TECH CENTER RULES

RULES CAN ALSO BE FOUND ON THE TECH CENTER WEBSITE:
https://www.ccny.cuny.edu/it/rules_tech_center

General Rules/ Conduct

Rules of conduct in the lab are designed to keep our laboratories in good working order, and to help us provide a civil, productive and safe working environment for students. Violators of these policies will be asked to leave the lab and may have both their security access and computer account suspended.

- Please be respectful, considerate, and speak quietly.
- Never share your username and password with anyone.
- There is no eating or drinking allowed in the labs.
- Students working in classrooms must log off and leave the lab before the beginning of any scheduled class.
- Talking on cell phones is prohibited; if you must make or take a call, please leave the lab.
- Any audio or video must be listened to through personal headphones so that others cannot hear.
- If you are asked by Tech Center staff, a faculty member, or a Public Safety officer to show your City College ID card, to identify yourself, and/or to leave the lab, you must comply with this request.
- Do not tamper with computers or printers, if they are not functioning properly ask our staff for assistance.
- To help maintain equipment and hygiene, please keep your feet off tables and chairs and your shoes and socks on.
- When you are finished using your station please remember to log off, clean up after yourself, push in your chair, and return any equipment or supplies you checked out.

General Information and Advice

Please always be mindful to surf safely, respect others, and log off.

The TECHCenter is not responsible for lost or stolen items, including devices, personal belongings, files, or documents.

Never share your username and password with anyone. In addition to allowing you to log in to Tech Center computers, they also grant access to your Citymail account, wifi, print quota, print release stations, WebCheckout reservations, and the City Central student portal, which provide access to privileged information including your class schedule and transcript.

You are responsible for saving your work. We recommend storing your documents on a USB drive, e-mail or cloud service.

Warnings are issued 30 minutes in advance of TECHCenter closings. Back areas are closed one hour prior to closing. Classrooms are closed at 9 PM or after the last class ends M-F.

Lab Assistance

Our lab staff is committed to providing a civil, productive and safe working environment for our students.

To report any lab-related problems, including software, hardware, printing, AV, door access, or behavior or policy issues, send email to techcenter@ccny.cuny.edu. A copy of your email will go to all IT staff and will be answered by the appropriate person.

Your email must include the following information:

- Name of computer you are working on.
- Name of software program.
- Exact copies of any error messages.

The more information you provide the better the chance the problem will be resolved.

Printing

- Pages will be reset in the amount of 1,000 pages on the day before the start of Fall and Spring semesters.
- Large print jobs must be broken into 20 page increments.
- Protect your quota- Do not forget to logout.
- FOR MORE INFORMATION PLEASE VISIT THE IT WEBSITE AT www.ccny.cuny.edu/it/printing

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Our TECHCenter staff can be identified by those wearing a name tag and grey vest with STAFF imprinted on the back. They are here to assist you, please treat them and your fellow users with courtesy and respect.

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Reservations

- Rooms are for current CCNY students, with a valid CCNY ID. A valid CCNY ID with a current semester sticker is required for WebCheckout registration and access to a Study Room.
- Reservations are done at the top of the hour, and must be scheduled no later than 10 minutes prior to the hour. All reservations that are not scheduled prior to the 10 minute cut off will have to be scheduled for the following hour, patrons will be granted access 45 minutes earlier than the scheduled reservation pending the room availability. (example: 12:00 pm reservations can access their reservations at 11:15 am, pending the room is available)
- There is a 15-minute grace period before an advance reservation is automatically canceled.
- Reservations can be scheduled for intervals of 45 minutes, 1 hour 45 minutes or 2 hour 45 minutes. For Media Study Rooms time extensions, you may have a group member make an advanced reservation for consecutive hours in the same room. For Study Room extensions, the maximum extension times are 2 hours, 45 minutes, this is done no earlier than 30 min prior to reservation ending.
- All reservations are subject to availability, based on a first-come, first-served basis.
- All reservations must be checked in at the Reservation Desk prior to admittance.
- Access to Study Rooms is provided by the TECHCenter staff.
- Please remove all personal items from the room, including any trash from tables and floors when your reservation is over. We are not responsible for lost/stolen items. Doors are only locked after current reservations are over.
- Dry erase boards/ markers:
  - Study Room markers are provided at the reservation desk. ID cards will be kept in the front desk pending return of the marker. There are two markers in the Media Study Rooms, additional markers can be provided same as Study Rooms.
  - Please refrain from using any markers other than those provided.
  - Please try to keep markers capped when not in use, they will dry out.
  - Please try not to push hard on the markers, they will get damaged
  - Please clean boards and place chairs back prior to leaving the room

- Media study rooms:
  - Each Media Study Room has a minimum of 3 and a maximum of 6 occupants per room, each with no more than 1 CCNY affiliated staff member per room, as a guest. Check- ins require the minimum of 3 occupants to be present at time of check-in.
    - A minimum of 3 students should remain in the rooms at all times. If there are only two students occupying the MSR room they will receive one 10 minute warning and one 5 minute warning, for a total of 15 minutes. After the 15 minutes, reservation will be terminated; occupants will be informed.
  - Keep voices down- there is no ceiling in the MSR rooms, you could be heard.
  - Laptops:
    - ID cards will be kept at front desk in place of the laptop. IDs will be returned upon laptop's return.
    - Ethernet cables, power adaptors and the circle pod must be plugged in prior to turning on laptop.
    - Sign in for laptops are the same as your CCNY Citymail email username and password.
    - When returning laptops, please have the chargers wrapped, the laptops are shut off.
- Study rooms:
  - Each Study Room reservation is done by desk, not by room. Each occupant must make their own reservation (either reserving table A or B per room).

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