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What is CUNYfirst?

CUNYfirst – which stands for Fully Integrated Resources and Services Tool – is a suite of software that has replaced many of our aging computer systems in the areas of Student Administration, Finance and Human Resources. The ongoing implementation of all CUNYfirst applications involves a multi-year process with CUNY colleges being brought online several institutions at a time. The new software continues to play a key role in helping the University realize its goal of an integrated CUNY.

The CUNYfirst URL is: https://home.cunyfirst.cuny.edu

For additional instructions on how to:

Add Classes, Browse Course Catalog, Make an On-Line Payment, and others, please go to the link below.

http://www.cuny.edu/about/administration/offices/CIS/CUNYfirst/training/students.html
How to Activate/Claim your CUNYfirst Account

1. Go to https://home.cunyfirst.cuny.edu

2. Click on New User Link.

3. On the Account Activation page, please enter your First-Name, Last-Name, Date of Birth (with the slashes), Social Security Number (last four digits), the two words in the picture as shown and Click Ok

4. Select a different question from each of the dropdown menu, provide an answer for each question and click ok

5. On the Choose a Password page, please enter your Password, Confirm Password and click Ok

6. After your password is created, the system will display your CUNYfirst Username as well as your CUNY ID

**Note:** Click on the Click here to return home button to go back to the CUNYfirst Home Page.

7. You can now log on to CUNYfirst using the CUNYfirst Username and the Password you just created.

For additional information, please go to: http://www.bcc.cuny.edu/CUNYfirst/
How to Reset Your CUNYfirst Account Password

**Note:** If you forgot your CUNYfirst password and your CUNYfirst challenge questions, you will need to reclaim your CUNYfirst account – see page 2.

1. Go to [https://home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu)

2. Click on the **Forgot Your Password** link

3. On the **Forgot Your Password** page, enter the correct value for either the **User ID** or **CUNY ID** and click **OK**

4. On the **Answer To Challenge Questions** page, provide your answer to the right of each question and click **OK**.

5. On the **Choose a Password** page, enter your **Password**, **Confirm Password** and click **Ok**

   Note: for password policy, click on the **click here** link

6. After your password is created, the system will display your **CUNYfirst Username** as well as your **CUNY ID**

   Note: Click on the **Click here to return home** link to go back to the CUNYfirst Home Page

7. You can now log in to **CUNYfirst** using the **CUNYfirst Username** and the **Password** you just created.

For additional information, please go to: [http://www.bcc.cuny.edu/CUNYfirst/](http://www.bcc.cuny.edu/CUNYfirst/)
OSSES (One Stop Shop eServices)

OSSES stands for One Stop Shop Electronic Services. This Portal holds a collection of components that streamline the day-to-day academic and administrative operations providing faculty, staff and students with information and services ranging from semester progress reports to bill printing, skills placements, BCC email account claiming and resetting, and much more.

One Stop Shop Eservices (OSSES) [First-time User] Log In

1. Go to www.bcc.cuny.edu - Click on the OSSES link located at the top.

2. Click on Login Info then Click on What is My Login Information

3. For New user click the link that read click here first option

   Note:
   If you are not a first-time user, and you know your username and challenge questions (go to option #3)

4. Enter your Social Security Number and Date of Birth

5. Write down your: Username and Password

   OSSES ID (email ID)
   OSSES Password (caps only)

6. On the OSSES log in page, enter your OSSES ID & Password (the welcome page will appear with your name) then click on My OSSES Menu

Having Issues?

1. If you are a new student and you do not know both your LIVE@BCC e-mail User ID and OSSES Password, please click here to retrieve your credentials.

2. If you know your LIVE@BCC e-mail User ID but have forgotten your password, please click here to change your password.

Technology Service Center | Roscoe Brown 308 | 718.289.5970 | TSC@bcc.cuny.edu
Password Expired/Change Password

1. From the OSSES home page: Click on “Login Info” then Click on “Change My Password”

2. Enter your User ID and click on Enter.

3. Once you enter your User ID, your Challenge Questions will appear. Answer each question, after which you will type in a new password. Click on Submit.

**If you have not registered your questions, you will receive a pop-up window stating this: You must register your three (3) challenge questions.

