

# STUDENT COMPUTING RESOURCE GUIDE

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When a College computer is turned on, a "Welcome to Windows" message displays. Press CTRL + ATL + Delete to begin. You will be prompted for your username and password.

Your username is the first initial of your first name and your last name (no spaces between). Some users will have numbers added to ensure uniqueness. Your username can be found on your acceptance letter or on your registration schedule/bill when you register for classes.

Your password is initially set to Blackhawk and your 9 digit student ID number (found on your acceptance letter or on your registration schedule/bill) and must be changed the first time you log in. Example initial password: Blackhawk000123456

More information about Information Technology can be found at <https://blackhawk.edu/Student-Resources/Information-Technology-Services> (<https://blackhawk.edu/Student-Resources/Information-Technology-Services/>) or contact the ITS Help Desk at (608) 757-7711.

## **Network Account**

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## **MyBTC (Student Portal)**

The MyBTC portal is your connection to College resources. You can access the portal at [blackhawk.edu](https://blackhawk.edu) with your full Blackhawk email address and password. In the portal, you can access information and your student records, including:

- Email
- Blackboard
- Register for classes
- Financial Aid
- Grades

- Starfish
- Make payments and set up payment plans through TouchNet.

You will be prompted to enter your password again the first time you access systems within the portal and after a password change.

Remember, always sign out, close the browser, and log off the computer when you finish.

## **Blackhawk Email Accounts**

Every registered student is assigned an email account with his or her network account. Your email address will be [username@students.blackhawk.edu](mailto:username@students.blackhawk.edu).

The Blackhawk student email account is Blackhawk's official communication method. It is where students receive emails specific to important College-wide and campus-specific announcements and communication with Blackhawk staff. Instructors may email students regarding assignments, class cancellations, and course updates. Check it often to stay informed.

In order to ensure that emails are received, do not forward your student email account to an alternate account as security measures may block receipt of emails.

Student email accounts can be accessed via the MyBTC portal and by clicking on Webmail, or directly at <https://outlook.office365.com/>, using your full email address and password.

Students are encouraged to check their Blackhawk email daily. This is the official email address used for college business.

## **Blackboard**

Blackboard is a learning management system. All Blackhawk courses use this tool to distribute and collect materials as well as to conduct discussions and assessments. Classes offered face-to-face may use Blackboard to support in-class instruction.

Blackboard can be accessed via the MyBTC portal, or go directly to the Blackboard website at [blackhawk.blackboard.com](https://blackhawk.blackboard.com), using your network username and password. Students taking online or hybrid courses have access to the Online Student Orientation in Blackboard. This is a valuable resource for learning about Blackboard functions and online/hybrid procedures. It is listed in "MyCourses" on Blackboard.

## **Passwords**

You will be prompted to change your password every 180 days. Passwords must be complex, meaning that they combine upper case, lower case, symbols, and numbers, or at least three of those four groups, and must be eight or more characters in length. Passwords are case-sensitive. To change your network/MyBTC password on a Blackhawk computer:

- Log in to the network
- Press CTRL + ALT + Delete
- Select change password
- Enter your current password

- Enter your new password twice
- Click "OK"

Or from anywhere:

Log in to your Webmail or any Office 365 app and click your name to access and modify various account settings, including changing your password.

At your first login, you will be prompted to set up security questions that can be used to confirm your identity should you need to reset your own password. If you forgot your password you will be able to reset it by correctly answering your saved questions.

Forgotten passwords may be reset by clicking the Forgot Password link at any login screen. If you need further assistance please come into the IT department in room 2506 at Central Campus with a photo ID in order to have your password reset.

Do not share your password. Blackhawk employees will never ask for your password.

### **Printing**

As a registered student, you will automatically receive the following FREE printing budget at the beginning of each semester: Fall & Spring \$15; Summer \$5.

Printing prices are as follows:

3¢ – double-sided black ink

18¢ – double-sided color

2¢ – more each for single-sided

Students may increase their budget by purchasing with PayPal or in-person at the Registration and Records Office. Funds added to the printing budget do not roll over to the next semester.

Need help?

For login help in the BTC Systems, call the help desk at (608) 757-7711.