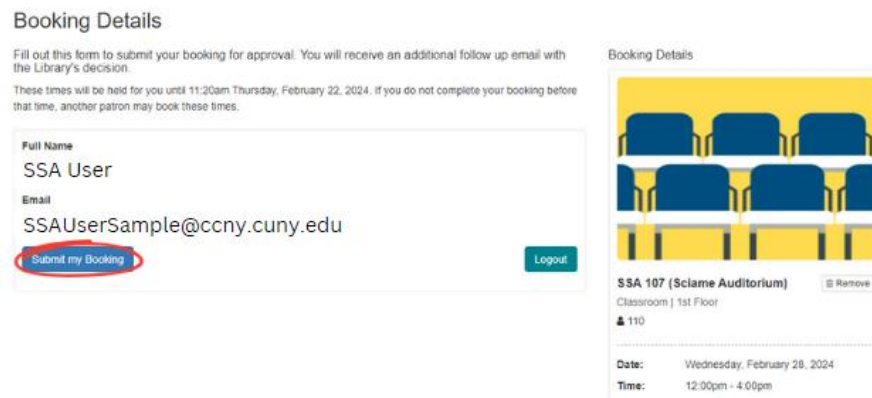
30 Accessible Seat/Space Power Available Projector wifi

[Book Now](#)

10. Enter your CCNY credentials, then use the Authenticator app for multifactor authentication (mfa).



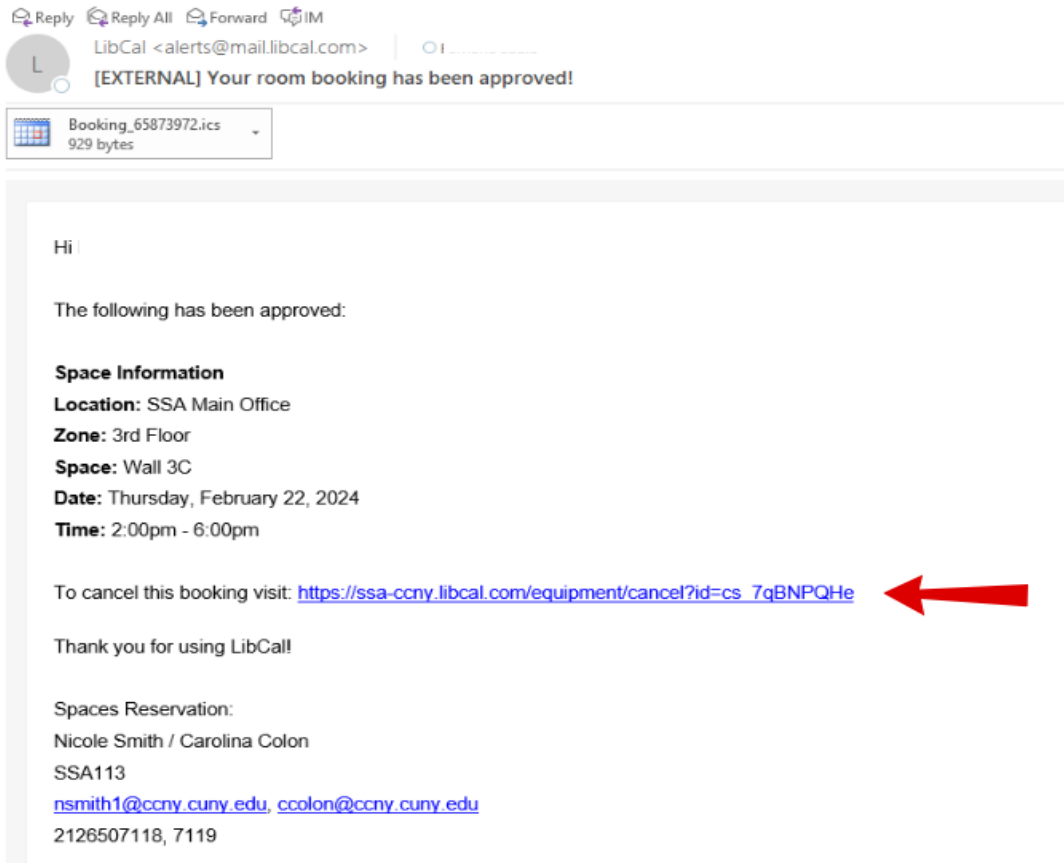
11. Click on *Submit my booking*



12. You will receive an email in your CCNY email account stating that the **booking has been submitted**. Please note that this **does not** mean that your booking has been approved.
13. Once, the Chair's Office approves your booking, you will receive an email stating that **your booking has been approved!**

Cancelling a Booking Space

1. To cancel your space booking, kindly refer to your confirmation email where you will find a link facilitating the cancellation of your space reservation.



2. Please carefully read the instructions when cancelling booking(s).

Cancel Booking

Click on the 'Cancel Booking' button to cancel an individual booking or the 'Cancel All Bookings' button to cancel all. Note that there is no additional confirmation step so please proceed carefully.

Item	Category	From	To	
M-2A	Pin-Up Space	2:00pm Friday, February 23, 2024	6:00pm Friday, February 23, 2024	<input type="button" value="Cancel Booking"/>

Cancel for ALL Bookings

Cancel for Specific Booking

How to Elude Cyber Security Threats

All the tips you need
to minimize your vulnerability to cyber threats

Office of Information Technology IT Security Office

Email: ITsecurity@ccny.cuny.edu

Phone: (212) 650 - 6565

For more information visit

CCNY Information Security website: www.ccny.cuny.edu/it/security

All members of The City College community are required to abide by the *University's Policy on Acceptable Use of Computer Resources*. These policies are on the CUNY Information Security website at <http://security.cuny.edu> under the *Security Policies & Procedures* section.

Of particular concern is the use of Non - Public University Information (NPUI), which include:

- Social Security numbers
- Birthdates
- Debit and credit card numbers User IDs with passwords
- Studer records (e.g., GPAs, transcripts, grades, test results)
- Financial Records (e.g., tax information, bills, insurance records, payroll information)
Health records
- Drivers licenses or other government - issued identification
- Those authorized to work with NPUI must use encryption to store and to transmit data. If your job duties require you to store files containing NPUI, you must have the authorization of the Chair, Dean, Director or Vice President overseeing your area.

For assistance or more information, please contact your local IT support personnel, the Information Security Office at 212 - 650 - 6565, or visit the IT Security website:
<http://www.ccny.cuny.edu/it/security.cfm>

Best Practices to E.L.U.D.E. Cybersecurity Threats

Environmental Awareness of cyber threats, risks, and best practices is essential protection.

- 1. Be careful when using online resources** (commercial accounts, email and social networks), treat sensitive information like it will be there *permanently, accessible to everyone*.
- 2. Disable online accounts** and computer devices you no longer use.
- 3. When possible, physically secure your computer** with security cables / plates; always lock building / office doors and windows when your devices are unattended.
- 4. Never leave mobile devices unattended;** thieves can steal your hardware and identity.
- 5. Regularly check your accounts,** billing statements, and credit reports for suspicious activity

Logins and Passwords should always be enabled and strong, respectively

- 6. Use strong passwords** that cannot be easily guessed or deciphered: at least 8 characters including upper- and lower-case letters, numerals and symbols. Avoid using simple identifiers like common names, dictionary words, birthdates, and anniversaries.
- 7. Use a unique password** with each account (with a password manager, if necessary).
- 8. Never share your password** or your account when logged in.
- 9. Passwords are compromised all the time,** so change your password at least every 180 days.
- 10. When available, configure your accounts to** use two-factor authentication.
- 11. Always require a password** to login to your computer, especially at computer start-ups; use a screensaver to automatically password-lock your unattended devices
- 12. Use a generic user account** for daily tasks.

Updates and Upgrades provide up-to-date protection against always evolving threats.

- 13. On all your devices, always** check for and install critical updates and security patches before using software products - including operating systems, applications, browser plug-ins and add-ons; only use products that are currently maintained by their developer.
- 14. Always use** up-to-date malware protection to protect against cyberthreats.
- 15. Outdated programs** contain security vulnerabilities; if you don't need it, delete it!

Data and Information Management organize and isolate sensitive information to avoid risk.

- 16. Exercise caution** when opening unexpected or suspicious email messages or websites, which may contain malicious attachments or links that appear legitimate.
- 17. Classify and organize** sensitive information to minimize exposure; never email or post it on public websites or email them. If you don't need it, delete it!
- 18. Back up critical data** in scheduled intervals and store it on a safe, secure backup site.

19. Learn how to securely delete unneeded data that contains confidential information, emptying the trash is not enough.

20. Before disposing of storage devices containing sensitive information use a special program to securely delete data.

Encryption securely encodes data, scrambling it to make it resistant to hacks.

21. Learn to use encryption tools (e.g. Microsoft Bit locker, 7-Zip, Macintosh File- Vault, OS X Disk Utility, VeraCrypt, True Crypt) to protect information stored on your devices.

22. Use layered file, folder and/or full disk encryption to protect confidential data.

23. Before transmitting confidential information, always ensure data encryption protocols are in effect and secure.

How Do I Guard Myself from Identity Theft?

These resources advise on understanding, avoiding, detecting, and reporting identity theft

FTC Consumer Protection Information <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>

FTC Identity Theft <https://identitytheft.gov/>

To proactively prevent identity fraud (credit card, mobile phone accounts) request free annual credit reports from the following three credit reporting agencies. For a nominal fee you can also establish a “security freeze” for each of your family members.

Equifax: <http://www.equifax.com/CreditReportAssitance/> or 1-888-766-0008

Experian: <http://www.experian.com/fraud/center.html> or 1-888-397-3742

TransUnion: <http://www.transunion.com/fraud-victim-resource/place-fraud-alert> or 1-800-680-7289

Information Security Resources

CUNY Security Awareness Program Interactive program that provides an overview of information security threats with best practices developed to keep you cyber-safe and secure. It takes approximately 30 minutes. <http://security.cuny.edu>

CUNY FERPA Tutorial This tutorial is intended to familiarize CUNY faculty and staff with the Family Educational Rights and Privacy Act (FERPA) federal privacy laws that protect student educational rights. <http://app.ccny.cuny.edu/ferpa>

CCNY Password Reset: Reset your password for applications maintained by OIT, including Citymail student email, Webmail faculty and staff email, City Central Student Portal, CCNY Wi-Fi network, library databases, iMedia and Tech Center reservation, Tech Center desktop computer

login, and many others. If you ever suspect your CCNY account has been compromised, use this utility to immediately reset your password. <http://reset.ccny.cuny.edu>.

What to do if Security Problems Occur?

If any sensitive non-public data has been potentially exposed because of theft or loss of a computer or a laptop, portable device, breach of network security or through any other means, try your best to minimize the damage end:

- Report it immediately to **ITSecurity@ccny.cuny.edu or (212) 650-6565.**
- Change all passwords immediately.

Also report phishing scams, obscene material, aggressive behavior or theft of your account credentials.