Q. Can I set up my home PC to access the GC network?
Yes. Remote services are available. For more information, visit our GC Portal and login on “Remote Computing” using your GC credentials.
http://www.gc.cuny.edu/GC-Header/GC-Portal

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.

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* (formerly The Help Desk) 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**
- **Terms of Use for IT Services:**
- **The Graduate Center:**
  http://www.gc.cuny.edu
- **OIT Web Site:**
  http://www.gc.cuny.edu/About-the-GC/Resources-Services/Information-Technology
- **Mina Rees Library:**
  http://library.gc.cuny.edu/ 212-817-7083
- **Graduate Center Security:**
  212-817-7777

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

Welcome to a new semester!

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

Your GC computer account gives you access to GC computers, e-mail and web services, and personal storage space on the GC computer network.

Prepared by student consultants and technicians in the Client Services division of Information Technology
Q. What does a GC network account do?
A GC network account allows you access to GC computers and network space on which to store your files (called the U:\ drive), 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 students 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 user name 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. The information is available 72 hours after you’ve registered for classes.

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. 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 store my personal files?
- Each student is provided space on The GC network. This space appears on GC computers as the U:\ drive. You may save your work to the U:\ drive.
- You can also save files onto a USB flash drive.

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

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. Where can I find additional information?
Please visit the IT Website and take a look at our "New Student Orientation" documentation http://www.gc.cuny.edu/About-the-GC/Resources-Services/Information-Technology/New-User-Orientation

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. 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.
Questions? Contact IT services by email, ITServices@gc.cuny.edu