Information Systems Services

1) **Blackboard / MyPoly** – [http://my.poly.edu](http://my.poly.edu)

   - Blackboard (MyPoly) is the NYU-Poly's course management and community system.
   - Students can utilize the system to view their course information (syllabus, assignments, grades, etc) and also to view important announcements relevant to the Polytechnic community.
   - You can also access some quick guides and help sheets created by the Information Systems department, as well as information from other departments around the University.
   - For questions or issues about your Blackboard / MyPoly account, please contact the IS Help Desk.

2) **PeopleSoft Student Center (aka PS Data)**
   **On-Campus link** - [http://sahr.poly.edu](http://sahr.poly.edu)
   **Off-Campus link** - [http://vpn-students.poly.edu](http://vpn-students.poly.edu)

   - PeopleSoft is the University’s online Student Information System – it can be accessed from anywhere at any time using most web browsers.
   - Through the PeopleSoft Student Center, students can register for courses, get class schedules, view items that include grades, unofficial transcript, financial aid information, and pay their tuition online.
   - For questions or issues about your PeopleSoft account, please contact the IS Help Desk.

3) **Windows Live Email** – [http://mail.live.com](http://mail.live.com)

   - Windows Live is the official email system for NYU-Poly students.
   - With your Windows Live account, you get 5 GB of email storage, a customizable interface, personalized email signatures, scheduled email reminders, and the ability to integrate your Windows Live account using Microsoft Outlook.
   - Other features include incorporated calendaring systems, task and note management, multiple language support, and access to many online services such as Live Messenger, Live Spaces (share photos / profiles), and Live SkyDrive (an additional 5 GB of online storage).
   - For questions or issues about your Windows Live account, please contact the IS Help Desk.

4) **OneCard System**

   - The OneCard is a Polytechnic photo ID card that is issued to every member of the NYU-Poly community. You must wear your ID card at all times when you are on campus and swipe it at a card scanner at the security desks when entering any NYU-Poly building.
   - This card is used to gain access to all campus buildings, the gym, and the fitness center; to pay for meal charges at the Lackmann cafeteria; to pay for copies made in the print shop; and to borrow books from the Dibner library.
   - Your OneCard can be replenished in $20 increment using the kiosk inside the Lackmann cafeteria or through Student Accounts in JB 256.
   - Only dorm students can use their ID card to enter the Othmer Residence Hall.
   - Lost or Stolen ID cards must be reported immediately to the OneCard Office. A replacement card costs $20 and must be paid at the Student Account's office in JB 256. After paying, bring your receipt to the Facilities Management Office in JB 152 and a new card will be issued.
   - For questions or issues about your OneCard ID, please contact the OneCard office.
5) **IS Help Desk** – [http://www.poly.edu/computing](http://www.poly.edu/computing)

- The IS Help Desk is here to help with all your IT needs:
- We troubleshoot and resolve issues related to email, network/phone connectivity, network access, PeopleSoft, and MyPoly; provide default login credentials and password resets for email, MyPoly, and PeopleSoft accounts; answer how-to questions and provide assistance in utilizing services offered by IS.


- The Laptop Help Desk assists the NYU-Poly community with laptop-related issues, problems, and requests from students, faculty, and staff.
- We handle software installation and troubleshoot issues related to installed applications and/or troubleshoot hardware issues such as data recovery & transfer, external devices, part replacement, etc.; load images on student laptops that were bought through the NYU-Poly laptop program; provide hardware and software recommendations for incoming students, answer how-to questions and provide assistance in utilizing services offered by IS.
- For questions or issues about your laptop, please contact the Laptop Help Desk.

### Office Hours & Links

**IS Help Desk**

- Located in RH 337
- Office Hours: Monday – Friday: 9:00am – 5:00pm
- Phone: (718) 260-3123 (24-hour phone support)
- Email: help@poly.edu

**Laptop Help Desk**

- Located in RH 339
- Office Hours:
  - Fall & Spring Semesters: Monday – Friday: 9:00am – 4:45pm
  - Summer & Mini-Session: Monday – Friday: 10:00am – 4:00pm
- Phone: (718) 260-3368
- Email: notebook@poly.edu

**OneCard Office:**

- Located in RH 333
- Office Hours: Monday – Friday: 9:00am – 5:00pm
- Phone: (718) 260-3934
- Email: wfiguero@poly.edu

**Computer Lab:**

- Located in JAB 775
- Lab Hours:
  - Monday – Thursday: 8:00am – 9:00pm
  - Friday: 8:00am – 7:00pm
  - Saturday: 9:00am – 5:00pm