Quick Reference Guide for Students

Information Technology Help Desk
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BCC RESOURCES
Your Bronco ID and password is used to access your BCC Email, OSSES, Windows Login, PC Login, Network Login, Pharos Pay-for-Print, Wireless Network (Wi-Fi), ePortfolio and BCC Calendar.

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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 (First-time User)

1. Go to: [www.cuny.edu](http://www.cuny.edu)
   a. Hover the mouse over the LOGIN button then choose CUNYfirst

   b. Click on New User

2. On the Account Activation page, please enter your First-Name, Last-Name, Date of Birth (with the dashes), Social Security Number, (last four digits), click on I’m not a robot, and click OK

3. Review email address
   a. Click Continue if this is a valid email address

   OR

   b. Enter and confirm a new email address for receipt of the validation link and click on Continue

4. The Email Sent page appears confirming that a validation link has been sent to the indicated email address
5. Navigate to your Inbox. Open the email ‘CUNY Login Account Activation…’ Click the link

6. At the Create a Password page:
   a. Enter Password
   b. Confirm Password
   c. Click on Continue

7. At the Add a Mobile member page:
   a. Enter a Phone Number
   b. Confirm the Phone Number
   c. Click on Continue

8. Select and answer five challenge questions and click on Continue

9. The User Activation Completed Successfully message appears stating that a confirmation has been sent via email

Record CUNY Login
Record CUNY EMPLID
How to Reset Your CUNY Login Account Password

1. Go to: www.cuny.edu
   c. Hover the mouse over the login button then choose CUNYfirst
   d. Click on the Forgot Password link.

2. Enter your CUNY Login Name or your eight-digit EMPID and click Continue.

3. On the Answer to Challenge Questions page,
   a. Provide your answer to the challenge questions and click on Continue.
   OR
   b. Click on I am unable to remember my answers link if you do not remember the answers to the challenges questions.

4. At the Create a New Password page:
   a. Enter a New Password
   b. Confirm the New Password
   c. Click on Continue.

6. When the process is completed, the Your Password Has Been Changed Successfully message will appear and a confirmation email will be sent to your email address.
How to Change Your CUNY Login Account Password

1. Go to: [www.cuny.edu](http://www.cuny.edu)
   a. Hover the mouse over the LOGIN button then choose CUNYfirst
   b. Click on Manage your Account link.

2. Enter your CUNY Login credentials and click the Log in button

3. Click the Change Password link
4. At the Change Password page:
   a. Enter your **Current Password**
   b. Enter your **New Password**
   c. Confirm your **New Password**
   d. Click on **Continue**

5. The Change Password...Change Successful message appears stating that a confirmation has been sent via email
How to Retrieve your CUNY Login Username

1. Go to: www.cuny.edu
   a. Hover the mouse over the LOGIN button then choose CUNYfirst
   b. Click on Forgot Username

2. On the Account Activation page, please enter your First-Name, Last-Name, Date of Birth (with the dashes), Social Security Number, (last four digits), click on I’m not a robot and click Continue

3. The CUNY Login Account Information page displays with your username
How to Change Your CUNY Login Account Email Address

1. Go to: [www.cuny.edu](http://www.cuny.edu)
   a. Hover the mouse over the LOGIN button then choose CUNYfirst
   b. Click on Manage your Account link

2. Enter your CUNY Login credentials and click the Log in button

3. Click the Change Email Address link
4. At the Change Email page:
   a. Enter your **New Email Address**
   b. Confirm your **New Password**
   c. Click on **Continue**

5. The Change Account Management email Address Change Successful message appears stating that a confirmation has been sent via email
How to Change Your CUNY Login Account Phone Number

1. Go to: www.cuny.edu
   a. Hover the mouse over the LOGIN button then choose CUNYfirst
   b. Click on Manage your Account link

2. Enter your CUNY Login credentials and click the Log in button

3. Click the Change Mobile Phone Number link
4. At the Change Mobile Number page:
   a. Enter your **New Phone Number**
   b. Confirm the **New Phone Number**
   c. Click on **Continue**

5. The Change Mobile Phone Number Change Successful message appears stating that a confirmation has been sent via email
How to Change Your CUNY Login Account Security Questions

1. Go to: [www.cuny.edu](http://www.cuny.edu)
   a. **Hover** the mouse over the LOGIN button then choose CUNYfirst
   b. Click on **Manage your Account** link.

2. Enter your CUNY Login credentials and click the **Log in** button

3. Click the **Change Security Questions** link

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**Self-Service Menu**

Update your CUNY Login account by selecting one of the menu options that follow:

- Change Password
- Change Security Questions
- Change Email Address
- Change Mobile Phone Number
4. At the Change Challenge questions:
   a. Select desired question
   b. Enter the answer
   c. Repeat until all 5 fields have been completed
   d. Click on Continue

5. The Change Security Questions Change Successful message appears stating that a confirmation has been sent via email
CUNY Financial Aid Supplement

Filling out your Financial Aid Supplement:

1. Please visit https://home.cunyfirst.cuny.edu

2. At the login page, enter your Credentials, then click on the button to the right to Sign on

3. Click on Self Service than click on Student Center

4. Under Finances click on Supplement Form

5. Enter BCC01 under Institution and Current Year under Aid Year and click OK

6. Answer the 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.
Student Advisement Degree Audit (DegreeWorks)

DegreeWorks is a web-based program that enables you to easily track your academic progress. You will be able to see how specific College requirements have been met and what courses you can take to fulfill the requirements which are remaining. With the click of a tab (the ‘What If’ feature), you will also be able to see how your academic requirements might change if you were to change your major.

How to access DegreeWorks

Users will access DegreeWorks using one of the following methods:

1. Users can access DegreeWorks using the DegreeWorks link in the CUNYfirst Student Center

   ![Advisement / Transcript](image)
   - Official Transcript Ordering
   - DegreeWorks Online Advisement
   - FACTS - Financial Aid

   OR

2. Go to: [Degreeworks.cuny.edu](https://degreeworks.cuny.edu)

   Log-in using your CUNYfirst username followed by @login.cuny.edu and your CUNYfirst password

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

- If you never logged in to CUNYFirst, you can claim your account [here](https://home.cunyfirst.cuny.edu) or visit: [home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu) - click on New User

- If you forgot your CUNYFirst username or password click [here](https://home.cunyfirst.cuny.edu) or visit: [home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu) - click on Forgot your Password
How To Claim Your Bronco ID

New Students, Faculty, Staff - Claim your Bronco IDentity, register your challenge questions and set your password

*Your Bronco ID and password is used to access your BCC Email, OSSES, Computer Login, Network Login, Pharos Pay-for-Print, Wireless Network (Wi-Fi), ePortfolio, Starfish, Library Resources and BCC Calendar.*

6. Go to [www.bcc.cuny.edu](http://www.bcc.cuny.edu)
   a. Click on SERVICES
   b. Click on Technology Service Center

7. Under Important Links & Resources, Click on Claim Your Bronco ID

8. Enter the required information and click the Next button

9. Provide Answers to the (5) challenge questions and click the Next button

Register Your Challenge Questions

- Answers are case sensitive
- Duplicate answers are not allowed
- Answers must contain 4 or more characters

- Question 1: What is your favorite color?
  Answer*
  Black

- Question 2: What is your city of birth?
  Answer*
  Queens

- Question 3: What is your favorite movie?
  Answer*
  A Beautiful Mind

- Question 4: What was the name of the first school you attended?
  Answer*:
  PS66

- Question 6: What is your favorite food?
  Answer*
  Sushi

Next  Cancel
10. **Enter** and **confirm** your new password.

b. **Read** the CUNY Policy on Acceptable Use of Computer Resources by **scrolling down**

c. **Check** that you have read, understand and agree to the terms and conditions.

