EARLY COLLEGE PROGRAMS

NON-MATRICULATED (NON-DEGREE SEEKING)

STUDENT GUIDE TO CAMPUS POLICIES & SERVICES

LAST UPDATED: 6/12/19
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 «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/
• 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/
• Select Web for Proxy
• Click on Proxy Management
• To modify your Proxy Guest settings, click on Expand Proxy
Here You Can:
  o Disable or extend your Proxy Guest access by changing the dates on Profile
  o Add or remove access to specific information under Authorization
  o 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”
Viewing & Paying Bill

Office of Student Accounts
412 Raymond Hall
(315) 267-2137
student-accounts@potsdam.edu
www.potsdam.edu/offices/studentaccounts

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 “Parent/Guest Access” 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 "Parent/Guest Access"
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
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,
CampusCard

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

The CampusCard is the official college photo ID card. The CampusCard is available at the PACES CampusCard Office, Merritt Hall, Monday-Friday, 8-4 pm. To ask about making an appointment outside regular hours, call the CampusCard Office at (315) 267-2658.

Your official CampusCard photo ID also gains you access to the Maxcy Hall Sports Complex and it can be used as your Bear Express Account to purchase meals and other items on the SUNY Potsdam Campus.

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 CampusCard 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.
- New cards may be obtained at the CampusCard 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 & 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 CampusCard also gives you access to a number of discounts around town.
Accessing Library Services

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

A Potsdam CampusCard is required for on campus circulation at Crumb and Crane Libraries. The library offers many resources through the library web page at [http://www.potsdam/library](http://www.potsdam/library). To reach ‘SUNY Potsdam Only” resources from off campus, use your SUNY Potsdam Computer Services username and password. Activate this account at [http://account.potsdam.edu](http://account.potsdam.edu).

You are entitled to use other SUNY libraries when you present your Potsdam CampusCard. For more information about SUNY Open Access, contact the Crumb Library Information Desk at (315) 267-2485.
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
o Dates of attendance
o We send all transcripts unless you specify just graduate or undergraduate
o Please indicate if you want transcript held until current semester grades are posted and /or until the degree is posted
o **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](http://www.bearpaws.com).

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
Course Add/Drop Policies

***Only Applicable to College in High School Students***

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).
Student Health Services: Mandatory Requirements

***Only Applicable to Students Attending Classes ON Campus***

Student Health Services
119 Van Housen Hall (315) 267-2377
shs@potsdam.edu
www.potsdam.edu/studentlife/healthservices/index.cfm

SUNY Potsdam Student Health Services (SHS) must ensure all new, re-admitted and transfer and non-matriculated students meet state and local health requirements. The submission of these forms is tracked for each student. Failing to comply with the health requirements will result in progressive consequences that include being dis-enrolled from SUNY Potsdam, as New York State Law demands.

To avoid being dis-enrolled all students must please follow these steps:

1. **Have your medical provider send a SIGNED copy** of your measles, mumps, and rubella vaccines to Student Health Services (fax to: 315-267-3260).

2. **Complete four mandatory online Health Forms:**
   a. Set your web browser to accept “pop-ups” from shsweb.potsdam.edu
   b. Log in to BearPAWS using your campus computer account username and password.
   c. Open the “New Student Services” link.
   d. Click on “Student Health Services Portal.”
   e. Complete the 3 forms under “Required Health Information” and fill out the “Insurance” link.

Send in your health information right now while you’re thinking about it. Students who arrive on campus without sending it are subject to progressive consequences and may have to be removed from campus to comply with NY State law. Therefore, each student is monitored carefully to ensure they’ve met the requirements. The information you submit is kept in your confidential medical chart and is only accessible to the staff at Student Health Services. Filling out the online forms should only take you 15 – 30 minutes.

More information regarding the health requirements, including what constitutes “proof” of immunization, is available on the “Health Requirements for Attending” page of the Student Health Services website (http://www.potsdam.edu/studentlife). If you have questions or if you experience any technical difficulties, please call Student Health Services at 315-267-2377 or send an e-mail to shs@potsdam.edu.
Vehicle Registration: Parking Permits

***Only Applicable to Students Attending Classes ON Campus***

University Police  
118 Van Housen Hall (315) 267-2222  
www.potsdam.edu/police

For each new academic year, any student who has a vehicle on campus will be required to have a current campus parking decal displayed on their vehicle. Any vehicle found parked on the campus without a current parking decal will be issued a campus parking ticket, which carries a $15.00 fine. For questions, contact University Police.

