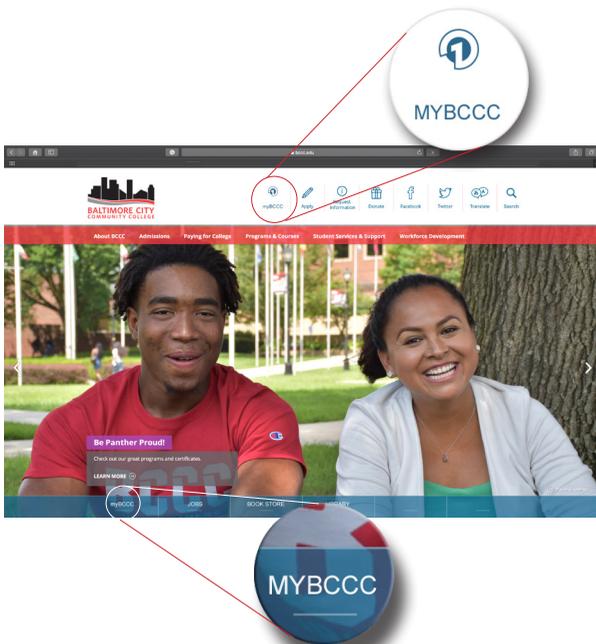
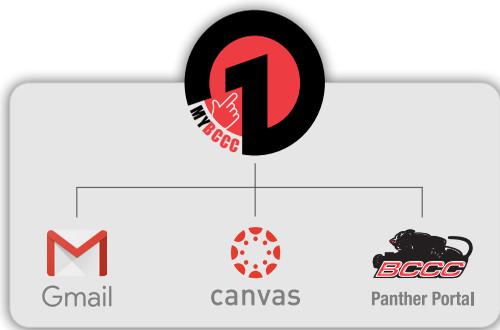


## FREQUENTLY ASKED QUESTIONS



### 1. What is SSO?

**Single Sign On (SSO)** is an authentication process that allows a student to access multiple applications with one set of login credentials.

### 2. How will SSO help students?

- Simplifies the student user-experience and provides easy access to applications.
- Eliminates the time spent re-entering user credentials.
- Enables students to reset their own passwords without calling the helpdesk.

### 3. What is MYBCCC?

**MYBCCC** is the portal allowing simple and easy access, through the SSO process, to applications frequently used by students.

### 4. What applications are included under MYBCCC?

Student Email, Canvas, and Panther Portal.

### 5. Where do I find MYBCCC?

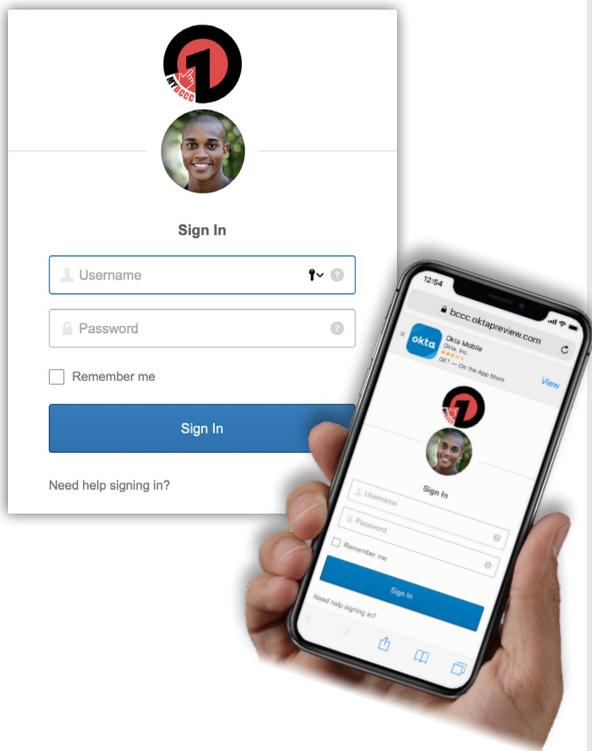
**MYBCCC** is located on the homepage of the BCC website – [bcc.edu](http://bcc.edu).

### 6. How do students log into MYBCCC?

When using a college computer students will be automatically logged into the **MYBCCC** portal when they enter their Network Credentials. To access off campus, students must click on **MYBCCC** on BCC's homepage and enter their Network Credentials.

### 7. When will MYBCCC launch?

January 22, 2019.



## 8. How do students access Panther Portal?

Students will have to install a plugin to access Panther Portal, the first time, on personal computers and laptops.

## 9. Will SSO have two-step authentication?

Not currently, but will be implemented in the future.

## 10. Is there a mobile app for MYBCCC?

Yes, the free mobile app is available on Google Play and App Store. Search for "Okta Mobile" and download. You will be asked to enter site name as **bccc.okta.com**.

**Students will have to manually type the site name the first time.**

## 11. What happens if a student loses his/her password?

Students can reset their passwords by clicking on 'Reset Password/Self Service'.

## 12. What happens if the BCCC network goes down?

SSO is cloud-based. If there is a network outage, Canvas and Student Email will not be affected as long as students have access to the Internet.

**Panther Portal is hosted on BCCC servers. If there is a BCCC network outage, it could affect access to Panther Portal or delay information updates.**

## 13. What happens if a student gets locked out of his/her account?

Students should wait 30 minutes and then will be able to log back in and reset their password.

## 14. Will additional applications be added to MYBCCC?

The college plans to integrate more applications, like the Financial Aid Portal, as appropriate.