



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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CUNYfirst

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.

https://cunyithelp.cuny.edu/csp?id=kb_search&query=&spa=1&kb_knowledge_base=c2986c51db3df74002166682ca96194b&tags=d5146f8fdbfbd410ca2afdbaf496190d

How to Activate/Claim your CUNYfirst Account (First-time User)

1. Go to: www.cuny.edu
 - a. **Hover** the mouse over the **LOGIN** button then choose CUNYfirst



- b. Click on **New User**

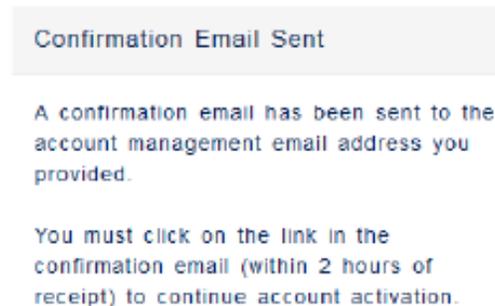
2. On the **Account Activation** page, please enter your **First-Name**, **Last-Name**, **Date of Birth** (with the dashes), **Social Security Number**, (last four digits), click on I'm not a robot, and click **OK**

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**

You are receiving this email with the request to confirm your CUNY Login account. Within the next 2 hours, confirm your CUNY Login account management email address at https://managelogin.cuny.edu/OIMSelfService/acctActivat?loginID=STUDIOUS_ST. Do not reply to this message. It is an automated notification, and replies to it will be ignored.

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

Must Contain
At least 8 characters
1 number or symbol
1 uppercase letter
1 lowercase letter

Enter Password

Confirm Password

Continue

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

Country Code (for non-US numbers)

Phone Number

Confirm Country Code (for non-US numbers)

Confirm Phone Number

Continue

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

Question 1

In what city was your mother born?

Answer

Gotham

Question 2

What is your favorite food?

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

Account Activation Successful

A confirmation email has been sent to your account management email address.
Your CUNY Login username is:
Studios.Student11@login.cuny.edu

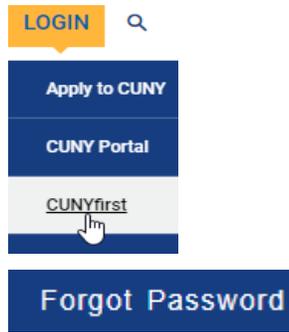
Your EMPLID is: 44332211

Please write this information down and store in a secure place.

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

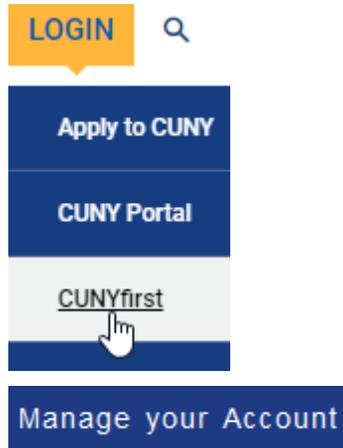
- b. Click on **I am unable to remember my answers** link if you do not remember the answers to the challenge's questions.

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.

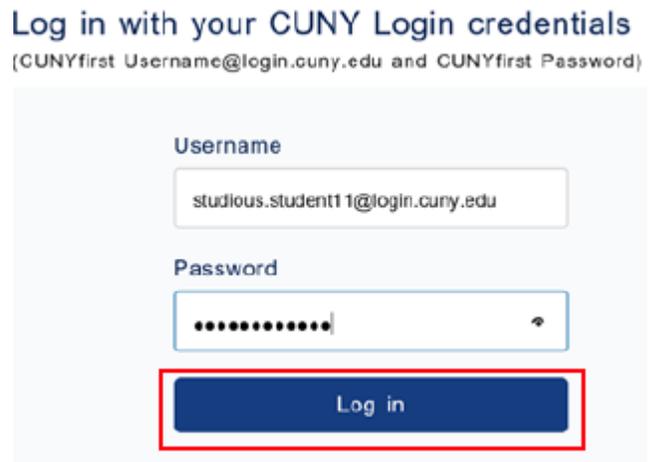
How to Change Your CUNY Login Account Password

1. Go to: www.cuny.edu
 - 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**

Change Password

Provide the information in the fields that follow to change your password.
[View CUNY Login Password Policy](#)

All fields are required.