Notes:
- If you cannot answer the Challenge Questions that are displayed, click on “Change Challenge Questions”

This will allow you to select new challenge questions and answers. You will then be able to change the password.
- If the submit button is grayed out or you see that there is a button in the bottom of page that reads Account Locked, you will need to contact the Technology Service Center for assistance at 718.289.5970 or TSC@bcc.cuny.edu.
- You MUST change your OSSES password every 90 days.
OSSES | Frequently Asked Questions

How do I know when my OSSES password will expire?

When you log into OSSES, you will see a message indicating the date your password will expire, as well as, how many days are left before it expires.

What is a forum?
The forum is a form of communication you can share information and start topics of discussion. It is only shared by those with access to OSSES. You can post questions or concerns, sell and buy books.

What is a classified?
Classified is where you can sell your books or other items. To create a classified, click on the link when logged in OSSES and on top of page click "Create New Classified". You can also reply to a classified, update and delete any ads you have posted.

What is an eMessages?
eMessages are similar to sending an instant message. When you send an eMessage, the recipient will receive both an eMessage, which will appear on the top of the OSSES page and an email message in their inbox.
WIFI – Wireless Access

Mission Statement

The Bronx Community College wireless network is available for all BCC students, faculty and staff. The goal is to provide a functional wireless network to the college community. BCC-WNET is designed to expand services to users with laptops equipped for wireless networking. The wireless technology breaks the traditional limitations of network access via a physical cable and allows users to perform computing tasks from wireless enabled locations throughout campus. The mobility and flexibility of wireless networks allows for more efficient and productive work. Instructors will have the freedom to move about a classroom while still being able to manipulate the classroom computer via a wireless connection. Any student, faculty or staff member with a BCC network account is eligible to access the BCC-WNET. Students already exposed to mobile technology such as cell phones, laptops and tablets, will welcome the flexibility and mobility that wireless technology brings.

For additional information please go to: http://www.bcc.cuny.edu/BCC-Wireless-Network/
How to Sign in to your BCC Campus Wireless

1. From your mobile device, click on **Settings**

2. From the **Setting** menu, turn on Wi-Fi

   *The image will vary depending on your mobile device*

3. Select **BCC-Net** from the **Choose a Network** option.

4. Open your **device’s browser**. At the Wi-Fi loading page*, enter your **Bronco ID (username you use to log into OSSES and campus computers)** and **Password**. Click the **Log In** button

   *If the login page does not automatically load up, type [www.bcc.cuny.edu](http://www.bcc.cuny.edu).*
Computer Log-in Access to All Academic Computing Labs

Academic Computing services for your needs. The Academic Computing staff welcomes all students, faculty and staff to make maximum use of our facilities. The mission of our computer labs is to provide academic computing services to meet your instructional and research needs. We serve experts as well as novices.

For additional information such as facilities locations and hours, please visit our website: http://www.bcc.cuny.edu/Academic-Computing/

Academic Computing Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown Annex 107</td>
<td>718-289-5100 Ext. 3137</td>
</tr>
<tr>
<td>Carl Polowczyk Hall 320</td>
<td>718-289-5417</td>
</tr>
<tr>
<td>Colston Hall 602/603</td>
<td>718-289-5733</td>
</tr>
<tr>
<td>Loew Hall 320</td>
<td>718-289-5878</td>
</tr>
<tr>
<td>Meister Hall 224/225</td>
<td>718-289-5424</td>
</tr>
<tr>
<td>Meister Hall 302</td>
<td>718-289-5492</td>
</tr>
<tr>
<td>Meister Hall 318</td>
<td>718-289-5500</td>
</tr>
<tr>
<td>Meister Hall 320</td>
<td>718-289-5376</td>
</tr>
<tr>
<td>Meister Hall 329</td>
<td>718-289-5504</td>
</tr>
<tr>
<td>Meister Hall G01/G02</td>
<td>718-289-5578</td>
</tr>
<tr>
<td>Meister Hall G16/G17</td>
<td>718-289-5592</td>
</tr>
<tr>
<td>New Hall 23</td>
<td>718-289-5005</td>
</tr>
<tr>
<td>Roscoe Brown Center 309C – Multimedia Studio</td>
<td>718-289-5003</td>
</tr>
</tbody>
</table>
STUDENT EMAIL (Microsoft Office 365)

Note: If you are signing to your email for the first time, you may be prompted to change your password.

