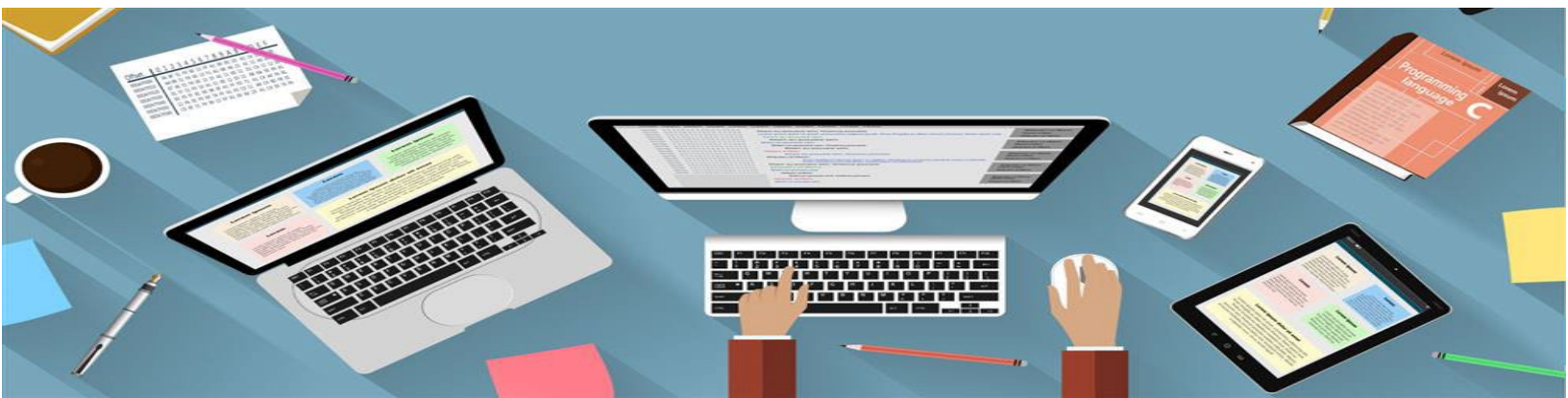




BROOKDALE

COMMUNITY COLLEGE

Employee Information Technology Guide



Manual for Accessing and Using BCC IT Resources

Office of Information Technology

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Welcome to Brookdale Community College. The purpose of this document is to provide you with valuable information that will help you use Brookdale's Information Technology Resources effectively. The document contains information on the following topics:

- [Phone System](#)
- [PC/Laptop access](#)
- [Administrative Applications](#)
- [Web Services and Resources](#)
- [Network Infrastructure and Resources](#)

Zoom Phone

Overview of front panel



Additional Documentation

For additional documentation on the full features of the Zoom Phone system, please refer to <https://www.brookdalecc.edu/oit/service/zoom-phone/>

NETID Password Management

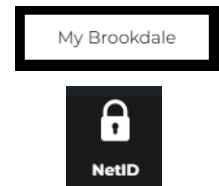
NetID is your username and password combination that allows access to most Brookdale IT applications and services. **NETID Password Management** is a web-based account self-service management tool. You can look up your account information and change/reset your password. Your **NetID** username and password will be required for access to your Brookdale-issued computer or laptop, Brookdale Email, Canvas, SharePoint, WebAdvisor Self-Service, Library materials, and several other Common Sign-On applications and services.

IMPORTANT NOTE: Passwords expire at the start of the Fall and Spring Terms.

Change/Reset your password

Access **NETID**:

1. Click the **MyBrookdale** link from the top navigation of the Brookdale website.
2. Select the **NetID** icon from the MyBrookdale QuickLaunch drop-down menu.
3. Select the **Change/Reset Password** link.
4. Enter your **username** and then **Next**.
5. Enter your **last name** and **social security** or your **Brookdale 7-digit ID** and click **Next**.
6. Enter your new password twice. Be sure to review the password requirements posted on the page.
7. If the password is reset successfully, you will see a confirmation screen and an email confirmation will be sent to your Brookdale email account.



For in-depth documentation on **NETID**, refer <http://www.brookdalecc.edu/oit/service/NetID-password-management/>

Computer/Laptop

Log in to your computer/laptop

To log in to your PC or Laptop, or to access your desktop you will need to enter your NetID username and password at the Windows logon screen.

Your **username** is your first initial, last name:

Ex. John Smith: *jsmith*

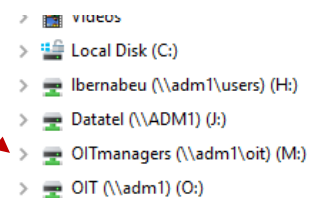
Backing up your files

Backing up your files helps to protect them from being permanently lost or damaged in the event of accidental deletion, a virus attack, or a software or hardware failure. You should back-up your files to OneDrive (See Office 365 and OneDrive for Business)

Accessing Network Shared Drives

1. Click on the **This PC** icon on the desktop.
2. In the directory Navigation pane on the left side of the screen, click the networked drive(s) under the “Computer” icon.

