

A young woman with her hair in a bun is sitting on a grassy field, focused on her laptop. She is wearing a light-colored jacket over a striped shirt. A dark backpack is on the grass next to her. The background is a soft-focus green field.

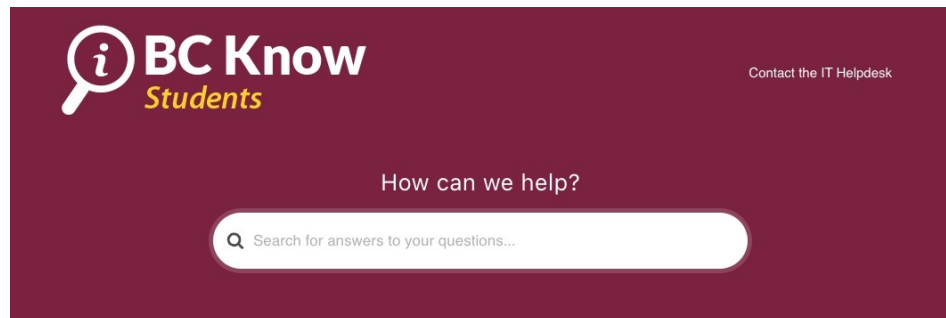
**Brooklyn
College**

**Getting Started with
Technology**

students.brooklyn.edu | IT Helpdesk: 718-951-4357

BC Know for Students

students.brooklyn.edu



The screenshot shows the top section of the BC Know Students website. On the left is the logo, which consists of a magnifying glass icon with an 'i' inside, followed by the text 'BC Know' in white and 'Students' in yellow below it. To the right of the logo is the text 'Contact the IT Helpdesk'. In the center, there is a white search bar with the placeholder text 'Search for answers to your questions...'. Above the search bar, the text 'How can we help?' is displayed.

Help Topics



Getting Help

Where to go and who to contact for technology, academic, and administrative support.



Forms & eServices

Information and links to various online forms, transactions, and services.



Technology

Information about accounts, email, WiFi, productivity tools, and other technology resources for students.



Enrollment Services

Information about enrollment, registration, financial aid, and other student services.

Quick Links

[CUNYfirst](#)
[WebCentral](#)
[Blackboard](#)
[Student Email](#)

Need Tech Support?

Can't find the answer you're looking for?



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Can you answer **YES** to these questions?

1. Do you know your 3 accounts?
2. Can you connect to your student email account?
3. Can you connect to BC-Wi-Fi?
4. Did you download the BC Navigator app and use your Digital ID?

3 Accounts You Need to Know at BC

CUNY Login

- CUNYfirst
- Schedule Builder
- Blackboard
- EAB Navigate
- DegreeWorks

WebCentral ID

- WebCentral
- BC Navigator
- Digital ID
- Bulldog Connection
- Appointments

BC Email ID

Brooklyn College student email account



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BC Wi-Fi and Student Email

BC Wi-Fi

1. Sign in to WebCentral
2. Go to **My Info > BC WiFi (Students)** or search for *Wi-Fi*.



Student Email

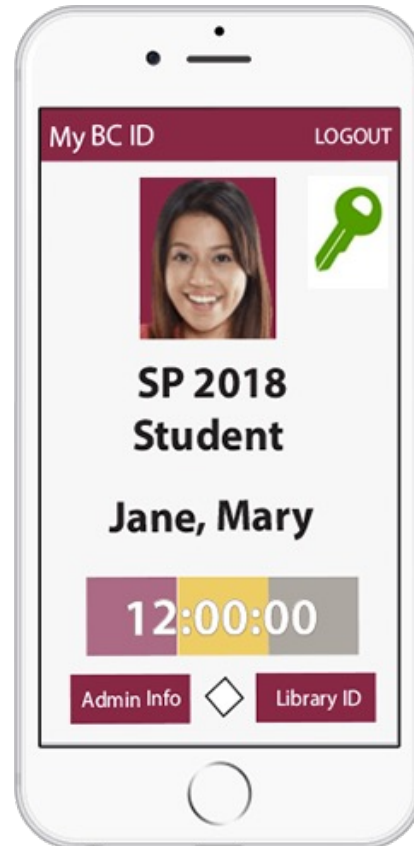
Your CUNYfirst username followed by **@bcmail.cuny.edu**.

your.username##@bcmail.cuny.edu



BC Navigator

- Sign in with your WebCentral ID.
- Access your Digital ID and green key.
- View your schedule, tuition, and grades.



Device Loaner Program

CUNY provides Chromebooks and iPads to students in need.

Questions?

devicerequest@brooklyn.cuny.edu



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Getting Technology Help

- BC Know: students.brooklyn.edu
- Request Form: bklyn.edu/ithelp
- Call the Helpdesk: 718-951-4357

