



## The Resident Portal

### What is The Towers Portal?

The Towers Portal is your web-based access to your account. On the portal you can file work orders and make payments.

### What is a work order?

A work order is a maintenance request you can file electronically for a repair that is needed in your room. You may file a work order for anything from unbunking your bunk beds to fixing a leak.

### How to Register

Go to [www.ccnytowers.com](http://www.ccnytowers.com)

1. Click "(New!) Resident Portal" on the right hand side of the screen, (right under "CCNY 24-Hour Study Access").
2. Click "Register Now!" at the bottom of the screen.
3. Input your email address that was given to The Towers, (ex. [jsmith@ccny.cuny.edu](mailto:jsmith@ccny.cuny.edu)), your unit/room number (ex. 1201A), your first and last name (ex. John Smith), your phone number (including area code), and click "submit."
4. You will be brought back to the login screen. Wait a few minutes before checking your email. An email will be sent to you, giving you your TEMPORARY password. Please make sure you check your spam/junk mail. We suggest adding CCNY Towers to your safe sender list with your email provider.
5. Go back to the login screen after retrieving your password. Type in your email and your temporary password.
6. You will then be sent to a page where you can create your own password. Pick something that is easy for you to remember. You will have to type it in twice to verify it for the system.
7. Now you are registered! You can make payments on your Towers account with a credit or debit card through the portal. You can also file work orders through this portal. Only Non-CCNY students can make payments using The Resident Portal.