

## Technology Information for Students

### Service Desk

Technology troubleshooting and questions

617 557-2000  
[servicedesk@suffolk.edu](mailto:servicedesk@suffolk.edu)

M-F 8:00am – 7:00pm  
Saturday 9:00am – 5:00pm

### Suffolk credentials

Students will be sent their Suffolk username & temporary password from Information Technology Services (ITS). Your Suffolk username & Password gives you access to:

### Suffolk Email

Sign in via the web at:  
[o365.suffolk.edu](http://o365.suffolk.edu)  
Your full email address is  
[username@su.suffolk.edu](mailto:username@su.suffolk.edu)

### Spam/Phishing

Be on the lookout for suspicious emails:  
Do NOT Respond  
Do NOT Click  
Just Delete

SUFFOLK UNIVERSITY BOSTON

Sign in with your Suffolk University Username

Username example jdoe

Password

Sign in

[Change Password](#)

[Forgot Password](#)

[Enroll in Password Reset](#)

Need help contact the Suffolk University Service Desk at 617-557-2000 or email [servicedesk@suffolk.edu](mailto:servicedesk@suffolk.edu)

### Single Sign on (SSO)

This is the Single Sign-on page where you will enter your log-in credentials. Using your suffolk credentials gives you access to the Suffolk systems listed on this page.

### 0365.suffolk.edu

Access to all Office Apps including OneDrive & Teams

### Password Reset

Makes it possible for you to reset your email password in the event you forgot it by receiving a txt (SMS) message. You must ENROLL to use this service. Go to: [o365.suffolk.edu](http://o365.suffolk.edu) and click the Enroll in Password Reset Link.

### My Suffolk Portal:

[my.suffolk.edu](http://my.suffolk.edu)

- Consists of a series of tabs relating to Registration/Curriculum, Examinations, Grades, Graduation, Finances; and student forms.
- Access to Symantec Antivirus free download

### WebAdvisor:

Access via the portal

- System used to register, access grades, review degree audit, applying for graduation and many other features.

### Blackboard:

[suffolku.blackboard.com](http://suffolku.blackboard.com)

- Learning Management System
- Access to all your courses

### Zoom

[Suffolk.zoom.us](http://Suffolk.zoom.us)

- Video conferencing tool used to schedule synchronous classes and meetings