Click the **Next** button
Self-Service Account Management (SSAM)

How To Reset Your Forgotten Bronco ID Password
Use your challenge questions to reset your forgotten Bronco password (you must know your Bronco ID or CUNYfirst ID and the answers to your Bronco challenge questions)

1. Go to www.bcc.cuny.edu
   c. Click on SERVICES
   d. Click on Technology Service Center

2. Click on Change Password

3. Enter either your Bronco ID (fname.lname@bcc.cuny.edu or fname.last@stu.bcc.cuny.edu) - OR -
   your CUNYfirst ID and click the Next button

4. Provide Answers to your challenge questions and click the Next button

5. Enter and confirm your new password and click the Next button

Password Requirements
*Password cannot be the same as any of the 4 previous passwords used
*Must be at least 8 characters long
*Must contain at least 3 of the following 4 categories:
   1. at least one uppercase letter (A-Z)
   2. at least one lowercase letter (a-z)
   3. at least one digit (0-9)
   4. at least one special character (+@#$%^&*()_=+!?<>/:;\‘)"

Please note that your Bronco Password expires every 180 days, but you can change it at any time.
Self-Service Account Management (SSAM)

How To Change Your Bronco ID Password
Change the password for your Bronco ID (you must know your Bronco ID or CUNYfirst ID and your current Bronco password)

1. Go to www.bcc.cuny.edu
   e. Click on SERVICES
   f. Click on Technology Service Center

2. Click on Change your Bronco ID Password

3. 
   a. Enter either your Bronco ID (fname.lname)
      - OR -
   b. your CUNYfirst ID
   c. Enter your current password
   d. Enter and confirm your new password
   e. Click the Submit Change button

Password Change

*** If this is your first time using this feature, you must claim your Bronco ID first. Click here to claim your account.

Please provide the required information in the following fields to change your password.

* Denotes required field

** Bronco ID: (firstname.lastname) Jane Doe@Stu.BCC.CUNY.EDU

** CUNYfirst ID: (8 digit CUNYfirstEMPLID)

** Current Password:

** New Password:

** Confirm New Password:

Password Requirements

*Password cannot be the same as any of the 4 previous passwords used
*Must be at least 8 characters long
*Must contain at least 3 of the following 4 categories:
1. at least one uppercase letter (A-Z)
2. at least one lowercase letter (a-z)
3. at least one digit (0-9)
4. at least one special character (\-@#$%&^\_–\u2010\u2026\()\){}\[\]\]'

Please note that your Bronco Password expires every 180 days, but you can change it at any time.

Submit Change
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.

Wireless Coverage Map
# How to Sign in to your BCC Campus Wireless

## iPhone / iPad - SSID Configuration

Open the Wi-Fi settings tab and select the new BCC network.

When prompted for credentials, enter your BCC Bronco credentials.

When prompted to trust the certificate, make sure it is the same as the one displayed on the right, and then click on Trust.

You can now connect to the BCC Secure SSID.
How to Sign in to your BCC Campus Wireless

Android – SSID Configuration

Open Android Settings and select the Wi-Fi settings option.

Select the new BCC SSID to configure the authentication settings.

Select the configuration settings:

- **EAP method (PEAP)**
- **Phase 2 authentication (MSCHAPV2)**

Scroll down and input your BCC Bronco username and password into the identity and password fields. (Leave Anonymous Identity blank).

Click **CONNECT** when finished.
How to Sign in to your BCC Campus Wireless

Windows 7 – SSID Configuration

To connect, select the wireless icon in the system tray at the bottom right of the desktop. Select the BCC SSID and click Connect.

When prompted, enter your BCC Bronco username and password. Click OK.

Verify that the server you are connecting to is "wifi.bcc.cuny.edu" by showing certificate details, and then click Connect.

You will now be connected to the BCC SSID.
How to Sign in to your BCC Campus Wireless

Windows 10 – SSID Configuration

To connect, select the wireless icon in the system tray at the bottom right of the desktop. Select the BCC SSID and click Connect.

When prompted, enter your BCC Bronco username and password.

Verify that the server you are connecting to is “wifi.bcc.cuny.edu” by showing certificate details, and then click Connect.

You will now be connected to the BCC SSID
How to Sign in to your BCC Campus Wireless

Mac OS – SSID Configuration

Click the Wi-Fi icon at the top of the screen and select the new BCC SSID.

