

Tips On Updating Contact Info. ?

When updating, use the standard syntax that is being used on the form already. For example under Room No. the room starts with AC, if you are in other buildings start the room number with the corresponding letters like HP, etc.

When you are finished updating the all information, click on the Save button located to the right bottom.

Anytime someone in your area changes, this would be the best place to reflect that change while informing our Service Desk so that other things can start to be processed making moves, adds, and changes more manageable here at York College.

The next few screens are for some advanced features in case some of you would like to start using rDirectory to look people up in a variety of ways.

If you are a department administrative assistant you have the ability to update contact information for others in your department. If you are a Chair you have the ability to update the functional title for people who work for you in your department.

Additional Features



If you click on the "Contacts" tab you can look up anyone in the directory using advance filters not available in Microsoft Outlook. What's more you can export those lists for other uses.

While in the Contacts tab you can find employees of York using a drop down which gives you many search options.

Additional Benefits

rDirectory also helps when you need a password re-set in two ways.

1. Setup your challenge questions profile. This will allow you to reset your network ID without the intervention of IT, on campus or off campus.
2. Setup an alternate email address. This will allow you to receive a temporary password via alternate email address without having to go through the current authentication process which requires a department head to reach out to you, confirm a cell phone number and set up a time to reach you in order to insure you are who you say you are.

rDirectory makes managing contact information easy and accessible while benefiting everyone who needs to reach out and make a connection that is on target and current.

Who Can Access rDirectory

Everyone has access but not every has access to update or make changes. There are certain roles who have responsibility for department changes like functional titles, roles, and secondary departments, etc. However, all faculty and staff have access to update at minimum location and phone extension information as well as adding the alternate email address. Everyone has access to update challenge questions which we strongly encourage everyone to update for purposes of having the ability to self service password changes.

Service Desk Call Center at York
<http://www.york.cuny.edu/it/service-delivery-unit>
Room: AC-2E03D
Tel: 718-262-5311

94-20 GUY R. BREWER BOULEVARD

<http://www.york.cuny.edu/it/service-delivery-unit/yconnect>

You can also call our Service Desk Contact Center at Ext. 5311



Faculty / Staff



rDirectory— Contact & Identity Tool

What Is rDirectory?

rDirectory is a unique solution for managing identity information that allows users to independently update their contact and other directory information. Essentially, this self-service product is an easy to use web-based directory. The benefit is that all phone contact and other directory information needed to find individuals in our organization will be current.

Phone and office contact information for staff found in the global address in Microsoft Outlook will be up-to-date as well. Users who access this efficient self-service tool to update their own information will also have access to look up information via filters that are not available in Outlook. You will also be able to create your own lists and groups using rDirectory.

This brochure is designed to give you a **quick** overview on how to access rDirectory and get you started on this exciting service.

rDirectory is available to all York faculty, staff and students right now. Everyone with a York network account can access the system.

Use the following link to start using the system now: <https://rdirectory> while on campus.

The following is a list of some of the benefits of using rDirectory:

1. All contact directories stay current with everyone's participation
2. You can do look up by filters such as roles or titles or empID
3. An alternate email can be added for self service password reset assistance
4. You can setup your personal profile for challenge questions which allow self password resets without requiring IT assistance
5. You can create and save lists to Excel
6. You can email directly to filtered lookups

How Do I Get In?

On campus or off campus you can access rDirectory from any web browser. Use the following link:

<https://rdirectory>

You will see the following screen:

York College

My Profile | Contacts

Employee Gregory Vega

General

First Name: Gregory

Last Name: Vega

Phone: 718-262-5231

Virtual Voice

Mail:

Room No.: AC-2E03D

If you do not see the above screen, you may be prompted to log in. If this does not work, contact our the IT Service Desk.

Depending on your role in your department you may see many of the fields in the next screen. What you can update is depended on your role.

My Profile | Contacts | Workstations | Create Accounts

Employee Greg Vega

General

First Name	Gregory
Last Name	Vega
Phone	718-262-5231
Virtual Voice Mail	
Room No.	AC-2E03D
Department	Computer Svcs
Department Code	
Manager	
Assistant	
Employee Type	Staff
Functional Title	
Payroll Title	
IT Self Service	york-sd/helpdesk

Phones & Notes | Member Of | My IDs & Email | Telecom Info

Business	718-262-5231	Notes
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How Do I Edit My Contact Info ?

Once you have successfully logged in you should see at the top right of the form and Edit icon.

Switch to Designer | Change Logon: Greg Vega

Change Password | **Edit** | Email | Print

Photo

The standard fields that most personnel can edit have red asterisk next to them.

York College

My Profile | Contacts

Edit Employee Gregory Vega

Personal

Room No.: AC-2E03D *

Phone: 718-262-5231 *

Home Phone:

Fax Number:

ID Card No.: 195 *

Employee Type: Staff

Assistant: Catherine Yacevonis

Telecom Note:

Manager:

Functional Title: Director Service Delivery *

Other Titles:

Roles:

Department Number 2:

Department Number 3:

Additional Email: g.vega@york.com *

PW Reset Profile: Password Reset Profile available

E-Mail Signature Department: Computer Svcs *

E-Mail Signature Department: Director Service Delivery *

E-Mail Signature Title: