Welcome to Brooklyn College!

BC Technology Basics

Where to Get Technology Support

Information Technology Services (ITS) - Manages and supports the campus infrastructure (network, phones, desktop computers, software licensing, and more), classroom technology, campus portal and online apps, CUNY Login, and most computer labs. (Call ITS at 718-951-4357)

Library/Academic Information Technologies (AIT) – Provides professional development, training, and project-based assistance. Manages Library and Library Café public computers, legacy A/V equipment, and faculty long-term laptop loans. Check Library website for complete list of services and your subject liaison librarian. (Call AIT at 718-951-5342)

Getting Started Checklist:

- Install BC Navigator mobile app and sign in with your WebCentral ID to begin using your Digital ID. (Call ITS x4357 option 3)
- If you don’t yet have a computer, inform ITS whether you prefer a Windows or Mac computer, and discuss which of the BC licensed software you would like installed. (Call ITS at x4357 option 1)
- Submit your email account application to ITS. (Call ITS at x4357 option 2)
- Setup your CUNY Login (home.cunyfirst.cuny.edu) and BC WebCentral Portal (portal.brooklyn.edu) account. (Need Help? Call ITS at x4357 option 3)
- Have your mobile devices configured for BC-WIFI and your BC email. (Call ITS at x4357 option 2)
- Set up your office voicemail. (Need Help? Call Telecom at x5533)
- Request Smart Classroom technology training. (Call ITS at x4357 option 6)
- Enter your “Faculty Profile” and your conference hours in the BC WebCentral Portal. (Need Help? Call ITS at x4357 option 3)
- Visit www.bc-status.info and register your cell phone to receive IT systems status alerts.
- Register your ID card barcode with the library system at the circulation desk.

Teaching with Technology:

- Contact Carlos Cruz of Library/AIT (Call AIT at x4667) to arrange for a Blackboard course site.
- If you need audio/video/internet for your classes, request a Smart Classroom for your classes (contact your department chairperson). Smart Classrooms have projection, sound, touchscreen intelligent displays, smart podium w/touchscreen controls, laptop and handheld connections, and some document cameras. The Library/AIT also has smart classrooms/labs you can reserve for occasional use.
- Request a Smart Classroom orientation. (Call ITS at x4357 option 6)
- During all teaching hours don’t hesitate to contact ITS SmartSupport. (Call ITS at x4357 option 6)
- The Library/AIT Faculty Lab has a variety of computing services to meet faculty needs. (Call AIT at x4634)
Traveling and Collaboration:

- Use secure VPN to access on-campus-only software (Call ITS at x4357 option 2)
- Access group/personal video/audio conferencing, and Zoom (Call ITS at x5533)
- Borrow a laptop/projector for an event (Call ITS at x4357 option 1)
- Print posters (Call AIT at x4634)
- Use Dropbox or OneDrive for secure, web-accessible storage (Call ITS at x4357 option 2)
- Access Library online resources (Call Library at x5628)

Online Resources and Tools:

BC WebCentral Portal (portal.brooklyn.edu) – BC’s secure Intranet

- Your source for campus, technology, advisement, HR, and other information
- Email your students at their preferred email addresses
- Print rosters, roll books and view student photos
- Access online transactions and tools
- Submit and manage your faculty profile
- Post your office hours
- Vote in faculty elections
- View student course and faculty evaluations
- Collaboration Support
- Send class cancellation and relocation alerts

BC Library Website (library.brooklyn.cuny.edu):

- Access to article databases, e-journals, books, e-books, and more
- Interlibrary loan
- Ask-a-Librarian chat and Subject Librarians
- Reference Desk (Call Library at x5628)

CUNY Tools (cuny.edu and CUNY Login):

- Blackboard: CUNY-wide online course/learning management system
- Dropbox: enterprise file sharing and storage
- Zoom: video conferencing and online courses
- Microsoft Office 365: download Office suite, OneDrive, and Teams – or use online
- DegreeWorks: view student academic progress reports
- CUNYfirst: submit your textbook and course material requirements, submit attendance rosters, class grades, view student information, update your contact information

Special Requests:

Additional computers for labs, custom configurations, additional peripherals, laptops, tablets, handhelds, and unlicensed software are typically funded through startup funds, or School/Department allocations. Contact ITS for ordering assistance-advice, or to request additional network jacks in your workspace. Sorry - Off-campus access to desktops and servers is not permitted for security reasons. Private network devices, especially routers and WIFI, require ITS pre-inspection/approval.