COLLEGE IN HIGH SCHOOL STUDENT GUIDE TO CAMPUS POLICIES & SERVICES

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Activating your Campus Computer Account (CCA)

Your Campus Computer Account is very important. It is the primary method of logging into most web-based campus services. Your username will stick with you indefinitely. Inside your acceptance packet you will see a brightly colored page. This page includes your username and P#; follow the instructions to set a permanent password and setup your security questions.

***IMPORTANT – DO NOT DISCARD***

NEW STUDENT FIRST-TIME CAMPUS COMPUTER ACCOUNT LOGIN INSTRUCTIONS

To:  «First_Name» «Last_Name»
From: SUNY Potsdam Computing & Technology Services
Re:  Campus Computer Account
Date: November 26, 2018

You have been assigned a Potsdam Campus Computer Account (CCA) and a Potsdam ID. Your CCA will be used to login to all SUNY Potsdam campus computing services (including BearPAWS and email). Your Potsdam ID is used for identification purposes at SUNY Potsdam.

CCA Username:  «Email»
Potsdam ID:  «P_ID»

To ACTIVATE your CCA:
1. Go to https://account.potsdam.edu/
2. Enter your CCA username from above
3. Click on the button «I forgot my password or am setting it for the first time»
4. You will be presented with a set of pre-established security questions and answers which will need to be answered correctly
5. You will be prompted to set your password

If you are unable to answer the pre-established questions correctly, please go to www.potsdam.edu/cts/services/cca and follow instructions for «what if I can’t answer my security questions».

Please memorize your Potsdam ID and CCA username and password.
Accessing BearPAWS

BearPAWS is Potsdam’s Web Database for Students. BearPAWS is used to access your Potsdam ID, student schedule, academic history (unofficial transcripts and grades), check holds, update your personal information, etc.

Contact the CTS Helpdesk at 315-267-4444 or email helpdesk@potsdam.edu with any technical programs or questions.

1. Type bearpaws.potsdam.edu into your web browser of choice
2. Use username from Campus Computer Account and password that you created to login

Setting up Guest Access to BearPAWS

Students may allow a Proxy, such as a parent, to access selected BearPAWS pages and/or contact designated campus offices.

A presentation on how to set up guest access is available at https://prezi.com/jzm-plq0ry-k/how-to-add-a-web-for-proxy-guest-on-your-bearpaws-account/?utm_campaign=share&utm_medium=copy

Setting up Proxy Guest account(s):

- **The Student** must log into http://bearpaws.potsdam.edu/
- Click **Web for Proxy** tab
- Click on **Proxy Management**
- Click on **Add Proxy**
- Fill in your Proxy Guest's information
- Click on **Expand Proxy** to verify your Proxy Guest
- Review FERPA information
- Fill out the Proxy Guest **Profile**
- Your Proxy Guest will need to verify the email and activate the PIN
- **Email Passphrase** to your Proxy Guest, if you opted to give permission for your Proxy to contact designated campus offices by creating a Passphrase
- Click on **Authorization** to authorize information to which your Proxy Guest may have access
- You have successfully added your Proxy Guest!

**Proxy Guest Login**

**INITIAL Login:**

- Proxy Guest will receive email with link; click on the link, use the temporary password, and then create a new password

**SUBSEQUENT/Regular Login:**

- Proxy Guest goes to [http://bearpaws.potsdam.edu/](http://bearpaws.potsdam.edu/)
- Click on the green **Web for Proxy Access** link above the student login
- Type in your **Email Address**
- Type in your **PIN/Password** and click **Login**

**Managing Proxy Guest Access**

- **The Student** must login to [http://bearpaws.potsdam.edu/](http://bearpaws.potsdam.edu/)
- Select **Web for Proxy**
- Click on **Proxy Management**
- To modify your Proxy Guest settings, click on **Expand Proxy**
  - **Here You Can:**
    - Disable or extend your Proxy Guest access by changing the dates on **Profile**
    - Add or remove access to specific information under **Authorization**
    - Resend your verification email under **Communication**. Your Proxy will have another five days to verify his/her email when you resend your email.

**Questions**

If you have any questions, please contact proxyguest@potsdam.edu.
Accessing Student Services

Navigate to “Student Services & Financial Aid” by selecting either the menu tab along the top or the first link in the Main Menu.

Select “Student Records”
The Office of Student Accounts coordinates the billing process, processes payments made to student accounts and manages the semester and annual payment plans. Students should review their online billing statement frequently at the start of each semester in BearPAWS to monitor changes to their account, available 24/7.

To view the updated and most current bill, students must sign in to BearPAWS:

1. Navigate to bearpaws.potsdam.edu
2. Select Student Services and Financial Aid
3. Select Student Records
4. Select eBill

**Payments** may be made in person, by mail, or online. Late payments are subject to late fees. We accept:

- U.S. currency. Please do not mail cash!
- Checks payable to “SUNY Potsdam”
- VISA and MasterCard debit/credit cards

If you are using a debit card please ensure any daily limits will not prevent the successful processing of the payment. Credit card payments will post to your student account the same day payment is received. In-person payments can be made in the Student Accounts Office, Raymond Hall, Room 412, from 8 am – 4:30 pm Monday through Friday. To ensure proper application of the payment please know your Potsdam ID number.

Mailed check payments must be received on or before the due date to avoid late fees. A postmark on or before the due date does not constitute evidence of having paid on time. All checks should be in US FUNDS and made payable to SUNY Potsdam with the Student Potsdam ID number written on the check and mailed to our lock box location address listing on the bill. Credit/Debit Card payments are processed through the student’s on-line billing statement in BearPAWS.

**Account Holds**

A hold is placed on the student record if an outstanding balance exists. A hold prevents students from registering for upcoming semesters, receiving grades, receiving official academic transcripts, receiving a diploma and accessing housing and meal selection.
Setting up “Authorized Payers” in CASHNet

To set up an Authorized Payer through CASHnet, students can log in to BearPaws and complete the following steps:

1. Select Student Services & Financial Aid
2. Select Student Records
3. Select eBill (student will automatically be taken to the CASHnet site)
4. On the first page of the CASHnet site, scroll down to the box labeled "Authorized Users"
5. Select "Add New"
6. Enter the required information for the new authorized payer

A welcome email will be sent to the email address entered above. The email will contain the optional note, login ID, temporary password and a link to access this site.

Once the Authorized Payer receives the confirmation email, they will be able to log in to CASHnet and view the eBill at [https://commerce.cashnet.com/cashnetk/selfserve/ebilllogin.aspx?client=POTSDAM_PROD&LT=P](https://commerce.cashnet.com/cashnetk/selfserve/ebilllogin.aspx?client=POTSDAM_PROD&LT=P)
Viewing (Unofficial) Academic Transcript

To view your Academic Transcript, students must sign in to BearPAWS:

1. Navigate to bearpaws.potsdam.edu
2. Select Student Services and Financial Aid
3. Select Student Records
4. Select Academic Transcript

To request an official transcript, receive verification of enrollment, or change your address please contact the Registrar's Office at (315) 267-2154 or by e-mail at registrar@potsdam.edu or visit http://www.potsdam.edu/offices/registrar/transcripts

Viewing Final Grades

To view your Final Grades, students must sign in to BearPAWS:

1. Navigate to bearpaws.potsdam.edu
2. Select Student Services and Financial Aid
3. Select Student Records
4. Select Final Grades
Viewing & Updating Personal Information

You can view and update your personal information through BearPAWS. If you have a change in address, phone, email, etc. please make sure to notify the campus.
Accessing Campus Email

Your Potsdam e-mail is the official e-mail used by instructors and faculty/staff at Potsdam for correspondence.

1. In a web-browser of your choice, type portal.office.com

2. Enter your campus computer account username and press enter or click “Sign In”

3. Once redirected to SUNY Potsdam’s log in page, re-enter your username and password

4. You have now successfully logged into Office 365. To access your email, click on the Mail icon
Good afternoon,
Accessing Library Services

To access web-based resources, type http://www.library.potsdam.edu/ in a web-browser of your choice.

A Potsdam SUNYCard is required for on campus circulation at Crumb in the Lougheed Learning Commons and Crane Libraries.
SUNYCard

All SUNY Potsdam students, faculty and staff are eligible for a Campus ID Card.

