

# IT@BROOKDALE

Office of Information Technology Newsletter for Students

SPRING 2017

## DOWNLOAD THE 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: [iTunes](#) and [Google Play](#)



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 the **Updates**. You will see an update listed for the **MyBrookdale**. Tap to install the updated version.

## 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 username 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 username and password. Brookdale Open requires **re-login** every time you connect to the network.



**Brookdale Guest:** Brookdale Guest requires self-registration, a user is issued a temporary username 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**.

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# 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](mailto:HelpDesk@brookdalecc.edu) (*preferred method*).
- Create a Support Ticket:: Using Brookdale's IT Self-Service to open a ticket 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 username and password.
- Call 24/7 - 732-224-2829: Use this method when you are having problems with your NetID.

For documentation on creating an IT Support Ticket, refer to the *Top Support Articles* - Submit an **IT Support Ticket** link on the **OIT** home page.

For an overview of the all IT services and Support, additional self-help documentation, visit **OIT Services and Support** and as well as the **FAQs** section.

## IMPORTANT CHANGES TO NETID PASSWORD MANAGMENT

NetID Password Management has been updated to eliminate confusion between the previous *Change Password* and *Reset Password* options and the need for first-time users to remember a default password.



There are now just two choices available to end users:

- **Lookup your account:** the option allows users to look up their username, Brookdale email address, Brookdale 7 digit ID, and your Library access number.  
(**NOTE:** Users must know their Brookdale 7 digit ID or your social security number to look-up your account information)
- **Change/Reset your password:** this option allows users to change/reset their password. First-time users can use the Change/Reset their password link to change/reset their password.  
(**NOTE:** Users must know their Brookdale 7 digit ID or your social security number to Change/Reset your password)

For detailed information on using NetID Password Management, please refer to the **NetID Password Management** link home page of the **OIT website**.

# IN THE KNOW...

## Microsoft Office 365 for Home Use

As a Brookdale Student 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](#).



## Office 365 and Canvas

As part of your Brookdale Office 365 subscription you get 1 TB of free cloud storage to store your files and photos and collaborate on Office documents. You can use your OneDrive for Business account to store and upload assignments, files and folders into courses that use Canvas. Follow the instructions in the link below for uploading files from your OneDrive for Business to Canvas. [Canvas and OneDrive for Business](#)

## Brookdale OneCard and Pay-for-Print

Use your Brookdale OneCard to pay for printing services. Load Brookdale Bucks onto your OneCard to swipe and print. You can easily load your Brookdale OneCard with Brookdale Bucks using one of the following methods. The Mobile App, Online or the Self-Serve Phil Stations. For detailed instructions please review the [Brookdale Pay-for-Print](#) web page.

## 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, as a student you can also opt-in to receive non-emergency text messages from Student Services.

### EMERGENCY MESSAGES

All current students 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 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 Students->Communication menu and following the on-screen instructions. A confirmation text message will be sent to you.

### NON-EMERGENCY MESSAGES

As a student, you also 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 Students->Communication menu and following the on-screen instructions. A confirmation text message will be sent to you.

# QUICK REFERENCE GUIDE FOR STUDENTS



## How do I change or 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. username, 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.

## How can I check my email 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 Students> **Configuring Email on Mobile for Office 365**.

## How do I download Microsoft Office for home use?

All Brookdale currently enrolled Students 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 is the Brookdale OneCard used for?

The Brookdale Community College OneCard is a multipurpose card. Your OneCard serves as:

- The official Brookdale Community College photo identification card.
- A prepaid declining balance debit card, Brookdale Bucks, which can be used on campus for purchases at designated locations and for Pay-for-Print printing and copying services. (*Optional*)
- The Money Network® Enabled Discover® OneCard Account where students can elect to have their Financial Aid disbursements and refunds directly deposited to the Brookdale OneCard. The Money Network® Enabled Discover OneCard is not a credit card. All funds are FDIC insured. (*Optional for Students Only*)

## Need Help?

Visit the OIT web site for technology news, information and self-service documentation:



[brookdalecc.edu/oit](http://brookdalecc.edu/oit)

## Additional Resources

- [Student IT Guide](#)
- [Office 365 for Students](#)
- [OIT FAQ's](#)
- [MyBrookdale Mobile - iOS](#)
- [MyBrookdale Mobile - Android](#)