INFORMATION TECHNOLOGY
NEW USER ORIENTATION
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GC Network Account

- New users are assigned a Network Account with username and password
- Usernames consist of first name initial and full last name, e.g. jdoe
- Common usernames have a number added, e.g. jdoe2
Manage GC Network Password

To manage your GC network:

– Go to the GC Portal (www.gc.cuny.edu/Portal)
– Click on Self-Service Password Reset to the menu on the right side
– Enter Employee ID Number, Month of Birth, Year of Birth and complete your Personal Email Address
– An email will be sent to the alternate email address that is in CUNYfirst with a code (this code will expire in 15 minutes after it was sent)
– Enter the Verification Code to confirm your identity on the Password reset page
– Enter New Password and Confirm the new password
– Click Submit to change your password
GC Network Account Set-up

• Account usernames are assigned:
  – To students, 3 – 5 days after CUNYfirst account is created for admitted students
  – To faculty & staff, by completing the Employee Network Account Request Form

• Initial password and e-mail address for students:
  – Once the account has been configured, an e-mail containing the network and e-mail account information will be sent to the applicant’s e-mail address that they provided on their application.

• Initial password and e-mail address for faculty/staff:
  – The staff member who submitted the request for the account will receive an e-mail containing the account information. It is the responsibility of the initial requestor to provide the information to the faculty/staff member.
GC Network Account Set-up – Cont’d

• Select a new password that conforms to the following:
  – 8 to 15 characters
  – at least one upper case letter
  – at least one lower case letter
  – at least one number or special character
  – Password should not contain any part of your username
  – Password cannot be the same as the last three passwords used

• GC network account passwords expire every 180 days.
Email Account

The Graduate Center provides the following email accounts:

- Central faculty and staff receive a GC Email Account
  (e.g. jdoe@gc.cuny.edu)
- Students receive an Office 365 Email Account
  (e.g. jdoe2@gradcenter.cuny.edu)
- Non-central faculty receive a GC email address that points to their home institution email box
Faculty & Staff Email Accounts

• The GC email address is: jdoe@gc.cuny.edu
• Email quota is 10GB
• To access, open Outlook on any GC computer
• To check email remotely, use Outlook Web Access (OWA)
  – Go to the GC Portal (www.gc.cuny.edu/portal)
  – Click Faculty/Staff GC Email
  – Enter your Username and Password
Student Email Accounts

• Students receive an Office 365 lifetime email account
• The Office 365 email address is: jode@gradcenter.cuny.edu
• Email quota is 50GB
• To access, go to https://portal.office.com
Manage Student Email Password

Before students can use the Office 365 Self-Service Password Reset tool, registration is required at [http://aka.ms/ssprsetup](http://aka.ms/ssprsetup).

- Use Office 365 credentials to sign-in. A window appears, instructing users to provide and verify either mobile number, alternate email address, or both.
- Configure a mobile phone number by clicking **“Set it up now”** next to **“Authentication Phone is not configured.”**
  - Enter the desired contact phone number and choose to receive texts or calls. A confirmation text will be sent to the contact phone number. Enter the verification code in the box and click **Verify**.
- Configure authentication email by clicking **“Set it up now”** next to **“Authentication Email is not configured.”**
  - Enter the desired external contact email address (don’t use GC or Gradcenter email address). Click **email me.”** A message containing a verification code will be sent to the desired contact email address.
  - Enter the verification code received in the email. Click **Verify**.

Once authentication methods are configured, click **Finish**.
Manage Student Email Password - Cont’d

After registering an account with Office 365, go to https://passwordreset.microsoftonline.com to reset the Office 365 password.

• Enter user ID
• Enter the verification characters in the box provided
• Click Next
• Select the desired contact method to obtain a verification code
• Enter the verification code
• Proceed to the next verification step
• Choose a new password
GC Public Computers

• Computers for student use are located throughout the Library and in student areas throughout the building

• Available computers:
  - Dell desktops running Windows 10
  - Apple Macs running High Sierra
GC Printers

- Printers are available for students in the library and student areas
- Printer release stations are in the library
- Printers are available for staff in the program and administrative offices
Wireless Access

• There are two wireless networks at the Graduate Center:
  – the **GCcommunity** wireless is the secured and encrypted preferred network for GC network account holders
  – the **GCguest** wireless network is unsecured and unencrypted
IT Services

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

Contact us by emailing ITServices@gc.cuny.edu or by:

– Going to the GC Portal (www.gc.cuny.edu/Portal)
– Clicking on IT Services Self-Service

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

Emergency calls are received at 212-817-7300 during:

– Fall and Spring, 9:00 am to 5:00 pm, Monday to Friday
– Summer, 9:00 am to 5:00 pm, Monday to Thursday
GC Portal

- The GC Portal (www.gc.cuny.edu/Portal) provides links to many IT services, including CUNYfirst.
CUNYFirst Login

The **CUNYfirst Login** connects students, faculty and staff with various informational materials, resources, amenities, benefits and special discounts. To visit:

- Go to the [GC Portal](#)
- Click [CUNYfirst](#)
- Enter your **Username** and **Password** to access several resources available to CUNY students, faculty and staff
GC IT Website Services

- Website services is a platform that allows easy creation of websites for a variety of purposes including conference and group sites, CVs and personal sites, and general interest blogs.
- Go to www.gc.cuny.edu/Portal, click Website Services.
GC IT Website

Explore the GC IT website (it.gc.cuny.edu) for more information about IT resources.

**IT Self-Service Resources**
IT Self-Service Resources include a collection of Frequently Asked Questions for GC-specific matters and access to service request forms, workshops and related materials.

**Password Reset**
GC user account passwords can be reset at https://passwordreset.gc.cuny.edu/ from a Mac, Windows, Linux, or mobile platform with an active internet connection.

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**CUNYfirst June Maintenance**
CUNYfirst unavailable starting at 7pm on Sat. June 27

Read More

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**Follow IT**

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**Other Resources**

- New User Orientation
- Student Tech fee Plan 2019–2020
- Student Tech Fee Plan 2020–2021
- CUNY Policy on Acceptable Use of Computer Resources
IT Frequently Asked Questions

IT Frequently Asked Questions provide information on a variety of IT topics and resources. To familiarize yourself:

• Go to the GC website (www.gc.cuny.edu)
• Click IT
• Click IT Self-Service Resources on the left menu
• Click Find answers to frequently asked questions
IT Policies and Procedures

IT Policies and Procedures are guidelines specific to hardware and software resources provided to the GC Community. To familiarize yourself:

- Go to the GC website (www.gc.cuny.edu)
- Click IT
- Click IT Policies and Procedures on the left menu
FOR TECHNICAL ASSISTANCE, CONTACT IT SERVICES:

Email: ITServices@gc.cuny.edu
Online: IT Services Self-Service
Chat: IT Services LiveChat

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