Q. How Can I access GC network resources from home?
The GC network can't be accessed from home but you can use Office 365 to get online access to email, Word, Excel. The CUNY Virtual Desktop (VDI) environment also allows users to remotely access course software anytime.

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 www.cuny.edu. Hover over LOG-IN in the upper right and, in the drop down menu, click the BLACKBOARD link.

1. Click the Register for a New Account link.
2. Click Current Student.
3. Enter the required information and click the Next button.
4. On the following screen click Confirm if the data is correct. If you made a mistake, click Cancel and reenter your information.

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)
- IT 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/212-817-7083](http://library.gc.cuny.edu/212-817-7083)
- Graduate Center Security: 212-817-7777
Q. How do I retrieve my GC network and Office 365 email username?

- New GC student accounts will be automatically created for admitted students (after 3-5 days of CUNYfirst account creation).
- GC student accounts info will be sent to student’s email address(es) saved on CUNYfirst profile.

Note: Check your email spam/junk folder if you have not received your GC accounts email.

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 – Initial-passwords are generated once you register. You will receive an email with your user name and your initial password information to log on.

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 will need to know yourEMPLID, Month/Year of Birth, and personal email address. Visit CUNYfirst to update your email address.

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. 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/ssprssetup.

Note: O365 password registration is not required if multi-factor authentication is enabled.

Q. Where can I store my personal files?

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

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

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