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 x**4357** option 1)

- Submit your email account application to ITS. (Call ITS at x**4357** 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 x**4357** option 2)

- Set up your office voicemail. (Need Help? Call Telecom at x**5533**)

- Request Smart Classroom technology training. (Call ITS at x**4357** option 6)

- Enter your "Faculty Profile" and your conference hours in the BC WebCentral Portal. (Need Help? Call ITS at x**4357** 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 x**4667**) 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 x**4357** option 6)
- During all teaching hours don't hesitate to contact ITS SmartSupport. (Call ITS at x**4357** option 6)
- The Library/AIT Faculty Lab has a variety of computing services to meet faculty needs. (Call AIT at x**4634**)

Traveling and Collaboration:

- Use secure VPN to access on-campus-only software (Call ITS at x**4357** option 2)
- Access group/personal video/audio conferencing, and Zoom (Call ITS at x**5533**)
- Borrow a laptop/projector for an event (Call ITS at x**4357** option 1)
- Print posters (Call AIT at x**4634**)
- Use Dropbox or OneDrive for secure, web-accessible storage (Call ITS at x**4357** option 2)
- Access Library online resources (Call Library at x**5628**)

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

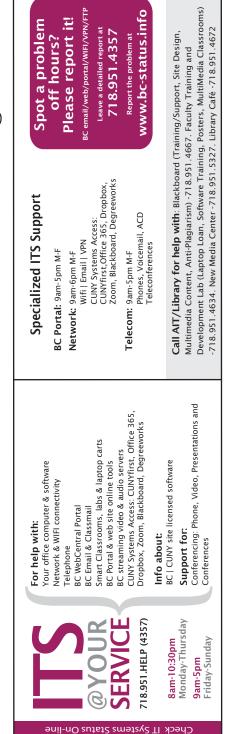BC Library Website (**library.brooklyn.cuny.edu**):

- 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 x**5628**)

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.**

Specialized ITS Support

BC Portal: 9am-5pm M-F

Network: 9am-6pm M-F
Wifi | Email | VPN
CUNY Systems Access: CUNYfirst, Office 365, Dropbox, Zoom, Blackboard, Degreeworks

Telecom: 9am-5pm M-F
Phones, Voicemail, ACD
Teleconferences

Call AIT/Library for help with: Blackboard (Training/Support, Site Design, Multimedia Content, Anti-Plagiarism) -718.951.4667. Faculty Training and Development Lab (Laptop Loan, Software Training, Posters, MultiMedia Classrooms) -718.951.4634. New Media Center -718.951.5327. Library Café -718.951.4672

For help with:
Your office computer & software
Network & WIFI connectivity
Telephone
BC WebCentral Portal
BC Email & Classmail
Smart Classrooms, labs & laptop carts
BC Portal & web site online tools
BC streaming video & audio servers
CUNY Systems Access: CUNYfirst, Office 365, Dropbox, Zoom, Blackboard, Degreeworks

Info about:
BC | CUNY site licensed software

Support for:
Conferencing: Phone, Video, Presentations and Conferences

ITS @YOUR SERVICE

718.951.HELP (4357)

8am-10:30pm Monday-Thursday
9am-5pm Friday-Sunday

www.bc-status.info
Check IT Systems Status On-line

vf22