Q. How do I retrieve my GC network and Office 365 email username?

- Log into your student banner account (https://ssb.gc.cuny.edu/prod/plsql/twbkwbis_P_WWWLogin)
- Click the "Personal Information" tab
- Click on "View GC Network Account and Office 365 Email Account" to obtain your information
- You should then see your student email account and password, along with instructions on how to set it up.

Q. What does a GC network account do?

A GC network account allows you access to GC computers, the Internet, and many GC-sponsored web services.

Q. How do I log in to the GC computers?

In order to access the GC computers, you need to know your domain, username, and password.

- **domain** – all users use the GC domain
- **Username** – the first initial of your first name followed by your full last name (in some cases, followed by a number). For example, if your name is Rusty Staub, your username is: rstaub (or rstaub1)
- **Password** – new student account passwords are retrieved by login into the Banner Self-Service system. You can login via the GC Portal and using your Banner ID and PIN.

Note: Files saved to the C:\ drives will be deleted.

http://www.gc.cuny.edu/GC-Header/GC-Portal

Q. What is my Office 365 e-mail address and how do I log in to my e-mail account?

Your e-mail address is: username@gradcenter.cuny.edu
To check your Gradcenter e-mail, log into Office 365 at https://login.microsoftonline.com
Enter your username (Gradcenter email address) and password.

**Note:** Remember to sign out of Office 365 by clicking on the blank picture on the top right-hand side and selecting Sign Out.

Q. How do I change my GC network account password?

Self-Service Password Reset
- Use the GC’s Internet-based Password Reset service by visiting https://passwordreset.gc.cuny.edu/

**Note:** You must register and setup a 4-digit PIN to manage your GC network account. IT Services does not reset passwords.

Q. What are the criteria for choosing a network account password?

Your new password must:
- have 8 to 15 characters
- contain at least one capital letter
- contain at least one lower case letter
- contain at least one number or special character
- **not** be your name
- **not** be any of your last 3 passwords

**Note:** Passwords expire automatically every 180 days. You will be reminded to change your password before the expiration date.

Q. How do I change my Office 365 email password?

CUNY and Microsoft have activated a self-service password reset tool for you to use when you require an Office 365 password reset. As a prerequisite for using the tool, you must register your notification and contact preferences. This is a one-time process. Once you have registered your information, you will be able to use the self-service resource tool. The website to register is: http://aka.ms/ssprsetup.

Q. Where can I store my personal files?

- Students are provided with storage in their Office 365 One Drive account.
- You can also save files onto a USB flash drive

Q. What programs are available on The GC computers?

For an updated list of available software, please visit the IT FAQ services page http://www.gc.cuny.edu/About-the-GC/Resources-Services/Information-Technology/FAQ

Q. Where can I find additional information?

Please visit the IT Website and take a look at our "New User Orientation" documentation http://www.gc.cuny.edu/About-the-GC/Resources-Services/Information-Technology/New-User-Orientation

Questions? Contact IT services by email, ITServices@gc.cuny.edu
Q. Do you provide technical support for personal (home) computers?

OIT provides support for GC owned computers with GC asset tags only. If you need assistance with a personal computer, please contact your PC manufacturer or your software vendor.

Q. Is there a wireless connection available?

Yes. There are two wireless networks at the GC:

- **GCcommunity** is a secured and encrypted network (GC credentials are required).
- **GCguest** is an unsecured and unencrypted network available to everyone with no login requirements.

Q. What is Blackboard and how do I connect to it?

Blackboard is a course management system. It is a way for your instructors to provide you with information or interact with you in a class.

Please visit the GC Portal and select Blackboard from the right side menu. You can also gain access to it from the CUNY Portal at www.cuny.edu

**Note:** If you don’t already have one, you must create a CUNY Portal account (www.cuny.edu) to gain access to Blackboard. This is different than your GC network account and gives you access to CUNY Wide services.

Q. Who should I contact if I have questions about Student Web access or GC Library resources?

Student Web questions can be addressed by the Office of the Registrar, Room 7201, x7500.

Questions regarding GC Library resources can be addressed by staff at the Mina Rees library, x7040.

**Contact Information**

IT Services should be your first point of contact for technical assistance.

You may contact us by sending an email to itservices@gc.cuny.edu or by visiting our online self-service portal available 24/7.

The self-service portal will allow you to request assistance from IT via a simple web form.

Emergency calls are received between the hours of 9:00 am – 5:00 pm at 212-817-7300.

*Closed for GC holidays. Hours are subject to change.*

**Useful Links and Telephone Numbers**

- **The Graduate Center:** [http://www.gc.cuny.edu](http://www.gc.cuny.edu)
- **OIT Web Site:** [http://www.gc.cuny.edu/About-the-GC/Resources-Services/Information-Technology](http://www.gc.cuny.edu/About-the-GC/Resources-Services/Information-Technology)
- **Mina Rees Library:** [http://library.gc.cuny.edu/](http://library.gc.cuny.edu/) 212-817-7083
- **Graduate Center Security:** 212-817-7777

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The Office of Information Technology

**FAQ**

Welcome to a new semester!

This brochure contains answers to frequently asked questions about your Graduate Center accounts.

Your GC accounts give access to GC computers, e-mail, and web services,

Prepared by student consultants and technicians in the Client Services division of Information Technology