Current Password

New Password

Confirm New Password

5. The Change Password...Change Successful message appears stating that a confirmation has been sent via email

Change Password Change Successful

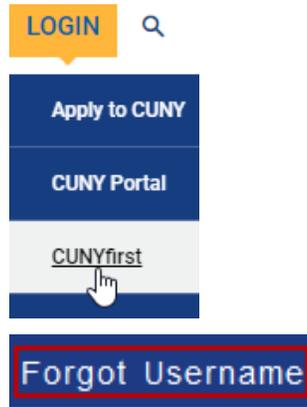
A confirmation email has been sent to your email address.

Your CUNY Login is:
Studios.Student11@login.cuny.edu

Your EMPLID is: 44332211

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**

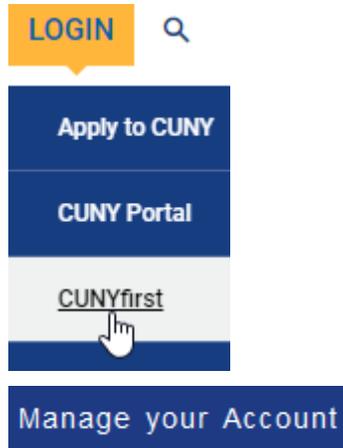
A screenshot of the CUNY Account Activation form. The form has several input fields: 'First Name', 'Last Name', 'Date of Birth (MM-DD-YYYY)', and 'Last 4 digits of Social Security or CUNY-assigned ID Number'. There are checkboxes for 'Display Date of Birth' and 'Display last 4 digits'. At the bottom, there is a reCAPTCHA 'I'm not a robot' checkbox and a 'Continue' button. A red arrow points to the 'Continue' button.

3. The CUNY Login Account Information page displays with your username

A screenshot of the CUNY Account Information page. The page title is 'Your CUNY Login Account Information'. Below the title, it says 'Your CUNY Login account is already activated.' A red rectangular box highlights the text 'Your CUNY Login username is: Studios.Student11 @login.cuny.edu'. Below this, it says 'You can either change your password or close this page.' and 'Change your CUNY Login password'.

How to Change Your CUNY Login Account Email Address

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

Log in with your CUNY Login credentials
(CUNYfirst Username@login.cuny.edu and CUNYfirst Password)

A screenshot of the CUNY Login login form. It has two input fields: 'Username' with the text 'studious.student11@login.cuny.edu' and 'Password' with masked characters. Below the fields is a dark blue 'Log in' button, which is highlighted with a red rectangular border.

3. Click the **Change Email Address** link

CUNY Login

Account Self-Service

A screenshot of the CUNY Login Self-Service Menu. The title is 'Self-Service Menu' and the user name is 'Chandra Cherry'. Below the title is a message: 'Update your CUNY Login account by selecting one of the menu options that follow.' There is a list of four options: 'Change Password', 'Change Security Questions', 'Change Email Address', and 'Change Mobile Phone Number'. The 'Change Email Address' option is highlighted with a red rectangular border. At the bottom left is a 'Logout' button.

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

Change Account Management Email Address

To change your account management email address, complete both New Email Address fields.
While you must have an account management email address, it does not have to be your assigned CUNY email address.
All fields are required.

Current Account Management Email Address

Studios.Student@oldcampus.cuny.edu

New Email Address

studious.student@newcampus.cuny.edu

Confirm New Email Address

studious.student@newcampus.cuny.edu

[Logoff](#) [Continue](#)

5. The Change Account Management Email Address Change Successful message appears stating that a confirmation has been sent via email

Change Account Management Email Address Change Submitted Successfully

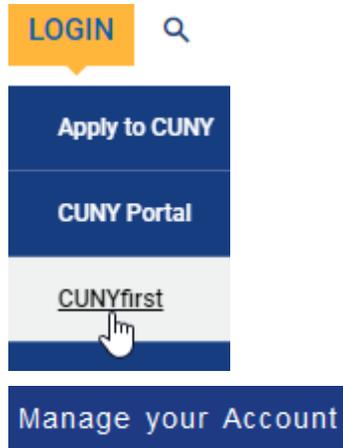
A change confirmation email with an activation link has been sent to your new account management email address.