When prompted, enter your BCC Bronco username and password.

When prompted to verify the certificate, make sure that the server name is “wifi.bcc.cuny.edu” and click on Continue.

You will then be prompted to enter your BCC Bronco username and password to make the necessary changes for the Certificate Trust Settings.

Once this has been completed, you can now connect to the BCC SSID.
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/services/computer-labs

## Academic Computing Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<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>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 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>
</tbody>
</table>
1. Go to: [www.bcc.cuny.edu](http://www.bcc.cuny.edu)
   
   a. Click on **QUICK LINKS**
   
   b. Click on **Email – Students**

2. You will be re-directed to the Microsoft Office 365 Login page. The following information will be required.

   Your login credentials will follow this format:

   **Username:**
   [firstname.lastname@stu.bcc.cuny.edu](mailto:firstname.lastname@stu.bcc.cuny.edu)

   **Password:**
   *Same as your Bronco ID password*

   Click on **Sign in**

   ![Office 365 login page]

   **Enter password**

   ![Microsoft sign in]

   Forgot my password

   ![Sign in button]

**NOTE:** If your Bronco ID password does not work for your email, you will need to reset your Bronco ID password.
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 BCC email account and verify that your credentials are working properly.

The instructions below are global and apply to most popular mobile devices. Please note that image(s) may vary depending on the mobile device and/or mobile device operating system.

1. Go to your mobile device’s Settings
   a. Select Accounts or Mail (depending on mobile device)
   b. Select Add Account
   c. Select Exchange or Microsoft Exchange Active - Sync (depending on mobile device)

2. Enter your information: (depending on mobile device, you may not be required to input all the information below)
   Click Next or Done after every step.
   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

Note: For Android devices, click on OK when asked about security administration.

Optional – you may set up your own sync options.
How to Download My Complimentary Copy of Microsoft Office

1. Go to: www.bcc.cuny.edu
   a. Click on **QUICK LINKS**
   b. Click on **Email – Students**

2. You will be re-directed to the Microsoft Office 365 Sign in page. The following information will be required:
   
   Your login credentials will follow this format:
   
   **Username:** firstname.lastname@stu.bcc.cuny.edu
   
   **Password:**
   **Same as your Bronco ID password**
   
   **NOTE:** If your Bronco ID password does not work for your email, you will need to reset your Bronco ID password.

3. Click on the **Setting** icon in the right top corner

4. Select **Office 365 settings** in the drop-down menu

5. Under the **Settings**
   a. Check that your language preference is set to English (United States)
   b. Click on **Software**

6. 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, campus directories, etc. The CUNY portal makes it easier and faster to find what you need.

- **Application for Admission** – Apply to a CUNY college.
- **CUNY eMall** – CUNY students can take advantage of CUNY eMall discounts on computers, software, office supplies, and clothing, just to name a few.
- **ePermit** – The online permit process for taking courses at other CUNY Colleges.
How to Claim Your CUNY Portal 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 Account Password

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 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 you 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.
Blackboard

Frequently Asked Questions – Students

What do I need to access Blackboard?
To access your course(s) on Blackboard, you need to login using your CUNYfirst username followed by @login.cuny.edu and your CUNYfirst password. If you never logged in to CUNYFirst, you can Claim your Account.

If you forgot your CUNYFirst username or password, you can Reset your Password.

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 Access Blackboard

7. Go to: www.cuny.edu

8. Hover the mouse over the login button then choose Blackboard.

9. Log-in using your CUNYfirst username followed by @login.cuny.edu and your CUNYfirst password.

Example:

Username
John.Doe23@login.cuny.edu

Password
Enter your CUNYfirst password

10. Click on the Log-in button.

- If you never logged in to CUNYFirst, you can claim your account here or visit: home.cunyfirst.cuny.edu - click on New User
- If you forgot your CUNYFirst username or password click here or visit: home.cunyfirst.cuny.edu - click on Forgot Password

Note: Please do not bookmark this page. See FAQs.
How to Update or Change Your Email Address on Blackboard

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

   ![Update Email link](image)

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

   ![Update Email Address in Blackboard](image)

   *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.