Brooklyn College

Faculty Technology

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

Smart Classrooms

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).

IT Helpdesk - Services for Faculty

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

bklyn.edu/ithelp

718-951-4357

Brooklyn College

Getting Started
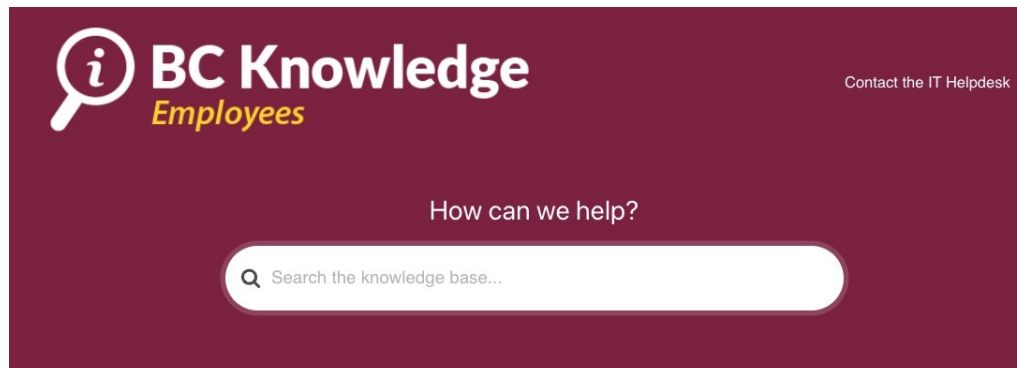
BC Knowledge for Employees

employees.brooklyn.edu

BC Knowledge Faculty Page

https://employees.brooklyn.edu/categories/faculty-info/

Academic and Faculty Info
Academic information and guides for faculty.

Calendars
academic and administrative calendars

Registrar
Information from the Office of the Registrar.

Software
Information about academic software licenses for research and your courses.

Research
Information about research, grants, and available tools.

Orientation
Faculty orientation information.

Library
Services available for faculty research and classroom support from the Brooklyn College Library.

Bb Blackboard
Blackboard is the primary online course management platform at CUNY.

Smart Classrooms
Information about Smart Classroom podiums, computers, projects, and equipment.

Supporting Students in Career Success
How to support students in their career success

3 Accounts You Need to Know at BC

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

BC Wi-Fi and Brooklyn College Email

BC Wi-Fi

Sign in using your Brooklyn College email credentials.

Report issues: **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

BC Navigator - Digital ID

- Sign in with your WebCentral ID
- Access your Digital ID

My BC ID   LOGOUT

SP 2018
Student

Jane, Mary

12:00:00

Admin Info   ◇   Library ID

Download on the App Store

GET IT ON Google Play

Academic Software Licenses

- 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

Questions?