Getting Help

ITS
Information Technology Services

Access and Infrastructure
Network, phones, desktop computers, software licensing, smart classrooms, online apps, computer labs

718.951.4357

AIT
Academic Information Technology

Content and Training
Professional development, training, Blackboard, faculty lab, subject liaison librarian

718.951.4634

CTL
Center for Teaching & Learning

Instructional Support
Instructional support and coaching.

718.951.5211

employees.brooklyn.edu | IT Helpdesk: 718-951-4357
Technical support is available during all classroom hours.

Monday – Thursday: 8am – 11pm
Friday: 8am – 5pm
Saturday – Sunday: 9am – 5pm

Call the IT Helpdesk at 718.951.4357 (x4357 on campus).
The helpdesk provides general technical support for most technology and applications.

- **College-issued computers**: desktops, laptops, iPads
- **Network Access and Phones connections**: BC WiFi, on-campus wired connections, office phones, VPN connections
- **Brooklyn College email** accounts
- **CUNY Login**: CUNYfirst, Blackboard, Microsoft Office 365, Dropbox, DegreeWorks, Zoom
- **BC WebCentral**
- Smart Classroom support
Brooklyn College

Getting Started

employees.brooklyn.edu | IT Helpdesk: 718-951-4357
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### CUNY Login
- CUNYfirst
- Blackboard
- Office 365
- Zoom
- Dropbox

### WebCentral ID
- WebCentral
- Roster w/photos
- Faculty Profile
- BC Navigator
- Digital ID

### BC Email ID
College Email, BC Wi-Fi, Library Journals

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BC Wi-Fi and Brooklyn College Email

**BC Wi-Fi**

Sign in using your Brooklyn College email credentials.

Report issues: [http://bklyn.edu/ithelp](http://bklyn.edu/ithelp)

**Brooklyn College Email**

your_username@brooklyn.cuny.edu

employees.brooklyn.edu  |  IT Helpdesk: 718-951-4357
Email Security

• Never respond to or click links from suspicious emails or phone calls requesting your private.

• ITS never asks for account passwords.

• Office attachments from external email are blocked by the spam filter. You will receive an email with a link to review email flagged as spam. Encourage students and colleagues to use PDF files.

• Always contact the IT Helpdesk to verify anything suspicious.
WebCentral

• One-stop shop for local Brooklyn College information, web applications, and services.

• Access services such as roll books, class rosters with photos, posting office hours, faculty profiles, class cancellation alerts, and room changes.

portal.brooklyn.edu
• Sign in with your WebCentral ID
• Access your Digital ID

employees.brooklyn.edu  |  IT Helpdesk: 718-951-4357
CUNY academic software licenses:
- Adobe Creative Cloud, Camtasia, ArcGIS, SPSS, SAS, Maplesoft, Mathworks, Mathematica

CUNY Virtual Desktop
- SPSS, SAS, Maplesoft, Mathematica, Matlab, ArcGIS, Microsoft Access, and R Studio

Contact your department chair for special software requests.
Working in a Hybrid Environment

• Keeping files synchronized between campus and home computers
• Accessing your files in a smart classroom
• Connecting a personal laptop to the campus
• Streaming in-person lectures