You must click on the activation link in the change confirmation email to complete the account management email address change.

[Logoff](#) [Menu](#)

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

Log in with your CUNY Login credentials
(CUNYfirst Username@login.cuny.edu and CUNYfirst Password)

A screenshot of the CUNY Login form. It features two input fields: 'Username' with the text 'studious.student11@login.cuny.edu' and 'Password' with masked characters. Below the fields is a dark blue 'Log in' button, which is highlighted with a red rectangular border.

3. Click the **Change Mobile Phone Number** link

A screenshot of the 'Self-Service Menu' page. The title 'Self-Service Menu' is at the top. Below it is a paragraph: 'Update your CUNY Login account by selecting one of the menu options that follow.' There is a bulleted list of options: 'Change Password', 'Change Security Questions', 'Change Email Address', and 'Change Mobile Phone Number'. The 'Change Mobile Phone Number' option is highlighted with a red rectangular border. At the bottom left, there is a 'Logoff' button.

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

Current Mobile Phone Number
3475554040

New Country Code (for non-US numbers)

New Phone Number
3475551212

Confirm New Country Code

Confirm New Phone Number
3475551212

Do not include dashes

[Logoff](#) [Continue](#)

5. The Change Mobile Phone Number Change Successful message appears stating that a confirmation has been sent via email

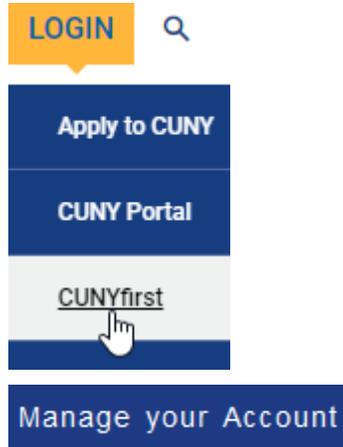
Change Account Management Mobile Phone Number Change Submitted Successfully

A change confirmation email has been sent to your account management email address.

[Logoff](#) [Menu](#)

How to Change Your CUNY Login Account Security Questions

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

Log in with your CUNY Login credentials
(CUNYfirst Username@login.cuny.edu and CUNYfirst Password)

A screenshot of the CUNY Login form. It has two input fields: 'Username' with the text 'studious.student11@login.cuny.edu' and 'Password' with masked characters. Below the fields is a dark blue 'Log in' button, which is highlighted with a red rectangular box.

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

A screenshot of the 'Self-Service Menu' page. The title is 'Self-Service Menu'. Below the title is the text: 'Update your CUNY Login account by selecting one of the menu options that follow.' There is a list of four options: 'Change Password', 'Change Security Questions', 'Change Email Address', and 'Change Mobile Phone Number'. The 'Change Security Questions' option is highlighted with a red rectangular box. At the bottom left is a dark blue 'Logoff' button, and at the bottom right is a white search input field.

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**

Change Security Questions and Answers

Select and answer 5 security questions in the fields that follow.

Please note:

- Five questions and answers are required
- Answers are not case sensitive

All fields are required.

Question 1

Who was your first employer?

Answer

Mickey Dees

Question 2

In what city was your father born?

Answer

Atlantis

Question 4

What is your paternal grandfather's first name?

Answer

Ra's

Question 5

What is your favorite book?

Answer

The Dark Knight

[Logoff](#) [Continue](#)

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

Change Security Questions Change Successful

A confirmation email has been sent to your account management email address.

[Logoff](#) [Menu](#)

How to Update Your Preferred Email address in CUNfirst

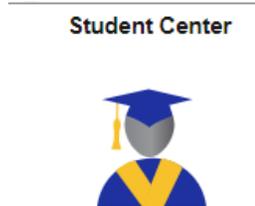
1. Go to: www.cuny.edu
 - c. **Hover** the mouse over the **LOGIN** button then choose CUNYfirst



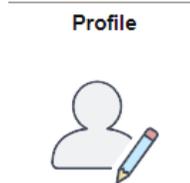
2. Enter your CUNY Login credentials and click the **Log in** button



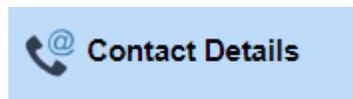
3. Click on **Student Center**



4. Click on **Profile**



5. Click on **Contact Details**



6. Add or select your preferred email address and click **Save**.

Email	Type	Preferred	
	Business	✓	>
test@gmail.com	Other		>

Self-Service Account Management (SSAM)

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, Starfish, Pharos Pay-for-Print, Wireless Network (Wi-Fi), ePortfolio, Starfish, Library Resources and BCC Calendar.**

1. Go to www.bcc.cuny.edu
 - a) Click on **STUDENTS**
 - b) Click on **Students Services**
 - c) Click on **Technology Service Center**



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

Claim your Bronco ID

3. **Enter the required information** and click the **Next** button

Claim Your Bronco Identity

Please provide the required information in the following fields to claim your Bronco account.

** Denotes required field.*

*First Name:

First Name

*Last Name:

Last Name

*DOB: (MM/YYYY)

•••••

*CUNYfirst ID: (8 digit CUNYfirst EMPLID)

8-Digit CUNYfirst ID (EMPLID)

Forgot your CUNYfirst ID? [Click here](#) to login to your CUNYfirst account to obtain it.

Next

4. **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*:

PS888

Question 5: What is your favorite food?

Answer*:

Sushi

Next

Cancel

5.

- Enter and confirm** your new password.
- Read** the CUNY Policy on Acceptable Use of Computer Resources by **scrolling down**
- Check** that you have read, understand and agree to the terms and conditions.

Click the **Next** button

Create a New Password

Enter a new password:

••••••••

Re-enter the 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 (~!@#%&*_-+=\|{}[]-'"<>.,?:)

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

information.

- c. CUNY reserves the right to change this policy and other related policies at any time. CUNY reserves any rights and remedies that it may have under any applicable law, rule or regulation. Nothing contained in this policy will in any way act as a waiver of such rights and remedies.

Approved by the Board of Trustees on January 29, 2007, Cal. No. 4.D., with amendments approved on June 25, 2012, Cal. No. 5.A. and June 29, 2015, Cal. No. 5.A.



By submitting this form, you acknowledge that you have read, understood and agree to the terms and conditions

Next

Cancel

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
 - a) Click on **STUDENTS**
 - b) Click on **Students Services**
 - c) Click on **Technology Service Center**



2. Click on Reset your Bronco ID Password

Reset your Bronco ID 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

Reset Forgotten Password

*** 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 reset your forgotten password.

* Denotes required field.

Bronco ID: (*firstname.lastname@bcc.cuny.edu* or *firstname.lastname@stu.bcc.cuny.edu*)

OR

*CUNYfirst ID: (*8 digit CUNYfirst EMPLID*)

Forgot your CUNYfirst ID? [Click here to login to your CUNYfirst account to obtain it.](#)

Next

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

Verify Your Identity: Submit Your Answers

You must answer the following 3 questions.

What is your city of birth?

What is your favorite movie?

What was the name of the first school you attended?

Next

Cancel

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

Create a New Password

Enter a new password:

Re-enter the 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 (~!@#\$%^&*._+=\|00[]:~" <> . ? /)

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

Next

Cancel

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
 - d) Click on **STUDENTS**
 - e) Click on **Students Services**
 - f) Click on **Technology Service Center**



2. Click on **Change** your Bronco ID Password

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 claim your account**

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

**Denotes required field*

Bronco ID: *(firstname.lastname)*

OR

CUNYfirst ID: *(8 digit CUNYfirst EMPLID)*

*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 (~!@#\$\$%^&*~_+=[\|{};:"'<>.,/?)

