What happens on the weekend of December 17-19th?

The IT department will be making the change from @s.nycc.edu being the primary domain name to @s.northeastcollege.edu. This involves updating all email, network logins, computers, and servers on campus. These systems will be converted to connect to the new Northeast network. Critical systems will be updated first, and you should have access to your email by the morning of the 18th. All email messages sent to you during the conversion will be saved and delivered to your inbox once the maintenance is completed. Desktop PCs, printers, and other internal devices and servers will be updated over the weekend.

If you use shortcuts for commonly used applications, you’ll need to update them (replace ‘nycc’ with ‘northeastcollege’).

- Email – [https://outlook.com](https://outlook.com)
- Student portal – [https://cams.northeastcollege.edu/estudent/login.asp](https://cams.northeastcollege.edu/estudent/login.asp)
- Online Learning / D2L – [https://onlinelearning.northeastcollege.edu](https://onlinelearning.northeastcollege.edu)
- Northeast website – [https://www.northeastcollege.edu](https://www.northeastcollege.edu)

What will I need to do with email on my phone/tablet or home PC?

Once the conversion to the Northeast emails is completed, you may need to delete the account from your device and add it again with the new credentials (userid@s.northeastcollege.edu) and your same password.

What if something’s not working? How do I get support?

- Send an email to helpdesk@northeastcollege.edu to create a ticket (please describe the issue in the subject line)
- Can call the IT department Monday through Friday 7:30 a.m. to 4:30 p.m. at 315-568-3223, or visit one of our offices.
- Contact ATE for issues with (email Steve Weidner at sweidner@northeastcollege.edu):
  - D2L
  - ExamSoft

What will happen with my nycc.edu email after the 17th?

Messages sent to your s.nycc.edu email address will continue to be delivered to your inbox. When you respond to those messages they will automatically be sent from your @s.northeastcollege.edu address.

How do I log in to (application)?

If the application you’re logging into uses only your userid (without the “@s.nycc.edu” portion), you will continue to use the same information.

If you use your email address to log in to a system, you’ll most likely need to start using your @northeastcollege.edu email address with the same password after the 17th. Exceptions are for websites and tools that you use online that are not managed by the college IT department. For a list of IT managed systems, click here.