Q. Can I set up my home PC to access the Graduate Center (GC) network?
The GC network cannot be accessed at home. However, you may use the Office 365 suite to access emails and application such as Word and Excel Online.

Q. Do you provide technical support for personal (home) computers?
IT 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.
1. Please visit www.cuny.edu.
2. Hover over “LOGIN” in the upper right and in the drop-down menu, click the “BLACKBOARD” link.
3. Click the “New User” link.
4. Click Current Student.
5. Enter the required information and click the Next button.
6. On the following screen click “Confirm” if data is correct. If you made a mistake, click “Cancel” and re-enter 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, ext. 7500. Questions regarding GC Library resources can be addressed by staff at the Mina Rees library, ext. 7040.

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.
https://itservices.gc.cuny.edu/trackitweb/selfservice/Account/Login?ReturnUrl=%2ftrackitweb%2fservice%2f
➢ Our chat is accessible through the IT webpage:
https://www.gc.cuny.edu/information-technology
➢ Emergency calls are received between the hours of 9:00am to 5:00pm at 212-817-7300.

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

Useful Links and Telephone Numbers
➢ Terms of Use for IT Services:
https://www.gc.cuny.edu/information-technology/policies-and-procedures/terms-use-it-services
➢ The Graduate Center:
https://www.gc.cuny.edu/
➢ IT Web Site:
https://www.gc.cuny.edu/information-technology
➢ Mina Rees Library:
https://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?
➢ Once Registered, an account creation request will be sent to the IT department.
➢ When the request is received you will receive an email with your account information within 48-72 hours. (Username and initial login password)

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 – Initial- passwords are generated once you register. Within 48-72 you will receive an email with your username and your initial password information to log on. It will then prompt you to change your password.

Q. What is my Office 365 e-mail address and how do I log in to my email account?
➢ Your email address is: username@gradcenter.cuny.edu
➢ To check your Graduate Center email, log into Office 365 at https://www.office.com/
➢ Click on “Sign In” and enter your username (Graduate Center email address) and password.

Note: Remember to sign out of Office 365 by clicking on the 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 your EMPLID, 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:
  o One capital letter
  o One lower case letter
  o 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-services 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 webpage: https://www.gc.cuny.edu/information-technology/frequently-asked-questions

Q. Where can I find additional information?
Please visit the IT website and take a look at our “New User Orientation” documentation: https://www.gc.cuny.edu/information-technology/resources/new-user-orientation

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