NOTE: Not all Brookdale employees have access to shared drives.



Administrative Applications

Outlook

Setting Up Multifactor Authentication (MFA)

You will be required to set up **Multifactor Authentication (MFA)** to access your Brookdale Email after you have updated your NETID password. MFA adds an additional layer of protection to your Brookdale account by requiring a second verification factor (in addition to your password) when logging in. You can select to receive a text message or phone call to your mobile device. Additionally, you can install the MFA app on your device to verify your account as well. Please review the steps below to set up your Brookdale MFA.

1. Select the **Email & Apps** icon from the MyBrookdale menu.
2. Enter your complete Brookdale Email address and NetID password.
3. The first time you log into your Brookdale Email account, you will be prompted to set up MFA. If you want to receive a text message or a phone call, please select the appropriate option from the Additional security verification screen.
 - a. Authentication phone
 - b. US form country/region
 - c. Select your preferred contact method.
 - d. Click **Next**

- e. Depending upon your preferred method you will either receive a phone call or text message to complete the MFA set-up and log into your Brookdale email.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

Send me a code by text message

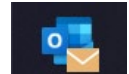
Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

©2022 Microsoft Legal | Privacy

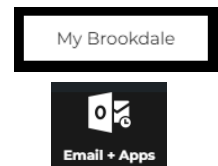
Microsoft Outlook is used to manage Emails and Calendars. You can access **Outlook** using the desktop application or the **Outlook Web Access** web-based version.



1. **Desktop Version:** The desktop client version is the preferred method of access; it provides access to the full features of the mail, tasks, contacts, groups, and advanced calendaring features. Your mailbox has a limit of 50GB of storage.
2. **Outlook Web Access:** The *Outlook Web App*, a web-based version of Outlook may be used to access e-mail calendars, people, tasks, and other mailbox content when access to the Microsoft Outlook desktop client is unavailable (i.e., home, or public computer). *Outlook Web App* (OWA) provides basic services such as email, calendars etc. **but does not provide access to all features** of the **Outlook** client desktop version.

Outlook Web Access (OWA) from the Brookdale Website

- a) Go to the Brookdale website <http://www.brookdalecc.edu/>
- b) Select the **MyBrookdale** link from the Quicklaunch drop-down menu.
- c) Select the **Email & Apps** icon.
- d) Enter your **complete email address**.
- e) You will be redirected to the **Brookdale Office 365 Portal** login page.
- f) Enter your **NetID** password.
- g) Select the **Mail** icon from the App Launcher tile menu located on the top left side of the portal landing page.



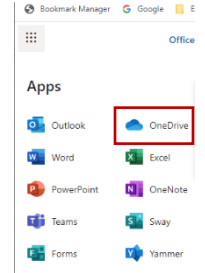
You can find documentation on using the **Outlook Web Application** (OWA) and other **Office 365** applications on the [Information Technology website >Services & Support>Office 365 and Email](#)

Office 365 and OneDrive for Business

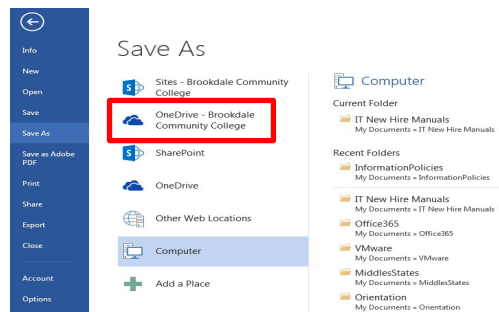
Office 365 is Microsoft's hosted collaboration and productivity suite of applications available to all Brookdale Employees. **Office 365** includes access to the web and mobile versions of *Word*, *Excel*, *PowerPoint*, and *OneNote* as well as *OneDrive for Business*, the cloud file storage. Brookdale Employees have 1 TB of cloud storage in *OneDrive for Business* that can be used to store and share work-related files.

You can access your OneDrive for Business account using the Brookdale Office 365 Portal.

- a) Go to the Brookdale website at
- b) Select the **MyBrookdale** link from the Quicklaunch drop-down menu.
- c) Select the **Email & Apps** icon.
- d) Enter your **complete email address**.
- e) You will be redirected to the **Brookdale Office 365 Portal** login page.
- f) Enter your **NetID** password.
- g) Select the **OneDrive** icon from the **App Launcher** (block of small squares) tile menu located on the top left side of the portal-landing page.