The card functions as the official College ID and is used to access:

- FLEX Dining Credits
- Bear Express Accounts
- copiers
- vending machines
- use of facilities in Maxcy Hall
- material sign out in Crane and Crumb Libraries

If you have questions concerning your ID card, contact the PACES Business Office in Merritt Hall at (315) 267-2658.

The card is the property of PACES and non-transferrable; no one else is allowed to hold, carry or use it. The card must be presented upon request for programs & services. Fraudulent or improper use will result in disciplinary action in accordance with Campus policies and procedures.

PACES is not responsible for any loss or expense resulting from the loss, theft, or misuse of this card.

Report your card lost or stolen on BearPAWS

- To avoid the possibility of someone else using your card, lost or stolen cards should be deactivated through BearPAWS. It is the responsibility of the owner to deactivate their card.

- New cards may be obtained at the SUNYCard Office during regular business hours. A non-refundable fee of $10 will be imposed for replacement of lost cards or cards with a new picture. Broken cards are replaced for free.
- When classes are in session, the office is open Monday thru Thursday from 8am until 4:30pm, and until 4pm on Friday.

- PACES is not responsible for purchases made with lost or stolen cards.

Check Balance History, Sign up for Low Balance warning

- Log into sunycard.potsdam.edu with your CCA
- Use left navigation to access low balance menu

To deactivate or reactivate a card:

- Log into BearPAWS
- Click on College Life and Auxiliary Services
- Click on Report lost/found SUNYCard
• Click Inactivate- if reporting card lost
• Click on activate- if reporting card found.

Upload your photo

Log into sunycard.potsdam.edu with your Campus Computer Account name & password.

We need a .jpg image, taken in the last six months, with a plain background and space above your head, showing your neck and shoulders. The image must meet passport photo requirements.

*What pose should the photos show?*

The photo should show a clear, front view, full face of the customer. The customer should be in normal street attire, without hat or dark glasses against a plain white or off-white background. You should have a natural expression, mouth closed, and eyes open and looking directly ahead. Photos in which the face of the person being photographed is not in focus will not be accepted.

*How big should the head be in the photo?*

Your head should be centered in the photo, and should not be tilted up, down or to the side. It should cover about 50% of the area of the photo.

*Can hats or religious headgear be worn for the photo?*

Unless worn daily for religious reasons, all hats or headgear should be removed for the photo. In all cases, no item or attire should cover or otherwise obscure any part of the face. Can eyeglasses be worn for the photo? Eyeglasses worn on a daily basis can be worn for the photo. However, there should be no reflections from the eyeglasses that obscures the eyes.

*You must bring a government photo ID to pick up your campus card: Passport, NYS driver's license or original birth certificate.*

Your SUNYCard also gives you access to a number of discounts around town.
Requesting Official Transcripts

SUNY Potsdam has made it quick and easy to order your official transcript securely online by retaining Credentials Inc. TranscriptsPlus. Please note that we are no longer accepting transcript requests by fax or mail.

No transcript will be released if you have any outstanding financial obligations to the College or if any restrictive holds have been placed on your student records.

You can order your transcript through your BearPAWS account. When ordering through BearPAWS, your information will be automatically populated and a signature page will generally not be required. If you do not have your login information for BearPAWS, please follow the instructions below to go directly to the Credentials Inc website to place your order.

You can also visit the Credentials Inc. TranscriptsPlus website. Alternately, you can call Credentials Inc. at (847) 716-3005 to place your transcript request. There is an additional operator surcharge of $15 for placing orders over the telephone.

Check the status of your transcript order here - You will need your transcript request order number.

Fees & Delivery Options

Official Transcripts are $10 per transcript for regular first class mail or electronic (PDF) transmissions.

- Domestic Federal Express to main 48 states $20.00 (Additional Per Recipient)
- Domestic Federal Express to Alaska or Hawaii $23.00 (Additional Per Recipient)
- International Federal Express $43.00 (Additional Per Recipient)

Please Note: Expedited shipping options are not available for Offline (pre-1986 or study abroad) records.

