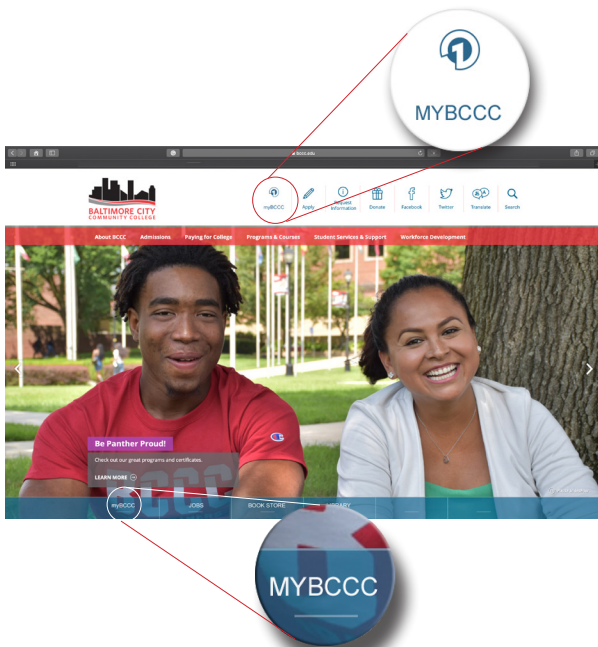
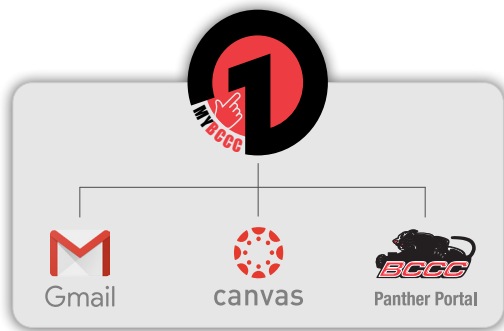


Introducing **MYBCCC** Portal and **Single Sign On** Process

Instant Access to Student Applications

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 BCCC website – bcc.edu.

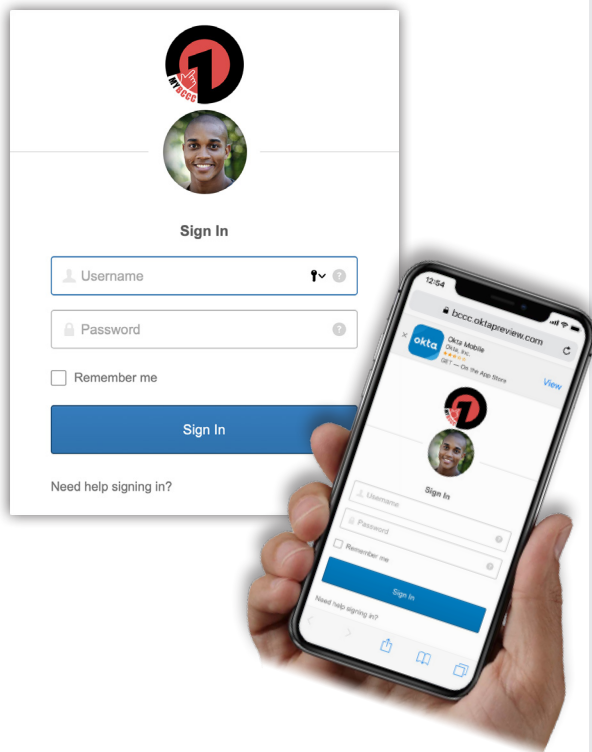
6. How do students log into **MYBCCC**?

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

7. When was **MYBCCC** launched?

January 22, 2019.

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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.