You also have access to your *OneDrive for Business* account when using any of the Microsoft Office Applications (i.e., Word, Excel, PowerPoint, etc.) installed on your Brookdale-issued computer or laptop. From the **File** Menu, select **Save** or **Save As** and you will see OneDrive for Business – displayed as *OneDrive – Brookdale Community College* as a location. Saving to your Brookdale OneDrive account will allow you to share and access your files from any computer or mobile device with Internet access.



Colleague

Colleague is the Administrative Database application used at Brookdale Community College. Depending upon your role at Brookdale, you may or may not have access to, or need to access *Colleague*. If your position requires that you use **Colleague**, you can access the application.



1. Use **Chrome, the preferred browser** and select the desktop icon or use the URL below: <https://prodi.brookdalecc.edu/production/sl/index.htm>.
2. Or from the shortcut icon on your desktop.

Important facts about Colleague

1. Colleague is only accessed on campus (all campus locations) through a wired connection, or off-campus using VPN (see [Working Offsite/Remotely](#) for detailed information)

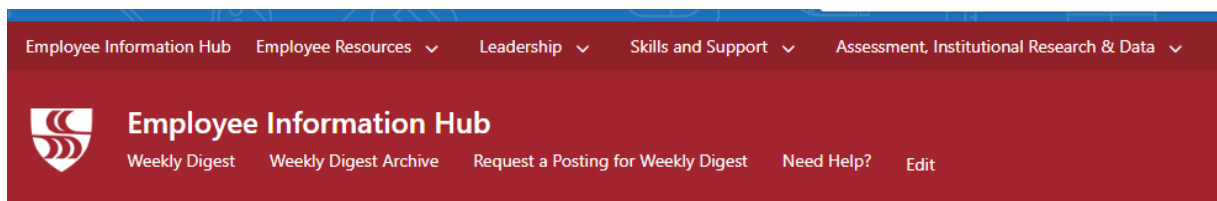
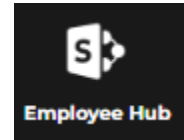
2. The recommended browser for Colleague is Chrome

Web-Based Services

Employee HUB (SharePoint Office 365)

BrookdaleShare is an organized, searchable, and secure web-based application for sharing internal campus information. All Brookdale Employees have access to BrookdaleShare. BrookdaleShare provides information, supports collaboration on documents and projects, is a repository for documents and forms, and venues for college-wide communication, including information from Governance and Human Resources

1. To access *Employee HUB*:
2. The **MyBrookdale** link from the top navigation of the Brookdale website.
3. Select the BrookdaleShare icon from the drop-down menu.



All Brookdale employees have access to the following sites in BrookdaleShare:

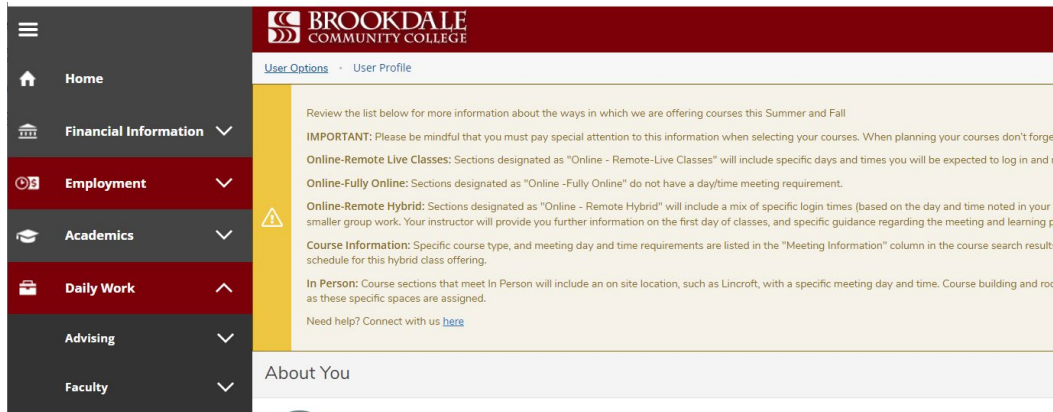
- **Employee Information HUB:** The landing page when accessing SharePoint contains important announcements, and event information as well as user-based section for Recent One Drive Documents and Teams and Sharepoint sites.
- **Employee Resources menu** provides access to the following sites:
 - Human Resources
 - Benefits
 - Finance
 - IT Governance
- **Leadership menu** provides access to the following sites:
 - Governance
 - President's Office
- **Skills and Support menu** provides access to the following sites:
 - **Professional Development** A comprehensive source for Professional Development opportunities and resources available to all Brookdale Employees.
 - **TLC** Teaching and Learning Center
 - **Work Offsite**
- **Assessment, Institutional Research & Data**

Web Advisor Self-Service

Web Advisor Self-Service is the web interface of **Colleague** that allows employees access to the information contained in the administrative database used by Brookdale. Access to information regarding your Employee Profile, Payroll Information, and Financial Information is found within **Web Advisor Self-Service**. Faculty use **WebAdvisor Self-Service** to access course schedules, and course rosters.

