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,
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.

Note: Accounts are automatically created within 48-72 hours after registering for classes

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.

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 email 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 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.

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