What is Office 365

Through a CUNY-wide partnership with Microsoft, we are offering students a state-of-the-art email and communications suite. Everything you do-online-email, shared calendars and chatting - now works together better than ever, with 24/7 reliability.

For additional information about Microsoft Office 365 Student Email please go to:

www.bcc.cuny.edu/email - Click on Student

Office 365 BCC Student Email - Login

Please go to: www.bcc.cuny.edu/email/ – click on the Log In button

Your login credentials will follow this format:

Username: firstname.lastname@stu.bcc.cuny.edu
Password: Same as your OSSES password

NOTE: If your OSSES password does not work for your email, please log into OSSES and reset your password. Wait approximately 10 minutes and use the new password that you created.

Click Sign in
How to Set Up Your Student E-Mail on Mobile Devices

Before setting up your BCC student email account on your mobile device, it is recommended that you sign in to your email account and verify that your credentials are working properly.

The instructions below are global and apply to most major mobile devices.

1. Go to your mobile device’s email setting menu
   a. Select add mail Account
   b. Select Exchange
      (for some Android devices, it may say Corporate)
   c. Enter the required information
      Click Next

2. Enter your information:
   a. Email Enter your Bcc email address [first name.last name@stu.bcc.cuny.edu]
   b. Server Enter outlook.office365.com
   c. Domain Enter m.outlook.com
   d. Username Enter your Bcc email address [first name.last name@stu.bcc.cuny.edu]
   e. Password Enter your email account password
   f. Description Enter a descriptive name for the account, such as BCC Email
   g. Use SSL Must be set to On
How to Download My Complimentary Copy of Microsoft Office

1. From Your Computer Sign in to you email at https://www.bcc.cuny.edu/email - Click on Log in

2. Click on the Setting icon in the right top corner

3. Select Office 365 settings in the drop-down menu

4. Select your language preference (below the install button)

5. Click on the Set up button
CUNY PORTAL

The CUNY portal is a gateway to all things CUNY: college websites, information about applying to CUNY, discounts at the eMall, registering for classes, events, campus directories, etc. The CUNY portal makes it easier and faster to find what you need.

- **Application for Admission** – Apply to a CUNY college.
- **Blackboard** - CUNY’s online distance learning system.
- **CUNY Alert** – Receive text messages, email and/or voice alerts of emergencies and weather-related closings at BCC. Sign up for CUNY Alert.
- **CUNY eMall** – CUNY students can take advantage of CUNY eMall discounts on computers, software, office supplies, and clothing, just to name a few.
- **Student Advisement Degree Audit (DegreeWorks)** - a web-based degree audit program and academic advising tool designed to help students easily review their progress toward their degrees. DegreeWorks re-organizes your transcript chronologically and categorically, easily identifying courses you have completed and what courses you still need in order to fulfill your degree requirements.
- **ePermit** – The online permit process for taking courses at other CUNY Colleges.
How to Claim Your CUNY Portal/Blackboard Account

1. Go to www.cuny.edu

2. In the right top corner, click on Log In, and then click on CUNY PORTAL

3. Click on Register for a New Account

4. Click on Current Student

5. On the User Validation page, please enter your Last Name, Social Security Number and your Date of Birth. Click Next

6. Click Confirm

7. Choose a Username and Password and click Save

8. You can now log on to the CUNY Portal using the Username and Password you just created.
How to Reset Your CUNY Portal/Blackboard Account Password

1. Go to [www.cuny.edu](http://www.cuny.edu)

2. In the right top corner, click on Log In, and then click on CUNY PORTAL

3. Click on Account and Password Reset

4. On the User Validation page, please enter your Last Name, Social Security Number, and your Date of Birth. Click Next

5. Click Confirm

6. Enter and confirm the new Password, then click Save

7. You can now log on to the CUNY Portal using your Username and new Password you just reset.
How to Change the Primary College & Primary Role on CUNY Portal

1. Once logged into the CUNY Portal - Click on My Profile (right top corner of the portal's home page)

2. Click on Modify button

3. Select the appropriate Primary College from the pull down menu

4. Choose Student as the Primary CUNY Role

5. Click the Save button

6. Click on STUDENT link (top left corner) to go back to the CUNY Portal home page
How to Update or Change Your Email Address on the CUNY Portal

1. Once logged into the CUNY Portal - Click on My Profile (right top corner of the portal's home page)

2. Click on Modify Button

3. Locate the Email field and enter your new email

4. Click the Save button.

5. Click on STUDENT link (top left corner) to go back to the CUNY Portal home page.
CUNY Financial Aid Supplement

Filling out your Financial Aid Supplement:

1. Visit [www.cuny.edu](http://www.cuny.edu) and log in with your CUNY Portal account.

2. Once you are logged in, click on eFAP or Apply Online.

3. Click on the Blue arrow next to Financial Aid then click on Application Status

   If you are asked to log on again or you get any error messages, please call the Office of Student Financial Aid Supplement at 212-290-5700.