To access Web Advisor Self-Service:

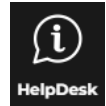
1. The **MyBrookdale** link from the top navigation of the Brookdale website.
2. Click on the **Web Advisor Self-Service** icon.
3. Enter your **Brookdale Email** and NetID password.
4. You will be redirected to another page, displaying the **Web Advisor Self Service icon** select to access.
 - a. For Employee information, select the **Employee** menu.
 - b. For Faculty information, select the **Daily Work>Faculty** menu.



IT Support Services – Help Desk

To submit a Help Desk support ticket

1. Click the **MyBrookdale** link located on the top navigation menu from the Brookdale website.
2. Select **Help Desk** from the QuickLaunch drop down menu.
3. Select the Email HelpDesk@brookdalecc.edu to submit a Help Desk Ticket
4. You will receive an email notification confirming your request.



IT Help Desk Support Services Call Center

The Brookdale Office of Information Technology's Help Desk is available 24 hours a day, 7 days a week, 365 days a year to respond to any type of technology-related incidents and requests.

Contact the IT Help Desk using any one of the following methods:

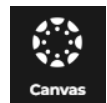
- **Email:** HelpDesk@brookdalecc.edu
- **Call 24/7:** 732-224-2829: Used for **emergency** issues that require immediate assistance
- **Visit:** [OIT Help Desk](#)

LMS – Canvas

Canvas is the Learning Management System (LMS). A learning management system is a software application for administrating and managing on-line courses, e-learning programs, and course content.

To access Canvas:

1. Click the **MyBrookdale** link located on the top navigation menu from any page within the Brookdale website.
2. Select **Canvas** from the QuickLaunch drop down menu.
3. Enter your **NetID username** and **password**.



For additional training on Canvas, please contact the TLC, Jonathan Shaloum, *Director-Teaching and Learning Center* ext. 2578 or jshaloum@brookdalecc.edu

Network Services and Wireless Access

Working Offsite/Remotely

While most services can be directly accessed from anywhere, some are restricted to the Brookdale network and require using Brookdale VPN when accessing remotely. VPN is a remote access technology that allows you to securely connect to Brookdale's network as if you were on campus. This makes access to restricted services possible and provides encryption between your computer and the Brookdale network.

When working remotely (off Campus) you will need to use the VPN Client to access the following applications and resources:

- Colleague (Not available for all employees)
- Informer (Not available for all employees)
- ImageNow (Not available for all employees)
- Network Shares Drives

Detailed instructions on working remotely can be found on the **Employee Information HUB > Skills and Support Work Offsite**.

NOTE: Not all Brookdale Employees are required to access the resources and application listed above. Depending upon your role at Brookdale, you may or may not have access to, or need to access the resources and application listed above.

Wireless Access

OIT maintains an extensive wireless network throughout the Lincroft Campus and all Regional Locations, ensuring members of the Brookdale community secure and easy access to the network. Access is available to all Brookdale Students, Faculty, Staff, and Guests.

Brookdale's wireless network supports three authentication and connection methods: *Brookdale Secure*, *Brookdale Open*, and *Brookdale Guest*.

Brookdale Secure is the preferred network for Brookdale Faculty and Staff that requires a one-time setup to automatically configure your device to use this network. Login in once with your NetID username and password. The connection will remain available to you while you are on any Brookdale campus. *Brookdale Secure* provides secure encrypted access to the Brookdale Network, internet access, networked printers, file shares, and administrative applications such as Entrinsik Informer and Image Now. Colleague is not accessible via any wireless connection.

For detailed device instructions for connecting to Brookdale Secure, refer to the following documentation: [Connecting to Brookdale's Wireless Network](#)

Configuring Mobile Devices for Email

You can configure your mobile device to receive your Brookdale Community College *Outlook Email*. Documentation for specific device configurations can be found on [Configuring Outlook Email on Mobile for Office 365](#)

Mobile Device Configuration

You can configure your mobile devices to receive and send your Brookdale email. Each device may have a particular configuration set up. Regardless of your device, to add your email account you will need to use the following settings:

- Your complete Brookdale Email Address (i.e., lbernabeu@brookdalecc.edu)
- NetID Password

IMPORTANT NOTE: Passwords expire at the start of the Fall and Spring Terms. If you receive your Brookdale Email on your mobile device(s), you **MUST** update your password on your mobile device(s).

Refer to the following [Configuring Outlook Email on Mobile For Office 365](#)

NOTE: If you need additional support, contact the OIT Help Desk ext. 2829 or HelpDesk@brookdalecc.edu.