Please Read This Communication!

Dear College Community:

- In order to comply with CUNY’s Information Technology Security Procedures, we will be implementing a self-service password change option in OSSES (One Stop Shop eServices) and our BCC network.
- The password change will affect your OSSES ID, your email ID (if you are faculty or staff), your network ID, and your wireless accounts as the credentials are the same.
- Your OSSES ID, email ID, Network ID and wireless account password will expire every 90 days. At that time, you will be prompted to change your password.
- Your new password **MUST** have a minimum of **eight** characters. We recommend that you use strong passwords that:
  - contain a combination of lowercase and uppercase letters
  - contain at least one number or special character (@, %, &, etc.)

The Process Has Changed Effective Spring 2010!

- Every BCC network user must change his/her **original** password by June 12th, 2010. All faculty, staff and students must log into OSSES and access the new Account Management component.

Follow These Easy Steps to Manage Your Account....

**Do Not Delay—Register your Password Challenge Questions and Change your Password Now!!!**

**Faculty & Staff**
1. If you know your OSSES login information, login to OSSES ([https://wa01.bcc.cuny.edu](https://wa01.bcc.cuny.edu)) and click on the **Change My Password** link.
2. If you are a faculty or staff and do not know your OSSES login information, contact the IT Help Desk at (718) 289-5969 or helpdesk@bcc.cuny.edu. **Note:** Your OSSES login information is the same as your BCC email login and password.

   If you are a student and do not know your OSSES login information, go to the OSSES homepage and click on the “What is my login information/Change My Password” link. Once you provide the requested information, your OSSES login information will be displayed.
   - Once you have determined your ID and original Password, login to OSSES (see #1 above) and click on the **Change My Password** link.
3. This process will ask you to register your challenge questions and answers. Once you have registered your questions and answers, you will be able to change your password at your convenience.

**NOTE:** If you initially change your password through a BCC-networked computer (**which does not require you to register challenge questions**) and you forget your password, you will not be able to use the OSSES Self-Service Account Management component. Therefore, we strongly urge you to follow the above steps.
However, if you prefer to change your password through a BCC-networked computer, the steps are as follows:

- Log into a BCC Windows machine that is managed by our network
- Press Ctrl+Alt+Del simultaneously
- Select Change password
- Enter Old Password
- Enter New Password
- Confirm New Password and click OK
- Password is now changed

**Students**
1. If you know your OSSES login information, login to OSSES ([https://wa01.bcc.cuny.edu](https://wa01.bcc.cuny.edu)) and click on the Change My Password link.
2. If you are a student and do not know your OSSES login information, go to the OSSES homepage and click on the “What is my login information/Change My Password” link. Once you provide the requested information, your OSSES login information will be displayed.
   - Once you have determined your ID and original Password, login to OSSES (see #1 above) and click on the Change My Password link.
3. This process will ask you to register your challenge questions and answers. Once you have registered your questions and answers, you will be able to change your password at your convenience.

**For Assistance**

- If you encounter technical difficulties, contact the IT HelpDesk at helpdesk@bcc.cuny.edu or (718) 289-5970. The IT HelpDesk is located in Colston Hall, Room 806.
- To assist you in this new process, the IT HelpDesk will be available on Saturday, June 12, 2010, 10 am – 2 pm at (718) 289-5970 or in Colston Hall, Room 806.

Thank you.

Information Technology