

# STUDENT TECH GUIDE

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**IT SERVICE DESK**

**HELPIT@MEC.CUNY.EDU**



# 1

## Connect IT.

### Your Login Identity


**Username/SSID/Identity:**  
STDM\Firstname.Lastname

**Password:** Mec@YYMM

YY = 2 Digit Birth Year

MM = 2 Digit Birth Month

# 2




## Wi-Fi

### Network Access

Open Wi-Fi > Click "Connect Automatically"  
> Click Connet > Enter your UserName into  
Username/SSID/Identity > Enter your  
Password into Password (**See#1**)

# 3

## Connect SafeConnect

When surfing the web  
check for a  in the url  
to know the site is safe.





# 4 Improve Connection

Keep the number of programs and web pages currently running to a minimum.

# Secure IT.

← → ⓘ www.mec.cuny.edu



## Password

- Never share your password
- Use a password of at least eight characters
- Change your password often
- Don't use the same password on multiple sites
- Treat your password like your debit card

## Network

- Configure your device to use the MEC Wi-Fi network, not MEC-Guest, while on campus

## Phishing

- MEC IT will not ask for personal information via email. (e.g., Username & Password)
- Be sure of the authenticity of any email you receive, check if you recognize the sender's email, excessive typos, suspicious links or requests for personal info.

## Antivirus

- Keep your antivirus software up to date
- Use regularly updated anti-virus solution
- McAfee is available to students for free in the CUNY Mall located on the CUNY portal site. ([http://cunyportal.cuny.edu/cpr/authenticate\\_portal\\_login.jsp](http://cunyportal.cuny.edu/cpr/authenticate_portal_login.jsp))

**Fix IT.**

# IT SERVICE DESK

For account access issues (e.g., CUNYfirst,  
BlackBoard, Email, Printing and Wi-Fi)

**Go to Bedford room B2022**

**Email: [HELPIT@MEC.CUNY.EDU](mailto:HELPIT@MEC.CUNY.EDU)**

**TEL. 718.270.6262**

**[MEC.CUNY.EDU/HELPDESK](http://MEC.CUNY.EDU/HELPDESK)**

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## **Repair**

MEC IT does not  
fix or repair personal  
devices (e.g., tablets,  
phones, laptops, etc.)

## **CUNYFirst**

The IT Service  
Desk can assist  
with account  
related issues



# NOTES

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