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

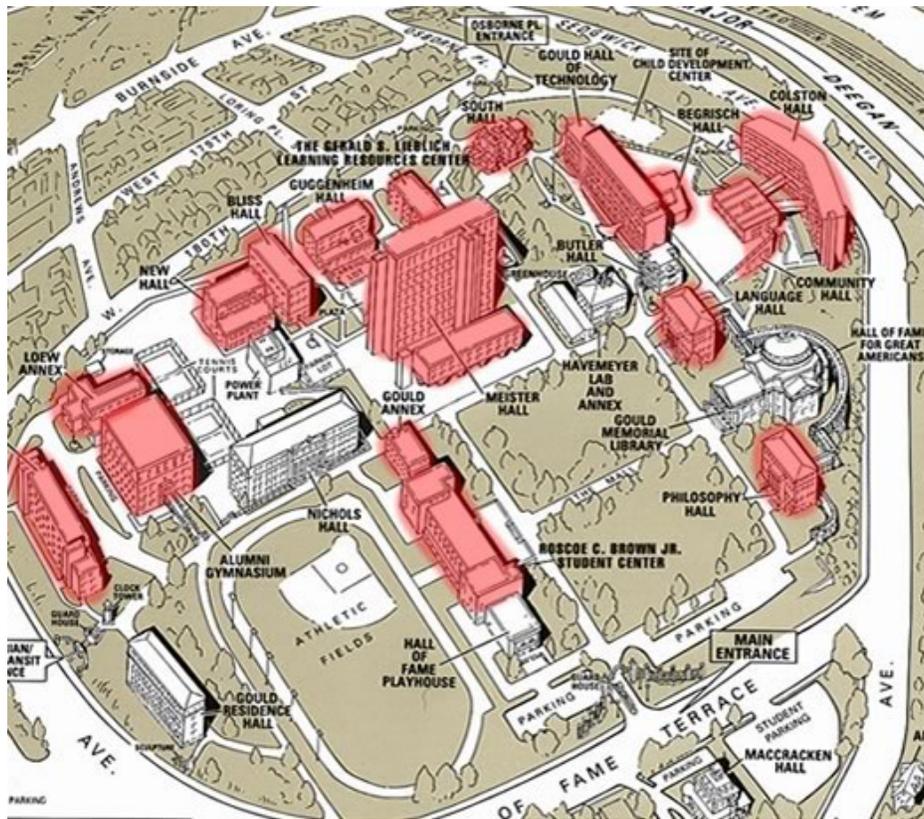
Submit Change

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.