**Student Vehicle Registration:** Must be done online through BearPAWS. To register your vehicle:

- Log into BearPAWS
- Select the “College Life and Auxiliary Services” tab
- Select “Student Vehicle Registration” - you will need information about your vehicle including plate number, make, model and color. If you live off campus, you must provide your local off-campus address.
- All students are asked to please provide their cell phone numbers, if applicable.

There is a vehicle registration and parking fee, based on your student status (part time/full time etc.) and the area for parking that you select. The fee will be applied to your student account. If you want to register more than one vehicle, the second vehicle will cost $10 and must be done in person at University Police with proper identification showing that the second vehicle is owned by you or a family member. The parking decal for your vehicle will be mailed to your campus box or local address (if you do not have a campus box) or held at University Police for pick-up, depending upon your selection. For parking information, including the parking lots designated for your type of permit as well as Campus Traffic & Parking Regulations please visit our website.

Temporary permits are available at the University Police Department, 24-hours per day.
PACES: Bear Express, College Store & Textbooks

Bear Express
A Bear Express account is similar to a debit account. The reason so many students opt to have a Bear Express account is convenience. Bear Express is universally accepted on campus and also in a variety of downtown Potsdam and Canton merchant locations.

Funds are put on the card via the student bill (prior to September 14 and February 15), or with cash, check or credit card at the PACES Business office. Students manage their account balances through BearPAWS. Accounts are automatically opened for most students, and balances should be reviewed, changed or cancelled online prior to the start of each academic semester. Any account changes or cancellations MUST be made by the close of business on the first day of classes of each semester through BearPAWS. Unused balances roll over from semester to semester and balances (over $20) are credited to accounts at the end of the academic year.

The College Store
The College Store is a division of PACES and is located in the Barrington Student Union – it is the place to buy textbooks, school and art supplies, dorm living, educational promotions on computers, insignia apparel and gifts, and other unique merchandise. The store is open six days a week during the academic year, with online shopping and textbook ordering at http://bookstore.potsdam.edu.

***Only Applicable to Students Attending Classes ON Campus***

Viewing the required textbook list for your classes
Step 1: Go to http://bookstore.potsdam.edu
Step 2: Mouse over the “textbooks” box at the top of the page
Step 3: Click on the “textbooks” in the dropdown menu
Step 4: Click on “Continue to Textbook Selection” at the bottom of the page
Step 5: Use the drop down menus to create your course list. You will need to select the term, the department, and the course and section number. Click on “add course” and your class schedule will be displayed in box under “your current course list”
Step 6: Click on “Get Course Materials”
Step 7: Click on the books you want to view/purchase and follow the directions on the screen.

If you submit an order you will receive two emails. The first email is an order confirmation that will list what you requested. It will calculate your bill using all NEW prices. Once the order is filled you will receive another email and it will give you a final price determined by the condition of the books we have in stock (New, Used, Rental, or e-book) and what you received. Please be aware that orders are not filled until two weeks prior to the start of the semester to account for changes in the book list. If you place your order significantly prior to the beginning of the semester there will be a delay between emails.

Hints:
*Have your schedule and P# handy before you begin
*The address the credit card being used must match the address of the customer.
*If you have questions, please feel free to contact, Textbook Manager by email: robbinjl@potsdam.edu or phone: 315-267-2218.
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>Graduate &amp; Continuing Education</td>
<td>Raymond 206</td>
<td>267-2166</td>
<td><a href="mailto:gradcon@potsdam.edu">gradcon@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>CampusCard 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>
<tr>
<td>Maxcy Hall (Athletics)</td>
<td>Maxcy P233</td>
<td>267-2306</td>
<td><a href="mailto:sullivj@potsdam.edu">sullivj@potsdam.edu</a></td>
</tr>
</tbody>
</table>