

SUNY Poly uses the following methods for communicating with the college community.

SUNY Poly E-mail

The college's e-mail system is used for **official and confidential communications** with students, faculty and staff. Messages from professors, advisers and offices about business specific to you as well as broadcast announcements about changes in hours and services, cancellations and other official notifications are sent to SUNY Poly e-mail addresses.

Check your SUNY Poly e-mail often and use it to send all college related e-mails.

- **It will be ready to use within an hour of SITNet ID account activation.**
- **SUNY Poly e-mail is accessible to all users at <http://email.sunyit.edu>.**
- For quick access to e-mail once it's been activated, links are provided on the SUNY Poly homepage, Current Students, and Faculty & Staff pages.
- Students should continue to check their e-mail during semester breaks, recesses and after graduation.

Contact the campus ITS Helpdesk if you have questions or problems with your SUNY Poly e-mail.

Phone: (315) 792-7440

Email: helpdesk@sunyit.edu

<http://helpdesk.sunyit.edu>

Postal Mail

US postal mail is used for some correspondence like refund checks. Offices needing to contact you by postal service will use your mailing address in Banner. Make sure you keep it up-to-date in Banner. You will find this in Banner under the "Personal Information" menu.

Phone

Offices may need to contact you by phone. Typically, phone numbers are used by University Police and the Residence Life office for emergency purposes. Please keep your phone, work and cell phone numbers up-to-date in Banner. You will find the place to update them in Banner under the "Personal Information" menu.

ITS website: <https://sunypoly.edu/its>