

# STUDENT HELP DESK

1-718-368-6679 option 2

**HELPDESK@students.kbcc.cuny.edu**

How to Access Your

**KBCC Student Email Account**

GO TO **WWW.KBCC.CUNY.EDU**



The screenshot shows the Kingsborough Community College (KCC) website. The top navigation bar is dark blue with links for Prospective Students, Current Students, Faculty & Staff, Directory, Virtual Tour, News, and Inside KCC (highlighted with an orange border). On the right of the navigation bar are links for Quick Links, a search icon, and a mobile phone icon with a 'b' logo. Below the navigation bar is a white section with the Kingsborough Community College logo (tagline: DREAMS BEGIN HERE) and the CUNY logo. A blue banner below this contains the text: FALL 2021 CLASSES BEGIN SEPTEMBER 9 - IN-PERSON, ONLINE, HYBRID - STUDENT CHECKLIST and 00 days 23h : 37m : 24s. Below the banner is an orange section with the text: **Be Campus Ready. Visit** [Upload Your Vaccination Verification Information](#), [Visitor Policy](#) & [New Campus Reopening Hub](#). The bottom section is dark blue with the text: **KCC FLEX** | 100% Online Degrees | Affordable and Flexible. Below this is a banner for KCC LIBRARY VIRTUAL with an illustration of a person at a laptop. A Windows watermark is visible in the bottom right corner.

Prospective Students | Current Students | Faculty & Staff | Directory | Virtual Tour | News | **Inside KCC** | Quick Links | Search | Mobile Phone Icon

**KINGSBOROUGH**  
COMMUNITY COLLEGE  
\* DREAMS BEGIN HERE \*

**CUNY**

[FALL 2021 CLASSES BEGIN SEPTEMBER 9 - IN-PERSON, ONLINE, HYBRID - STUDENT CHECKLIST](#)  
[00 days 23h : 37m : 24s](#)

**Be Campus Ready. Visit** [Upload Your Vaccination Verification Information](#), [Visitor Policy](#) & [New Campus Reopening Hub](#).

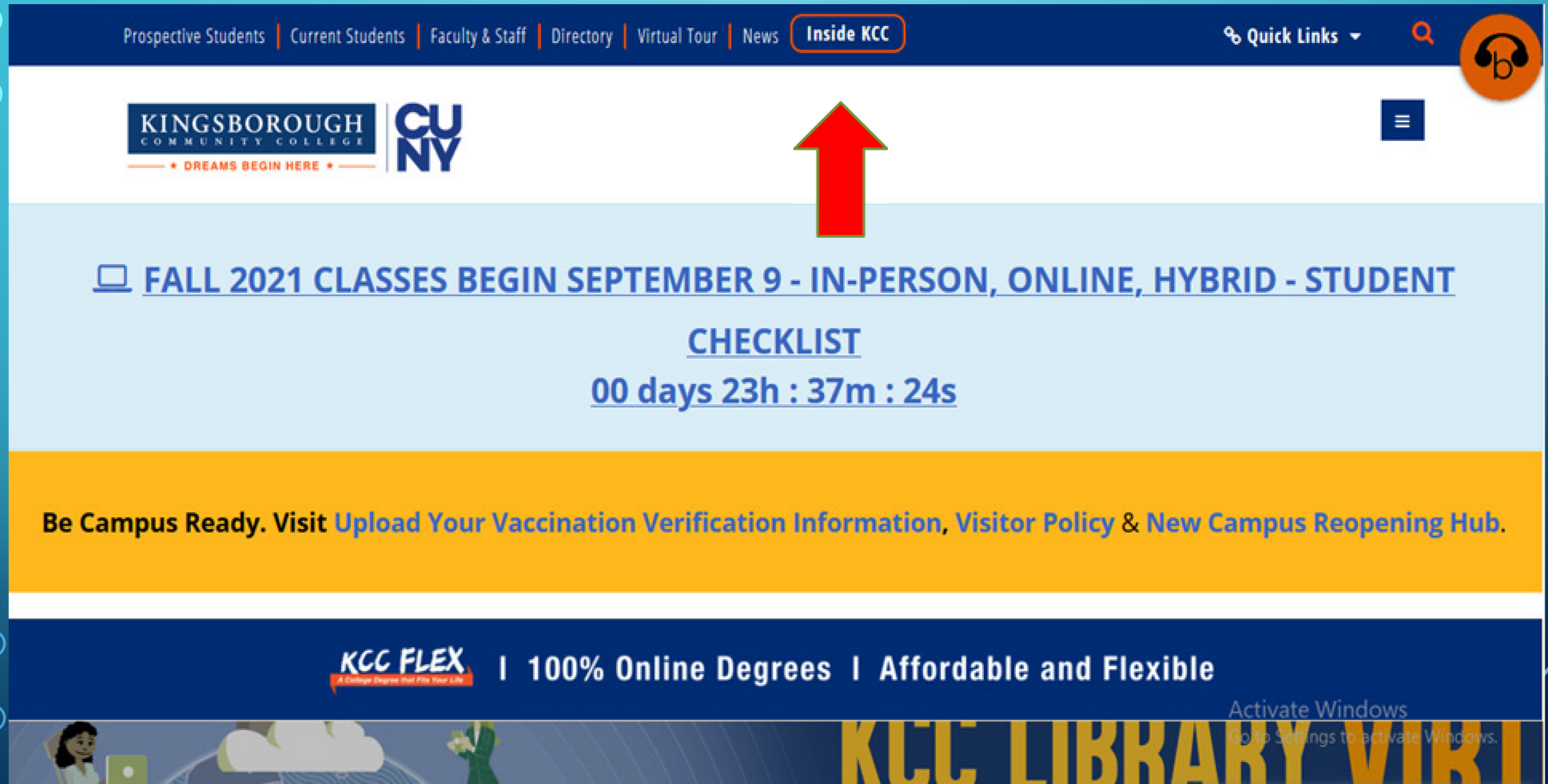
**KCC FLEX** | 100% Online Degrees | Affordable and Flexible  
A College Degree that Fits Your Life

**KCC LIBRARY VIRTUAL**

Activate Windows  
Go to Settings to activate Windows.




CLICK ON **INSIDE KCC**




Prospective Students | Current Students | Faculty & Staff | Directory | Virtual Tour | News | **Inside KCC** | Quick Links | Search | Help

**KINGSBOROUGH**  
COMMUNITY COLLEGE  
— DREAMS BEGIN HERE —

**CUNY**



 **FALL 2021 CLASSES BEGIN SEPTEMBER 9 - IN-PERSON, ONLINE, HYBRID - STUDENT CHECKLIST**

**00 days 23h : 37m : 24s**

**Be Campus Ready. Visit [Upload Your Vaccination Verification Information](#), [Visitor Policy](#) & [New Campus Reopening Hub](#).**

**KCC FLEX** | 100% Online Degrees | Affordable and Flexible  
A College Degree that Fits Your Life

**KCC LIBRARY VIRT**

Activate Windows  
Go to Settings to activate Windows.

CLICK ON **FORGOT OR CHANGE PASSWORD**

[Prospective Students](#) | [Current Students](#) | [Faculty & Staff](#) | [Directory](#) | [Virtual Tour](#) | [News](#) | **Inside KCC**

[Quick Links](#) ▾



Good morning and welcome to Inside KCC

[KCC HOME](#)

**KCC Computer or KCC Student Email account  
is required for access. Unauthorized access is  
prohibited.**

Login

KCC Computer or Student Email Account

Username

Password

Password

Log in


[Forgot or change password](#)



Activate Windows  
Go to Settings to activate Windows.

# CLICK ON **STUDENT FORGOT OR RESET PASSWORD**

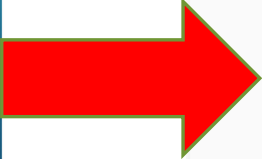
[Prospective Students](#) | [Current Students](#) | [Faculty & Staff](#) | [Directory](#) | [Virtual Tour](#) | [News](#) | [Inside KCC](#) [Quick Links](#) ▾




★ DREAMS BEGIN HERE ★


[HOME](#)

## Make a selection below






**STUDENT FORGOT OR  
RESET PASSWORD**



**FACULTY & STAFF  
FORGOT OR RESET  
PASSWORD**



**CONT.ED. STUDENT  
FORGOT OR RESET  
PASSWORD**

Activate Windows  
Go to Settings to activate Windows.

<https://preset.kingsborough.edu/react/>



CLICK ON **GO TO RESET TOOL**

**KINGSBOROUGH**  
COMMUNITY COLLEGE

★ DREAMS BEGIN HERE ★

- 1 Home
- 2 Student Email
- 3 Student EmplID
- 4 Reset
- 5 Review

Help with this page

**Selfserve**

ReACT Selfserve allows you to configure your ReACT profile, update your authentication methods, and reset or unlock Network accounts.

### Password Reset



Forgot your password? Use the Password Reset tool to configure new Network account passwords.



**Go to Reset Tool**

Activate Windows

Go to Settings to activate Windows.

ENTER YOUR KBCC STUDENT EMAIL ADDRESS  
**FIRSTNAME.LASTNAME##@STUDENTS.KBCC.CUNY.EDU**

**KINGSBOROUGH**  
COMMUNITY COLLEGE  
★ DREAMS BEGIN HERE ★

1 Home 2 **Student Email** 3 Student EmpID 4 Reset 5 Review

Help with this page

### Student Email

Enter your KBCC student email and click 'Continue'.


\* Required

\* KBCC Student Email:

AN.SMITH13@students.kbcc.cuny.edu

Cancel

Previous Continue

POWERED BY: 

Activate Windows  
Go to Settings to activate Windows

CLICK ON **CONTINUE**

1 Home 2 **Student Email** 3 Student EmpID 4 Reset 5 Review

Help with this page

### Student Email

Enter your KBCC student email and click 'Continue'.

\* Required

\* KBCC Student Email:

AN.SMITH13@students.kbcc.cuny.edu

Cancel

Previous

Continue



POWERED BY:



Activate Windows

Go to Settings to activate Windows



# ENTER YOUR **EMPLID/STUDENT ID NUMBER**

**KINGSBOROUGH**  
COMMUNITY COLLEGE

★ DREAMS BEGIN HERE ★

- 1 Home
- 2 Student Email
- 3 Student EmplID**
- 4 Reset
- 5 Review

[Help with this page](#)

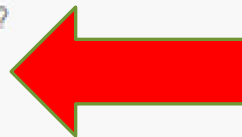
## Student EmplID

Select your authentication method, provide the requested information, and click 'Continue'.

☒ Authenticate with Challenge Questions

\* What is your Student empl ID Number?

\*\*\*\*\*|



Cancel

Previous

Continue

CLICK ON **CONTINUE**

- 1 Home 2 Student Email **3 Student EmplID** 4 Reset 5 Review

Help with this page

### Student EmplID

Select your authentication method, provide the requested information, and click 'Continue'.

☒ Authenticate with Challenge Questions

\* What is your Student empl ID Number?

\*\*\*\*\*

Cancel

Previous

**Continue**



# CREATE YOUR OWN PERSONAL PASSWORD SAME PASSWORD IN BOTH FIELDS

**KINGSBOROUGH**  
COMMUNITY COLLEGE  
★ DREAMS BEGIN HERE ★

1 Home 2 Student Email 3 Student EmplID 4 **Reset** 5 Review

Help with this page

### Reset Password

Reset password following the rules below, and click 'Reset'.

**\* Required**

**Password Rules:**

- ✓ Passwords must match.
- ✓ At least 8 characters in length.
- ✓ No more than 16 characters in length.

\*Password:

\*Confirm Password:

Cancel

Previous **Reset**

### Selected Account(s)

User Name	System Name
@students.kbcc.cuny.edu	Network
@students.kbcc.cuny.edu	Office365

Two red arrows with green outlines pointing horizontally to the left. The top arrow points towards the 'Password' input field, and the bottom arrow points towards the 'Confirm Password' input field, indicating that the passwords must match.



# CLICK ON **RESET**

**KINGSBOROUGH**  
COMMUNITY COLLEGE  
★ DREAMS BEGIN HERE ★

1 Home2 Student Email3 Student EmplID4 **Reset**5 Review

Help with this page

### Reset Password

Reset password following the rules below, and click 'Reset'.

**\* Required**

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- ✓ Passwords must match.
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- ✓ No more than 16 characters in length.

\*Password:

\*Confirm Password:

### Selected Account(s)

User Name	System Name
@students.kbcc.cuny.edu	Network
@students.kbcc.cuny.edu	Office365

Activate Windows  
Go to Settings to activate

# WHEN **SUCCESSFUL** CLICK ON **FINISH**

**KINGSBOROUGH**  
COMMUNITY COLLEGE  
★ DREAMS BEGIN HERE ★

1 Home

2 Student Email

3 Student EmplID

4 Reset

5 **Review**

Help with this page

**Review Changes**


A green icon indicates a successful password change.  
A red icon indicates a failed password change. Contact your Helpdesk for further information and assistance.

**Selected Account(s)**

User Name	System Name	Status
@students.kbcc.cuny.edu	Network	✓ Successful
@students.kbcc.cuny.edu	Office365	✓ Successful

Cancel

Finish

POWERED BY:  
  
Activate Windows

# INSIDE KCC

## **WILL RESET ALL OF THE FOLLOWING ACCOUNTS**

INSIDE KCC

Student Email (Microsoft Office)

WIFI

Starfish

VDI (Remote Computer Labs)

SmartEvals

OKTA-Dynamic Form

Remote Printing ([mobiprint.kingsborough.edu](http://mobiprint.kingsborough.edu) you can use this service to send your homework to a printer on campus and it can be waiting for you when you get there)



GO BACK TO **INSIDE KCC**

[Prospective Students](#) | [Current Students](#) | [Faculty & Staff](#) | [Directory](#) | [Virtual Tour](#) | [News](#) | **Inside KCC**

[Quick Links](#) ▾



**Good morning and welcome to Inside KCC**

[KCC HOME](#)

**KCC Computer or KCC Student Email account  
is required for access. Unauthorized access is  
prohibited.**

Login

KCC Computer or Student Email Account

Username

Password

Password

Log in

[Forgot or change password](#)

Activate Windows

Go to Settings to activate Windows.

ENTER YOUR KBCC STUDENT EMAIL ADDRESS  
**FIRSTNAME.LASTNAME##@STUDENTS.KBCC.CUNY.EDU**  
AND  
**THE PASSWORD YOU JUST CREATED**  
CLICK ON **LOG IN**

Prospective Students | Current Students | Faculty & Staff | Directory | Virtual Tour | News | **Inside KCC** | Quick Links

**KINGSBOROUGH**  
COMMUNITY COLLEGE  
★ DREAMS BEGIN HERE ★

Good morning and welcome to Inside KCC | KCC HOME

**KCC Computer or KCC Student Email account is required for access. Unauthorized access is prohibited.**

Login

KCC Computer or Student Email Account

Password

**Log in**

[Forgot or change password](#)

Activate Windows  
Go to Settings to activate Windows.

CLICK ON **CAMPUS EMAIL**



#### My Appointments

No Appointments



Offsite Laptop Lending



ASSESSMENT CARE TEAM  
(ACT)



National Student  
Clearinghouse



CHANGE OF STATUS  
APPLICATION FOR PLAN  
(MAJOR)



General Help Requests



Academic Resources



Campus Email



College Resources



Tutoring



Activate Windows  
Go to Settings to activate Windows.



ENTER YOUR KBCC STUDENT EMAIL ADDRESS

**FIRSTNAME.LASTNAME##@STUDENTS.KBCC.CUNY.EDU**

CLICK ON **NEXT**



Sign in

@students.kbcc.cuny.edu

[Can't access your account?](#)

[Sign in with a security key](#) ⓘ

Next



Sign-in options



ENTER **THE PASSWORD YOU JUST CREATED**  
CLICK ON **SIGN IN**

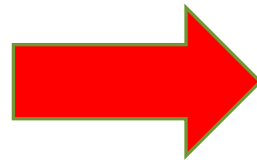


@students.kbcc.cuny.edu

Enter password

••••••••

[Forgot my password](#)



Sign in

# MORE INFORMATION REQUIRED



[REDACTED]@students.kbcc.cuny.edu

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

CLICK ON **NEXT**



[Redacted]@students.kbcc.cuny.edu

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)



Next

# ADDITIONAL SECURITY VERIFICATION

SELECT YOUR **COUNTRY**, ENTER **CELL NUMBER**, SELECT  
**SEND ME A CODE BY TEXT MESSAGE**

Microsoft

## 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 ▼

United States (+1) ▼ 3471234567

Method

☒ Send me a code by text message

☐ Call me

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



# VERIFICATION CODE

## ENTER **CODE**, CLICK ON **VERIFY**



Microsoft

### Additional security verification

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

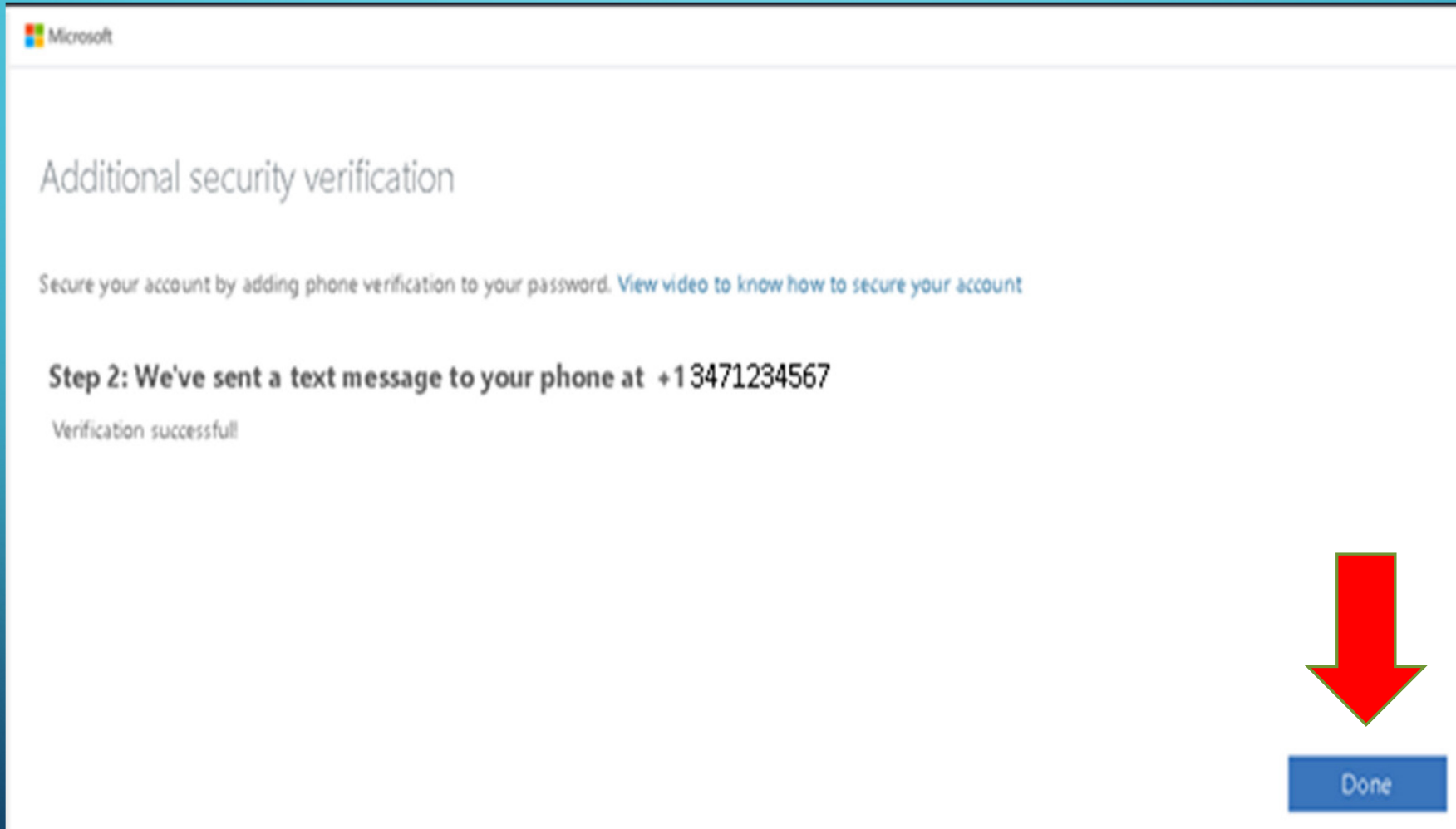
**Step 2: We've sent a text message to your phone at +1 3471234567**

When you receive the verification code, enter it here



# VERIFICATION SUCCESSFUL

## CLICK ON **DONE**



# STAY SIGNED IN?



[Redacted]@students.kbcc.cuny.edu

## Stay signed in?

Do this to reduce the number of times you are asked to sign in.








☐ Don't show this again

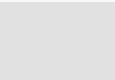
No


Yes

# MICROSOFT OFFICE 365


Office 365




























Good evening, 

Install Office 

AllMy recentSharedFavorites

Type to filter list 

 Name	Modified	Shared by	Activity
 Immigrant Ambassador Program_2021 (1) Call for Student Applications - CUNY Immigrant Students Ambassa...	Sep 9	CUNYKBCCBROADCAST	  CUNYKBCCBROADCAST sent t... Sep 9
 KLC Fall 21 general sign-up FREE tutoring for the Fall 2021 semester	Sep 1	CUNYKBCCBROADCAST	  CUNYKBCCBROADCAST sent t... Sep 1
 Volunteer Flyer Fall 2021 .jpg Volunteers needed	Sep 1	CUNYKBCCBROADCAST	  CUNYKBCCBROADCAST sent t... Sep 1
 KLC_Blurb_and_how_to FREE Tutoring for the Spring 2021 Semester		CUNYKBCCBROADCAST	  CUNYKBCCBROADCAST sent t... Mar 5
 CRSP COVID Town Hall Final Invitation to attend a COVID-19 Town Hall panel - get your vaccine...		CUNYKBCCBROADCAST	  CUNYKBCCBROADCAST sent t... Feb 1
 KLC_Blurb_and_how_to Free Tutoring for Winter 2021		CUNYKBCCBROADCAST	  CUNYKBCCBROADCAST sent t... Dec 30, 2020
 KLC_Blurb_and_how_to Free Tutoring Information		CUNYKBCCBROADCAST	  CUNYKBCCBROADCAST sent t... Sep 9, 2020
 Fall 2020 SGA Elections [2] HIGH IMPORTANCE: Looking for a few good STUDENT LEADERS!!		President	  President sent this Oct 16, 2020


Feedback

Need help?



# MICROSOFT OFFICE 365

## CLICK ON THE 9 SMALL SQUARES



















Office 365

Good evening, [User Name]

[Install Office](#)

All My recent Shared Favorites

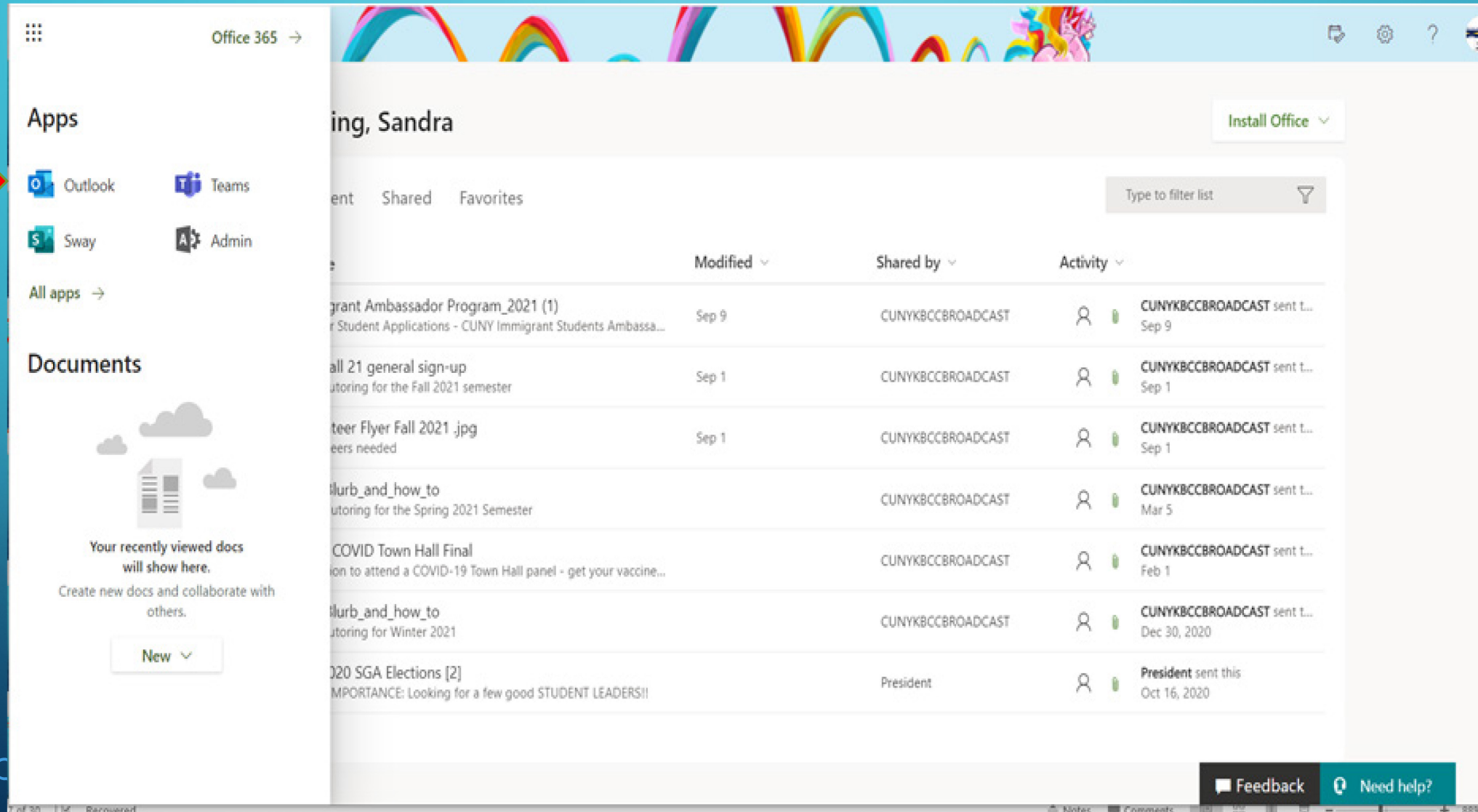
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 KLC_Blurb_and_how_to Free Tutoring Information		CUNYKBCCBROADCAST	 CUNYKBCCBROADCAST sent t... Sep 9, 2020
 Fall 2020 SGA Elections [2] HIGH IMPORTANCE: Looking for a few good STUDENT LEADERS!!		President	 President sent this Oct 16, 2020

[Feedback](#) [Need help?](#)

# MICROSOFT OFFICE 365

## CLICK ON **OUTLOOK**



The screenshot shows the Microsoft Office 365 web portal. On the left sidebar, under the 'Apps' section, the Outlook icon is highlighted with a large red arrow. The main content area displays a list of documents with columns for 'Modified', 'Shared by', and 'Activity'. The 'Documents' section on the left shows a 'New' button and a message about recently viewed documents.

Office 365 →

Apps

- Outlook
- Teams
- Sway
- Admin

All apps →

Documents

Your recently viewed docs will show here.  
Create new docs and collaborate with others.

New ▾

ing, Sandra

Install Office ▾

Type to filter list ▾

	Modified ▾	Shared by ▾	Activity ▾
grant Ambassador Program_2021 (1) r Student Applications - CUNY Immigrant Students Ambassa...	Sep 9	CUNYKBCCBROADCAST	CUNYKBCCBROADCAST sent t... Sep 9
all 21 general sign-up utoring for the Fall 2021 semester	Sep 1	CUNYKBCCBROADCAST	CUNYKBCCBROADCAST sent t... Sep 1
teer Flyer Fall 2021 .jpg eers needed	Sep 1	CUNYKBCCBROADCAST	CUNYKBCCBROADCAST sent t... Sep 1
lurb_and_how_to utoring for the Spring 2021 Semester		CUNYKBCCBROADCAST	CUNYKBCCBROADCAST sent t... Mar 5
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lurb_and_how_to utoring for Winter 2021		CUNYKBCCBROADCAST	CUNYKBCCBROADCAST sent t... Dec 30, 2020
2020 SGA Elections [2] MPORTANCE: Looking for a few good STUDENT LEADERS!!		President	President sent this Oct 16, 2020

Feedback Need help?

# MICROSOFT OFFICE 365

## YOUR INBOX

The screenshot displays the Outlook web interface. At the top, there's a navigation bar with the 'Outlook' logo, a search bar, and icons for 'Meet Now', 'Share', 'Print', 'Refresh', 'Settings', and a user profile. Below this, a secondary bar contains a 'New message' button and 'Mark all as read' and 'Undo' links. The left sidebar is divided into 'Favorites' and 'Folders'. The 'Favorites' section shows 'Inbox' with 758 items. The 'Folders' section lists 'Inbox' (758), 'Drafts' (1), 'Sent Items', 'Deleted Items' (129), 'Junk E-Mail' (1), 'Archive', 'Notes', 'Clutter', and 'Conversation History'. The main inbox area is titled 'Inbox' with a star icon and a 'Filter' dropdown. It lists several email items: a 'CUNYKBCCBROADCAST' about a 'Scholarship Opportunity' from NACA, dated Tue 11:48 AM; a 'Microsoft 365 Message center' announcement about a 'Major Change Update' dated Mon 9/13; a 'President' email about a 'VAXPASS' dated Mon 9/13; another 'Microsoft 365 Message center' 'Weekly digest' dated Mon 9/13; a 'Last week' section header; a 'President' email about '9/11 Patriot Day' dated Sat 9/11; and a final 'Microsoft 365 Message center' announcement dated Fri 9/10. The right pane shows a large graphic of two envelopes with the text 'Select an item to read' and 'Nothing is selected'.

Outlook

Search

Meet Now

Settings

New message

Mark all as read

Undo

Favorites

Inbox 758

Sent Items

Add favorite

Folders

Inbox 758

Drafts 1

Sent Items

Deleted Items 129

Junk E-Mail 1

Archive

Notes

Clutter

Conversation History

Inbox ★ Filter

CUNYKBCCBROADCAST  
Scholarship Opportunity Tue 11:48 AM  
NACA® (National Association for Campus Ac...

Microsoft 365 Message center  
Message Center Major Change U... Mon 9/13  
Excel Power View Retirement MC284624 - THE...

President  
GET YOUR VAXPASS: Tuesday Sep... Mon 9/13  
Hello all, Join us on the zoom where we help ...

Microsoft 365 Message center  
Weekly digest: Microsoft service ... Mon 9/13  
Message center announcements, September ...

Last week

President  
9/11 Patriot Day Sat 9/11  
Dear College Community, My deepest condol...

Microsoft 365 Message center  
Message Center Major Change Upd... Fri 9/10  
Yammer Public Links API Changes MC283912 ...

Select an item to read  
Nothing is selected



# **STUDENT HELP DESK/BLACKBOARD SUPPORT**

Student Help Desk

1-718-368-6679 option 2

**HELPDESK@students.kbcc.cuny.edu**

BlackBoard Support

1-718-368-6679 option 2, option 2

**BlackBoard.Support@kbcc.cuny.edu**