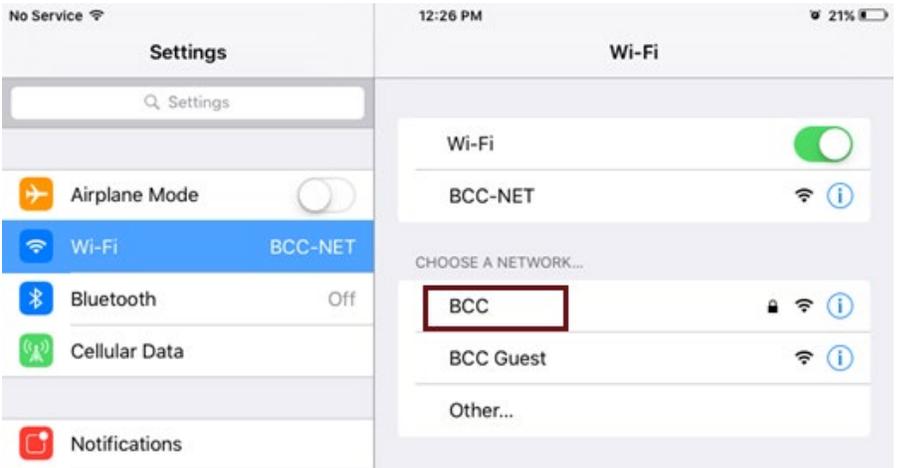
Wireless Coverage Map



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

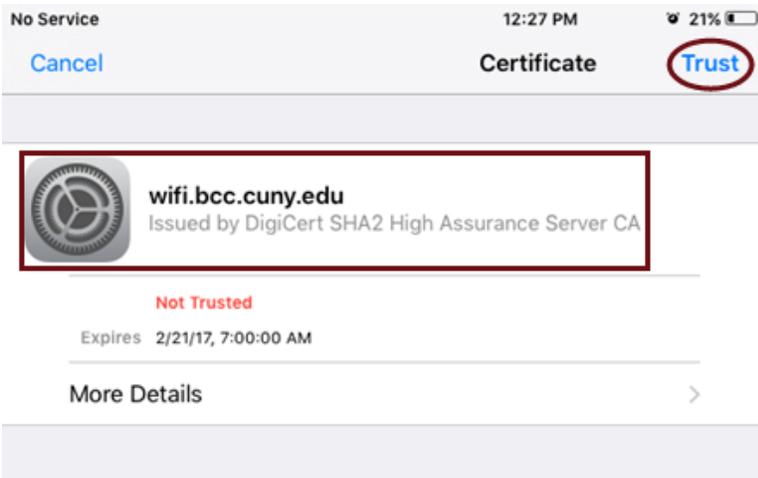


When prompted for credentials, enter your BCC Bronco credentials.



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



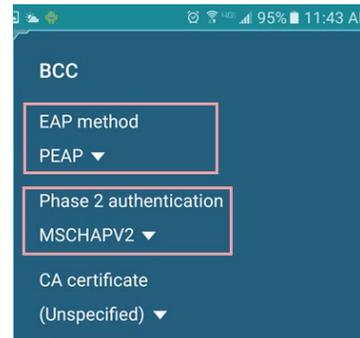
Select the new **BCC** SSID to configure the authentication settings.



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.



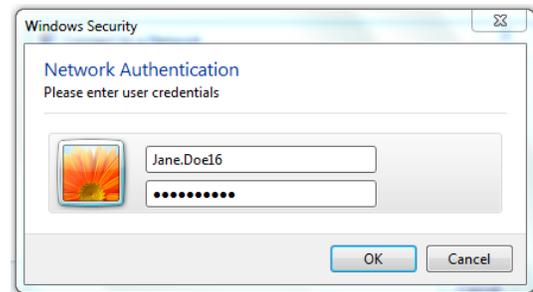
How to Sign in to your BCC Campus Wireless

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**.



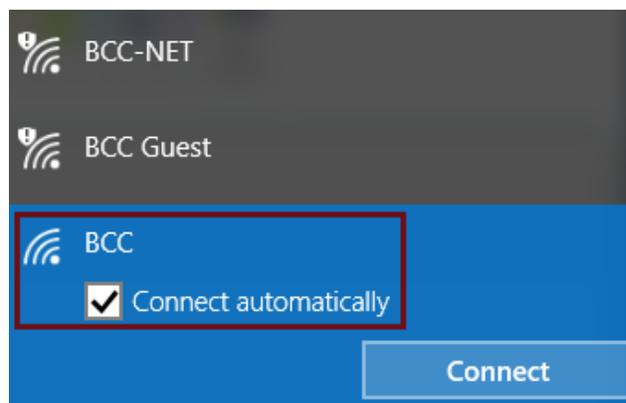
You will now be connected to the BCC SSID



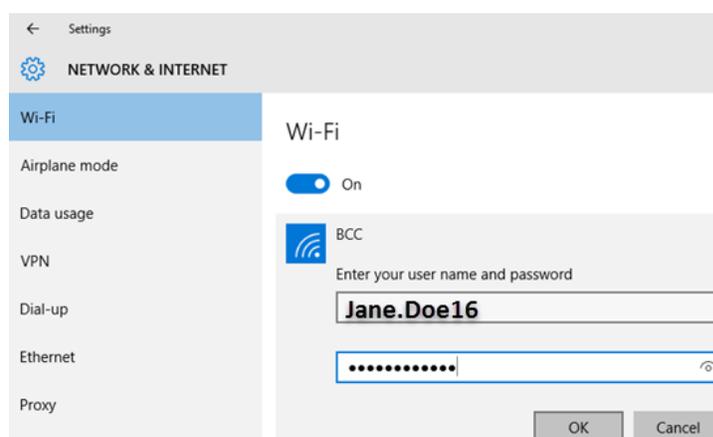
How to Sign in to your BCC Campus Wireless

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**.