5. Answer the six questions on the page and then click on Submit.
   Once you click on Submit, the information on your Application Status will state that you have filed your CUNY Financial Aid Supplement.

For any questions or problems using the Student Financial Aid Supplement site, please call the Office of Student Financial Aid Supplement at 212-290-5700.
Student Advisement Degree Audit (DegreeWorks)

DegreeWorks is a computerized degree audit program and academic advising tool designed to assist you and advisors in reviewing your degree progress. DegreeWorks re-organizes your transcript chronologically and categorically, easily identifying courses you have completed and what courses you still need in order to fulfill your degree requirements. It is our goal that the new student online advisement resource will help students move toward graduation success.

Accessing DegreeWorks

1. Go to [www.cuny.edu](http://www.cuny.edu)

2. In the right top corner, click on Log In, and then click on CUNY PORTAL

3. If you have not created a CUNY Portal account, click on Register for a New Account (See Page #4 of this guide)

4. If you already have created your CUNY Portal account, Sign-in using your Username and Password

5. Click on Student Advisement Degree Audit

Navigating Within DegreeWorks

The What if function maps your transcript onto any curriculum at BCC

The Planner function displays an academic planner that can be used to plan student’s courses and schedules
Blackboard

For additional instructions, please go to: http://www.bcc.cuny.edu/blackboard/

Bb | Frequently Asked Questions – Students

What do I need to access Blackboard?
- A CUNY Portal account

How do I log into Blackboard?
- Go to the CUNY website www.cuny.edu
- Under Quick Links, click on “Log-In” and select “CUNY Portal”
- Log in with your CUNY Portal username and password

How do I view my Grades in Blackboard?
- Open a Course
- Click “Tools” on the Course Menu
- Click on “My Grades”

When I sign on to Blackboard, it says I am currently not enrolled into any courses.
If you don't see any of your courses on Blackboard, your instructor may not have made it available. Contact your instructor to find out if they plan to make the course available at a later date. If your instructor has made the course available and you still cannot see the course, contact the Technology Service Center at 718.289.5970 or TSC@bcc.cuny.edu.

I was able to access my course a few days ago and now it is missing. What do I do?
You may have been withdrawn from the class. Make sure you have not been withdrawn from the class due to several absences in your attendance. Contact the Technology Service Center at 718.289.5970 or TSC@bcc.cuny.edu so your status can be checked.

Why aren't my courses listed?
If you don't see any of your courses on Blackboard, your instructor may not have made it available. Contact your instructor to find out if they plan to make the course available at a later date. Note: The courses that are listed under “My Courses” may not fully reflect the courses for which you have registered. To view your official course registration, visit CUNY First inside the CUNY portal.
How to Update or Change Your Email Address on Blackboard

1. Once on the Blackboard home page click on the **Update Email** link

![Tools]

> - Announcements
> - Calendar
> - Tasks
> - My Grades
> - Address Book
> - Personal Information
> - Update Email
> - Expo

2. Enter the new CUNY email address* and click on **Submit**

![Update Email Address in Blackboard]

*Note: You cannot add a non-CUNY email address to Blackboard
How to Add Discussion Board Threads on Blackboard

Add (Create) a New Thread

1. Access Discussion from the course menu

2. Click the Discussion Board forum title link where you would like to add a new thread.

3. Click the Create Thread button.

4. Enter a title for the thread in the Subject text area.

5. Enter your message for the thread in Message text area.

6. The Attachments area allows you to attach (upload) a file with the forum posting. To attach a file to the posting, click the Browse My Computer button.

7. Now you have three button options:
   a. Submit – Use this option to create the new thread.
   b. Save Draft – Use this button to save the thread for further editing at a later time.
   c. Cancel – use this button to exit the Create Thread area without saving.
Notes: