Department of Information Technology DoIT
www.jjay.cuny.edu/doit

Oversees The DoIT Helpdesk, email, Instructional Technology Support Services, Student Labs and Cyber lounges, Network Support, Audio/Visual Services, Classroom Technology Services, Student Laptop Loaner Program, Administrative Computing and much more

Administrative Technology Support Services - ATSS
http://www.jjay.cuny.edu/atss

- Helpdesk
  Visit us: http://www.jjay.cuny.edu/helpdesk
  Call us: 212-237-8200
  Email us: helpdesk@jjay.cuny.edu
  RightAnswers@JohnJay: http://www.jjay.cuny.edu/rightanswers

  DoIT’s self service Knowledgebase for IT questions and answers

- Self-Service Password & John Jay Username Account Management
  https://sspm.jjay.cuny.edu

  Your John Jay Username Account

  Allows access to Network services such as, Email, Computer Login, Wireless Access, Library Services, EZ Print Center, JStop (the student info center), Student Kiosks, Self-Service Applications, etc

  ***IMPORTANT*** PASSWORDS EXPIRE EVERY 90 DAYS:
  We highly recommend that you go to: https://sspm.jjay.cuny.edu and register your John Jay Username Account. This will ensure that if you forget your Username password you can recover it anytime day or night avoiding a call to the college IT Helpdesk. It also allows you to change and your password reset it

- Student E-mail
  http://webmail.jjay.cuny.edu/owa

  Email Web Access & Help
  http://www.jjay.cuny.edu/email

- IT System Services Status Page
  http://www.jjay.cuny.edu/systemstatus

  Status on John Jay and CUNY related Outages, Alerts, and System Notices for Email, CUNY Portal, Blackboard, eSIMS, and the Network

- Wireless Access Information
  http://www.jjay.cuny.edu/wireless

  How to connect your wireless device

- Computer Security @ John Jay
  http://www.jjay.cuny.edu/computersecurity

  A guide to protecting your computer and identity
Instructional Technology Support Services - ITSS
http://www.jjay.cuny.edu/itss

- **Student Computer Lab Center**  http://www.jjay.cuny.edu/computerlab
- **Lab Hours**  http://web.jjay.cuny.edu/itss/labhours.html
- **Blackboard Tutorials**  http://www.jjay.cuny.edu/blackboard
- **Tech Bites @ ITSS**  http://www.jjay.cuny.edu/techbites
- **Laptop Loaner Program**  http://laptoploaner.jjay.cuny.edu/
- **Student Technology Fee**  http://www.jjay.cuny.edu/TechFee
- **Rules & Policies**  http://www.jjay.cuny.edu/rulesandpolicies
- **Student Technology @John Jay Handbook**  http://www.jjay.cuny.edu/Student_Guide_to_Technology.pdf

**Additional Resources**

- **The Jay Stop**  http://jstop.jjay.cuny.edu/
  John Jay College Info Center Campus view course schedule, transcript, apply for graduation, enrollment letter, print financial aid breakdown letter, view registration stops, access the student clearinghouse site, NJ Transit benefits and much more

- **ONESTOP**  http://jstop.jjay.cuny.edu/onestop.php
  Visit us: 212-663-7867
  Call us: 212-663-7867
  Email us: onestop@jjay.cuny.edu

- **CUNY Portal**  http://portal.cuny.edu/ or  http://www.cuny.edu
  Blackboard, eSIMS, Financial Aid, Transcripts, Grades Online, CPE information, e-MALL, and much more

- **CUNY Alert**  http://www.cuny.edu/alert
  Sign up to receive text or voice alerts of emergencies and weather related closings on your campus via cell, or home phone, and email

- **Lloyd Sealy Library**  http://www.lib.jjay.cuny.edu
  Electronic Reserve  http://eres.lib.jjay.cuny.edu

- **John Jay Bookstore**  http://www.jjay.cuny.edu/bookstore

- **Academic Calendar**  http://www.jjay.cuny.edu/academiccalendar

- **Schedule of Classes**  http://www.jjay.cuny.edu/classschedules

- **College Phone Directory**  http://www.jjay.cuny.edu/phonedirectory