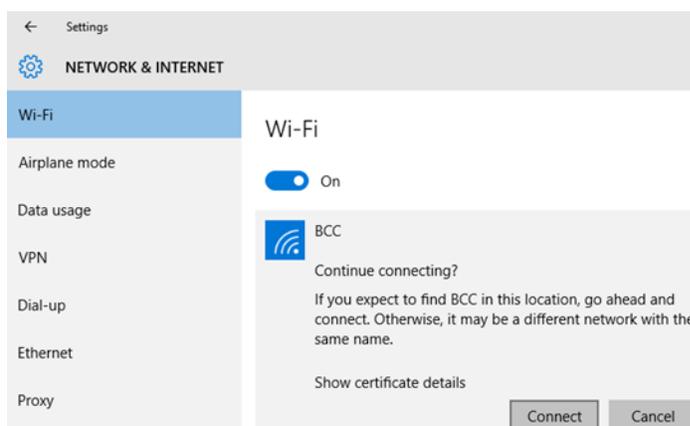


When prompted, **enter** your **BCC Bronco username** and **password**.



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



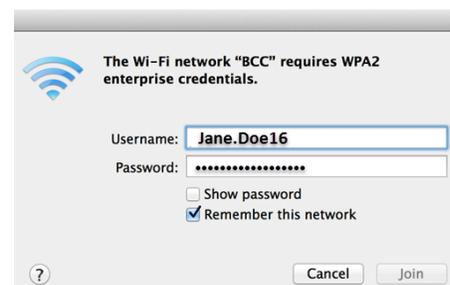
How to Sign in to your BCC Campus Wireless

Mac OS – SSID Configuration

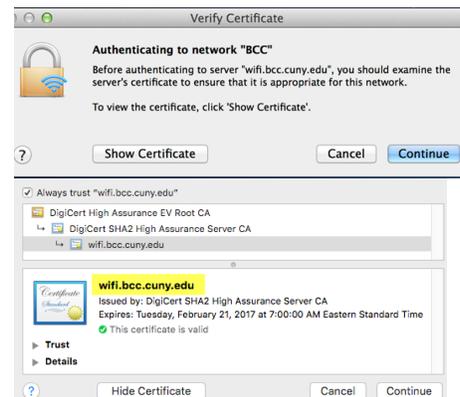
Click the **Wi-Fi icon** at the top of the screen and **select** the new **BCC SSID**.



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**.

Instructional Technology Labs

The Instructional Technology 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 students' and faculty's research and instruction needs. Instructional Technology consists of 10 computer labs located throughout campus. All Instructional Technology facilities are equipped with the latest technology.

For additional information such as facilities locations and hours, please visit our website:

<http://www.bcc.cuny.edu/services/computer-labs>

Instructional Technology Labs Schedule

ME G01/ME G02 and ME G16/ME G17 are available for **Open-Use Only** M-F 9am – 8pm.

The following computer facilities are available **only** for **specific classes / programs**:

- Carl Polowczyk Hall 320
- Colston Hall 602/ 603
- Meister Hall 224/225
- Meister Hall 302
- Meister Hall 318
- Meister Hall 320
- New Hall 23
- Nichols Hall 101

STUDENT EMAIL (Microsoft Office 365)

1. Go to: www.bcc.cuny.edu

a. Click on **QUICK LINKS**

QUICK LINKS

b. Click on **E-mail**



c. Click on **Email – Students**

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

Password:

Same as your Bronco ID password



← john.doe@stu.bcc.cuny.edu

Enter password

●●●●●●●●

[Forgot my password](#)

Click on **Sign in**

Sign in

NOTE: If your Bronco ID password does not work for your email, you will need to reset your Bronco ID password.