Electronic Transcript Certificate of Authenticity

SUNY Potsdam has appointed Credentials Inc. as the designated agent for processing and sending official electronic transcripts on behalf of SUNY Potsdam. The PDF transcript that is produced using this service contains the identical information as the printed transcript and can be certified as unaltered by uploading the file to the company’s website that is provided during the delivery process. Credentials Inc. has been granted the authority to deliver all such electronic transcript requests on behalf of SUNY Potsdam and respond to any inquiries regarding the transactions.

Students Enrolled in Fall 2002 or After

You may request a transcript in person at the Registrar’s Office or via email for no processing fee if enrolled at SUNY Potsdam in Fall 2002 or after. Transcripts requested using this option will be processed on the second and fourth Wednesday of each month. The transcript will only be issued directly to the student. To have the transcript issued to another entity such as a school or employer, the request must be done through one of the two options noted above. Choosing this option requires the following information:

- Your name and any other name you may have used while attending SUNY Potsdam
- Student ID number (or social security number)
- Your current phone number, mailing address and email address
Dates of attendance
- We send all transcripts unless you specify just graduate or undergraduate
- Please indicate if you want transcript held until current semester grades are posted and/or until the degree is posted
- **Be sure to sign your request with your full legal name** - we are required by law to obtain your signature for each request. Requests with improper or incomplete legal signatures will be returned.

Unofficial Transcripts

The Office of the Registrar does not issue unofficial transcripts. To access your unofficial transcripts, please login to [BearPAWS](#).

Right to Privacy

The Privacy Act of 1975, Family Educational Rights and Privacy Act (FERPA), prohibits us from releasing your academic record to anyone without your WRITTEN permission. [Learn More](#)

Questions?

If you have technical questions, please call Credentials Inc. at (847) 716-3005.

Registrar's Office
SUNY Potsdam
44 Pierrepont Ave.
Potsdam, NY 13676
**Phone:** (315) 267-2154
**Email:** transcripts@potsdam.edu
Important Campus Contact Information

All phone numbers are in the (315) area code:

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Location</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Early College Programs</td>
<td>Satterlee 111</td>
<td>267-2926</td>
<td><a href="mailto:earlycollege@potsdam.edu">earlycollege@potsdam.edu</a></td>
</tr>
<tr>
<td>Undergraduate Admission Office</td>
<td>Raymond 112</td>
<td>267-2180</td>
<td><a href="mailto:admissions@potsdam.edu">admissions@potsdam.edu</a></td>
</tr>
<tr>
<td>Student Accounts (Billing)</td>
<td>Raymond 412</td>
<td>267-2137</td>
<td><a href="mailto:student-accounts@potsdam.edu">student-accounts@potsdam.edu</a></td>
</tr>
<tr>
<td>Computing &amp; Technology Services Helpdesk</td>
<td>Stillman 103</td>
<td>267-4444</td>
<td><a href="mailto:helpdesk@potsdam.edu">helpdesk@potsdam.edu</a></td>
</tr>
<tr>
<td>Registrar’s Office (Transcripts)</td>
<td>Raymond 313</td>
<td>267-2154</td>
<td><a href="mailto:registrar@potsdam.edu">registrar@potsdam.edu</a></td>
</tr>
<tr>
<td>Lougheed Learning Commons (Library)</td>
<td>Crumb 120A</td>
<td>267-2485</td>
<td><a href="mailto:library@potsdam.edu">library@potsdam.edu</a></td>
</tr>
<tr>
<td>SUNYCard Office</td>
<td>Merritt 121</td>
<td>267-2658</td>
<td><a href="mailto:wingkr@potsdam.edu">wingkr@potsdam.edu</a></td>
</tr>
<tr>
<td>University Police</td>
<td>VanHousen S181</td>
<td>267-2222</td>
<td><a href="mailto:universitypolice@potsdam.edu">universitypolice@potsdam.edu</a></td>
</tr>
</tbody>
</table>
Course Add/Drop Policies

Beyond the traditional application/registration period, course additions and drops may be possible and will be considered on a case-by-case basis. See the CHS Academic Calendar and Deadlines for specific dates associated with each term.

Once a student has been accepted into the program, they may request to add or drop a course by submitting the appropriate form to the Office of Early College Programs. You will need to provide specific course information, available in BearPAWS or on the enrollment confirmation sheet included in your acceptance packet.

Dropping a course will permanently remove it from your official college record (transcript).