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. jode2
Manage GC Network Password

To manage your GC network:

• Click IT Password Reset (https://passwordreset.gc.cuny.edu/)
  – Use “Change Your Password” to update your expired password (current password required)
  – Use “Forgot Your Password” to reset your password if don’t know your password
Manage GC Network Password – Cont’d

• For Forgot Your Password, you are require to provide:
  – **Employee ID** Number
  – Month of Birth, Year of Birth
  – Personal Email Address (@gc.cuny.edu will not be accepted)

• An **Verification code** will be sent to your personal email

• 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

Note the **Password Complexity Requirements**
GC Network Account Set-up

- Account usernames are assigned:
  - To students 3 – 5 days after a 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

• To access, open Outlook on any GC computer
• The GC e-mail address is: jdoe@gc.cuny.edu or first.lastXX@login.cuny.edu
• Email quota is 50GB – 100GB
• To check e-mail remotely, use M365 Outlook Web Access (OWA)
  – Go to the GC IT Website
  – Click Services (left panel) and scroll down to
  – Click Faculty/staff email
  – Enter your CUNY Credentials (firstname.lastnameXX) and Password
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 add a method/s for verification either authenticator app, phone or email.
- Download the Authenticator App from the Play Store by clicking “Add sign-in method” then select “Authenticator app.”
- Configure a mobile/office/home phone number by clicking “Add sign-in method” and select “Phone.”
  - 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. Click Next.
- Configure authentication email by clicking “Add sign-in method” and select “Email.”
  - Enter the desired external contact email address (don’t use GC or Gradcenter email address). A message containing a verification code will be sent to the desired contact email address.
  - Enter the verification code received in the email. Click Next.

Once authentication methods are configured, click Finish.
Student Email Accounts

• To access, navigate to https://outlook.office.com/
• The GC student e-mail address is: jdoe@gradcenter.cuny.edu
• Enter email address and password
• Validate your Multiple Factor Authentication
  – 6 digit security code via MS Authentication App
  – 6 digit security code via SMS
  – MS Authentication App Push method approval

Check MS Authentication FAQ for additional info
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 11
  - Apple Macs running Ventura
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 three wireless networks at the Graduate Center:
  – **GCcommunity** wireless is the secured and encrypted preferred network for GC network account holders
  – **GCguest** wireless network is unsecured and unencrypted
  – **Eduroam** connect to the internet through a secure network using your CUNYfirst account
IT Services

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

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

- The **CUNYFirst Login** connects students, faculty and staff with various information materials, resources, amenities, benefits and special discounts.
  - The CUNYfirst username format is **firstname.lastnameXX@login.cuny.edu**
  - Note: XX are the last 2 digits of the EMPLID.
  - Use the **Forgot Password** to reset your CUNYfirst password

- For new user, you need to **claim your account** before you will be able to login

- You can use your CUNYfirst account to download for free **Office365** and **McAfee anti-virus** software.
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 https://www.gc.cuny.edu/information-technology/services, click Website Services.
GC IT Website

Explore the GC IT Website for more information about IT resources and contact info. Bookmark GC IT Website for quicker access.

and data systems and services. The mission of this unit is to promote, facilitate and support the effective use of technology in instruction and learning, in research, and in processing and accessing institutional information.

IT SERVICES

IT Services provides technology support to GC students, faculty, and staff. Members of the Graduate Center user community should contact IT Services for matters requiring technical intervention.

For Graduate Center technology and media support, work orders can be initiated via:

- We also have a chat feature available on this page.

Emergency calls to (212) 817-7300 are received:

- Monday - Friday between the hours of 9 a.m. - 5 p.m. when fall and spring classes are in session
- Monday - Thursday between the hours of 9 a.m. - 5 p.m. during summer session

SELF-SERVICE RESOURCES

Review our services including a collection of Frequently Asked Questions for GC-specific matters or access service request forms.

PASSWORD RESET

GC user account passwords can be reset at the GC Account Password Reset page from a Mac, Windows, Linux, or mobile platform with an active internet connection.
IT Services provides a list of services that are accessible to the GC Community such as Backboard, Zoom, Qualtrics, Listserv, etc.
IT Frequently Asked Questions

IT Frequently Asked Questions provide information on a variety of IT topics and resources such as Password Reset, Printing, hardware and software standards, etc.
IT Policies and Procedures

IT Policies and Procedures are guidelines specific to hardware and software resources provided to the GC Community.
FOR TECHNICAL ASSISTANCE, CONTACT IT SERVICES:

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

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