Bronco ID page:

<http://www.bcc.cuny.edu/campus-resources/information-technology-service-desk/>

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)*



Other

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
 [firstname.lastname@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: <https://www.office.com/>

d. Click on Sign in

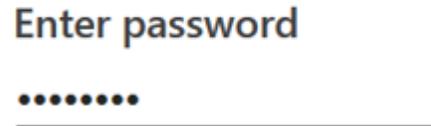
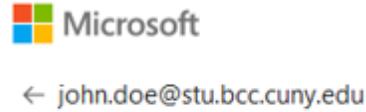


2. The following information will be required.
Your login credentials will follow this format:

Username:
firstname.lastname@stu.bcc.cuny.edu

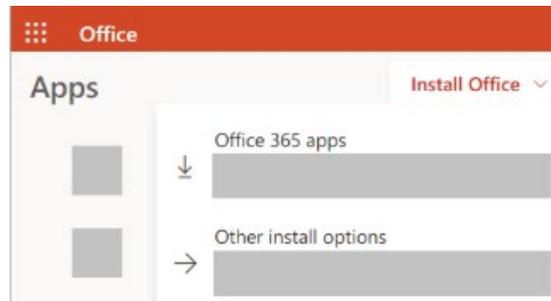
Password:
Same as your Bronco ID password

NOTE: If your Bronco ID password does not work for your email, you will need to reset your Bronco ID password



3. From the Office home page select **Install Office**

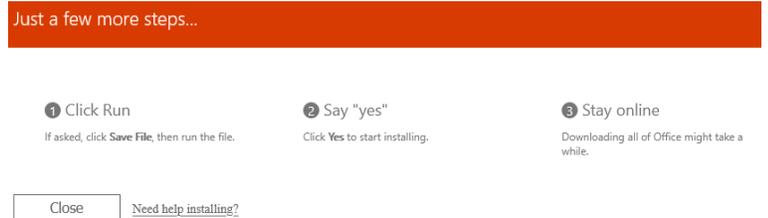
Tip: The 64-bit version is installed by default unless Office detects you already have a 32-bit version of Office (or a stand-alone Office app such as Project or Visio) installed. In this case, the 32-bit version of Office will be installed instead.



Click on Install

4. Depending on your browser, select **Run** (in Edge or Internet Explorer), **Setup** (in Chrome), or **Save File** (in Firefox).

If you see the User Account Control prompt that says, **Do you want to allow this app to make changes to your device?** select **Yes**



5. The install begins.



Brightspace FAQ's

FAQ's Video Link:

[BCC Brightspace Transition - Students: Training & Resources](#)

Online Learning Support webpage

<https://www.bcc.cuny.edu/academics/distance-learning/>

What do I need to access Brightspace?

To access your course(s) on Brightspace, 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](#).

When I sign on to Brightspace, it says I am currently not enrolled into any courses.

If you don't see any of your courses on Brightspace, 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 Brightspace support group in Nichols Hall Room 311 or lmshelpstudent@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 lmshelpstudent@bcc.cuny.edu so your status can be checked.

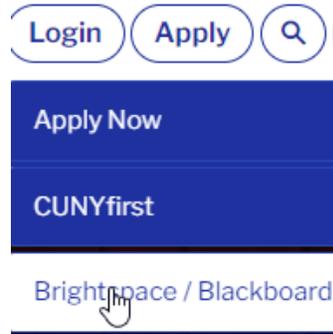
Why aren't my courses listed?

If you don't see any of your courses on Brightspace, 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 Brightspace

1. Go to: www.cuny.edu

2. **Hover** the mouse over the **login** button then choose **Brightspace/Blackboard**.



3. Click on log into Brightspace



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

Example:

Username

Password

Username

Password

5. 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](#).

Student Brightspace Guide: [FINAL - Student Brightspace Handout](#)