IMPORTANT CHANGES TO NETID PASSWORD MANAGEMENT

We are excited to announce that the NetID Password Management system has a fresh new look. The new design is mobile responsive and changing and resetting your password is easier. The Change and Reset your password functionality is combined into one link named Change/Reset your password. This will allow you to change and reset your password without needing to know your default or current password. Instead, you will enter your user name, last name, and either your social security number or 7-digit Brookdale ID number.

Please note: if you have an employee and student email account, both passwords will be changed and reset and kept in-sync. The user name displayed in Lookup your account is the only user name that is required when changing/resetting your password.

For detailed information, visit the NetID Password Management documentation page on the OIT website.

WIRELESS ACCESS - WHICH OPTION IS FOR ME?

Brookdale’s Wireless Network supports three connection methods. Each method is intended for specific users.

- **Brookdale Secure**: Is the recommended network for all Brookdale Students, Faculty, and Staff. Log in once with your NetID user name and password and your device will automatically connect on any Brookdale campus.

- **Brookdale Open**: Is the preferred method for Brookdale Sponsored Guest access. Log in with your NetID user name and password. Brookdale Open requires you to login every time you connect to the network.

- **Brookdale Guest**: Brookdale Guest requires self-registration, a user is issued a temporary user name and password that is valid for three days. Available only in the Student Life Center and Collins Arena.

For detailed access information please refer to the Wireless Access link on the home page of the OIT website.
SECURITY AWARENESS TRAINING

Brookdale Security Awareness training, which is available for all full-time Brookdale Employees and Adjuncts, has a new look and feel. The updated user dashboard is more intuitive, streamlined, and mobile responsive. The new user dashboard provides quick access to training modules, download certificates for completed training, review training history, and receive training notifications and announcements.

The self-paced Security Awareness training features short, focused 2-3 minute videos covering a broad range of topics such as:

- Email and Messaging
- Phishing Scams
- Mobile Device Security
- Home Network Security
- Protecting your identity and data

Early spring 2017, all full-time Brookdale employees will receive an email notification with their Security Awareness training account information. For additional information, contact: Linda Bernabeu, Technical Trainer (732) 224-2805.

REMINDER...PASSWORDS EXPIRED 1/16/2017

You must change/reset your password on or after Monday, January 16, 2017 in order to access your Brookdale email, Office 365, Canvas, WebAdvisor and other Brookdale applications and resources.

To Change/Reset your password, go to NetID and select the Change/Reset your password link and follow the on-screen instructions. You must enter your Brookdale 7-digit ID or your social security number to reset your password.

Please allow up to 15 minutes for the password change to take effect before attempting to access any applications from the MyBrookdale QuickLaunch navigation.

REMEMBER: Update your password on your mobile device, as well, to continue to receive Brookdale email to your mobile device and access to Brookdale’s wireless network.
IT SUPPORT SERVICES

Contacting the IT Help Desk

The IT Help Desk provides centralized support to Brookdale Community College and is available 24x7x365 to respond to any type of technology-related incidents and requests.

The IT Help Desk can be reached by any one of the following methods:

- **Email:** HelpDesk@brookdalecc.edu (preferred method).
- **Create your own support ticket:** Did you know that you can use Brookdale’s IT Self-Service to create a support ticket. This gives you the flexibility to check on the your ticket status, add comments on a ticket, and upload screenshots. From the MyBrookdale QuickLaunch link on the Brookdale website - select the Help Desk icon to create a support ticket. Login with your NetID user name and password.
- **Call 24/7 - 732-224-2829:** Use this method when you are having problems with your NetID

For Self-help resources, refer to the Top Support Articles - Submit an IT Support Ticket link on the OIT home page, as well as the FAQs section.

New Brookdale Mobile App!

Brookdale has an updated mobile app, *MyBrookdale* version 4.5 The new improved versatile architecture provides consistent and reliable functionality supporting all new Android, iOS, and Kindle Fire devices. The new platform architecture will allow OIT to deploy new features that seamlessly align and evolve with Colleague and Self-Service, as well as integration with 3rd party apps and Single-Sign-On functionality.

Download the MyBrookdale Mobile app version 4.5 from:

It is recommended that Android users with older versions of the app, delete the old version before downloading the new version. iOS users with older versions will be prompted to update the app on their mobile device - tap the App Store icon and select Updates. You will see an update listed for the MyBrookdale app. Tap to install the updated version.
IN THE KNOW...

Microsoft Office 365

As a Brookdale Employee you are eligible to download and install up to 5 copies of either Office Professional for a PC or Mac on your personal devices through your Brookdale Office 365 account. For download and installation details, please view the OIT web page Office 365 for Home Use.

Cisco Telephone Documentation

Instructional manuals and Quick Start Guides for the Cisco phone can be found on the OIT website home page link Cisco Phones. Log into the web based Unified Communication Self Care Portal with your NetID user name and password to: set-up call forwarding, set-up voicemail notifications, change phone settings, and Add and manage speed dial contacts

Text Message Alerts

Brookdale partners with Rave Mobile Safety to provide vital information to the campus community in the event of an emergency. We have implemented a new feature available through Rave that will no longer require students and employees to opt-in to emergency messages. In addition, if you are also a student, you can opt-in to receive non-emergency text messages from Student Services.

Emergency Messages
All current students and employees will be automatically enrolled in Brookdale’s emergency notification system through Rave using contact information that is stored and maintained in the college's Student and Employee Information System. You will only receive a Rave notification (Bdale Alert) in the event of an emergency, warnings related to safety, severe weather, and school closing. Brookdale provides this service free of charge to all students and employees. You may update your mobile phone number by logging into WebAdvisor and selecting the Text Message Alerts link from the Employees->Communication menu and following the on-screen instructions. A confirmation text message will be sent to you.

Non-Emergency Messages
If you are also a student, you have the ability to opt-in to receive timely text messages about student services, including course waitlist notification, registration, financial aid, student activities, and more. You may opt-in to receive non-emergency text messages and update your mobile phone number by logging into WebAdvisor and selecting the Text Message Alerts link from the Employees->Communication menu and following the on-screen instructions. A confirmation text message will be sent to you.

Need Help?
Visit the OIT web site for technology news, information and self-service documentation:
http://brookdalecc.edu/oit

Additional Resources
- Employee IT Handbook
- OIT FAQ’s
- MyBrookdale Mobile - iOS
- MyBrookdale Mobile - Android
How do I change/reset my password?
Use the NetID password management system at https://netid.brookdalecc.edu/. You can change and reset your password, as well as look-up your account information (i.e. user name, 7digit employee ID, and Library access).

What information resources are accessed using my NetID user name and password?
Your NetID user name and password provide access to your desktop or laptop computer, BrookdaleShare, Email and Office 365 Portal, Canvas, Library resources, WebAdvisor, OneCard - Brookdale Bucks, wireless network access and other Brookdale IT resources. Colleague System user accounts are separate and distinct from your NetID user name and password. Depending upon your role at Brookdale, you may or may not have access to the Colleague System.

How can I check my email and calendar from the web?
Access your email from the Office 365 Portal, using any web browser. From the MyBrookdale link on the Brookdale website navigation menu, select Office 365 icon. Enter your complete email address and your NetID password. Select the Email icon from the App Launcher menu.

Can I receive my Brookdale email on my mobile device?
Yes. For detailed instructions on configuring email on your mobile device, visit the OIT website >Services & Support>Office 365 >Email for Employees> Configuring Email on Mobile for Office 365.

How do I access my One Drive for Business cloud storage?
Access your OneDrive for Business, from the Office 365 Portal using, any web browser. From the MyBrookdale link on the Brookdale website navigation menu, select the Office 365 icon. Enter your complete email address and your NetID password. Select the OneDrive icon from the App Launcher menu.

How do I download Microsoft Office for home use?
All Brookdale Employees are eligible to download and install up to 5 copies of Office applications on a personal PC, Mac, laptop and mobile device. For detailed instructions, visit the OIT web site >Services & Support>Office 365 >Get Office for Home Use.

What programs are installed on my Brookdale issued computer?
All Brookdale-issued desktops and laptops have the following applications installed:

- Microsoft Office 2013 (Word, Excel, PowerPoint, Outlook, OneNote, InfoPath, and Access)
- Internet Explorer, Firefox, and Chrome web browsers
- Adobe Acrobat DC
- Specialized software, based on division or department needs, may also be installed.

Where can I backup my files?
Your Brookdale issued computer has a network drive, \textbf{H:} configured for your use. Files saved to the networked \textbf{H:} drive are backed-up nightly. Access your network share by clicking on the \textbf{Computer} icon on your desktop. You may also use your Brookdale One Drive account to store and back up important files. For detailed information on using OneDrive to sync you files, please review the following Microsoft Documentation: \textit{Set up your computer to sync your OneDrive for Business files in Office 365.}