GET TECH READY

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Welcome to Suffolk County Community College, the largest community college in the state of New York. We pride ourselves on small class sizes and providing strong technology solutions. Here are some tips and information to help you get ready with technology before your first day of class.

If you are planning to enroll, check the quick Steps to Enrollment guide.

STUDENT TECHNOLOGY GUIDE

Download the student tech guide to keep it handy!

Student Guide to Technology

Guía Tecnológica para Estudiantes

Additionally, the New Student Advising Workbook is a useful resource for new students.

COURSE MODALITIES

SUNY Suffolk offers classes in a variety of instructional delivery methods to meet your needs.

Please be aware that the tech device you use for your classes will need to have a webcam and microphone for you to participate in online instruction.

Here is a brief explanation of how each modality works:

- **Face-to-Face**-Traditional on-campus in-person instruction typically in a classroom or lab setting.
- **Fully Online**—instruction is provided by the professor through Brightspace, the College's Digital Learning Environment. Students interact with faculty and complete assignments working on their own time, while adhering to course deadlines.

- **Real-Time Online**—recreates a classroom experience with your instructor and other class members coming together for live virtual instruction at regularly scheduled days and times.
- **Combined Online**—50% Online and 50% Real-Time Online meeting times with your instructor.
- **Blended**—partly on campus and partly Online or Real-Time Online, used mostly for labs and performance courses.

COMPUTING REQUIREMENTS AND TECH ADVICE

Every course at Suffolk requires some level of technology. Please make sure to check your course description or touch base with your instructors regarding the minimum tech requirements for the courses you are taking.

For additional information on technology requirements you can check the following links:

Brightspace Browser Support

System Requirement for Microsoft 365

Keep in mind the following:

- Mobile tech, especially phones, are rapidly gaining ground. However, not every system we use at Suffolk is optimized for this experience. While you can do many things with your phone, you may find that some courses have requirements that make a phone usable, but impractical. Please note that there are computers available on campus if you need to use them. Go to the Student Tech Center section for more information.
- If you are taking a course with real-time online instruction, you will need integrated or external speakers, microphone and webcam to participate.
- You need a computing device such as a PCs, MACs, etc. that is kept current.
- The older a device is, the more issues it will begin to have. In general, devices that are anywhere from new to four years old will function best.
- If you are in a technology intense major such as Visual Arts, Graphic Design, Construction Technology, Computer Science, Engineering Science, or

Manufacturing Technology, you may want to consult your professor on the best technology solutions for that program at the College.

- Your device should have all updates from the manufacturer applied continually to keep the machine 'patched' to keep its native security features up to date.
- When using online systems check what the best browser would be. When in doubt, try different browsers.
- Your computer should run anti-virus software all the time. This is to protect you, especially your confidential data.
- Your device should have Wi-Fi built in.
- Remember to have your device fully charged. Bring your charger with you when you are not at home.
- Always lock your computing device when you are not using it, to protect your confidential information.

CREATE YOUR SUFFOLK ACCOUNT

Once you have been accepted to Suffolk, you can create your student account. This will give you a username that you will use to log into PC/Mac computers on campus as well as to access Suffolk systems on and off campus. You will also need to create a secure password for your college account.
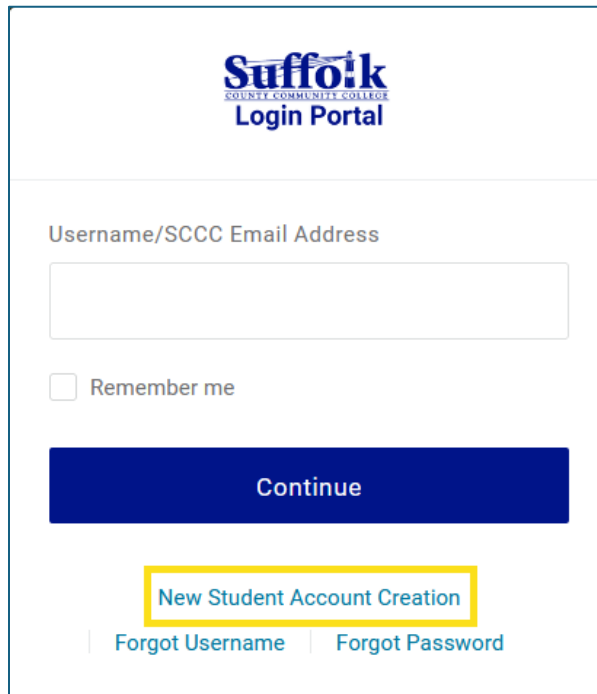
You will need your student ID number, which was provided to you by Admissions when you were accepted.

Watch the **video** on Creating a Username and Password for detailed instructions or follow these steps:

1. Go to the college homepage at sunysuffolk.edu and click **Login** (or go directly to **sunysuffolk.edu/login**)
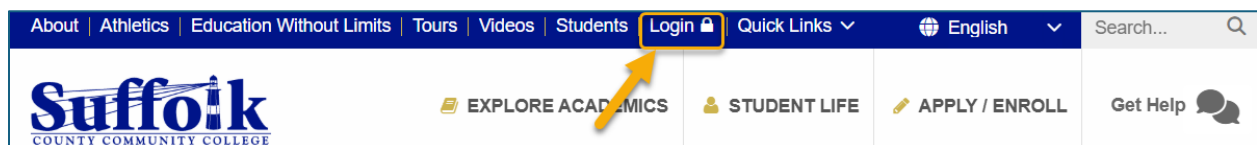
2. Click on **New Student Account Creation**

3. Enter your ID (provided by Admissions with acceptance) or SSN and Date of Birth in the specified format

Portal Account Help

Welcome!

Only students who have been accepted to the college can create a SUNY Suffolk Portal account.

Directions
If you have not created your Username and Password or **if you do not remember your Username**, please enter your Student ID (or social security number) and Date of Birth and select Continue.

Student ID: [   ]   Enter your Suffolk ID number as printed on your Suffolk ID Card OR your 9-digit social security number.

Date of Birth: [   ]   Enter your date of birth in a **MM/DD/YYYY** format.

[Continue]

If your date of birth isn't allowing you to proceed, you must go to a campus Registrars Office to verify the date of birth entered in your college record. **You must bring your college photo ID with you.**
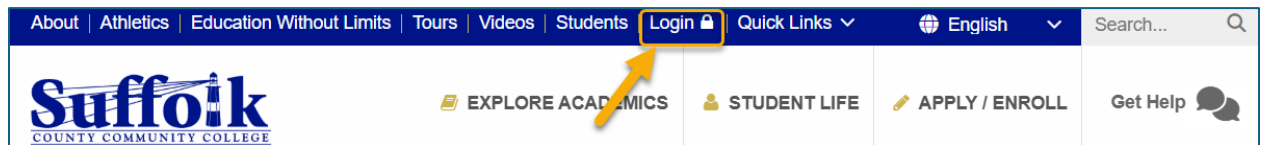Return to Login

If you have already created your account and cannot perform a self-service password reset, but need a temporary password print and complete the Password Reset Request Form as instructed.

4. You will be provided with your Suffolk username, make sure to remember it. You will be prompted to create your password. For security reasons, it is advised that you

create a unique password for your college account, preferably 12 or more characters long, and do not use it for other systems.
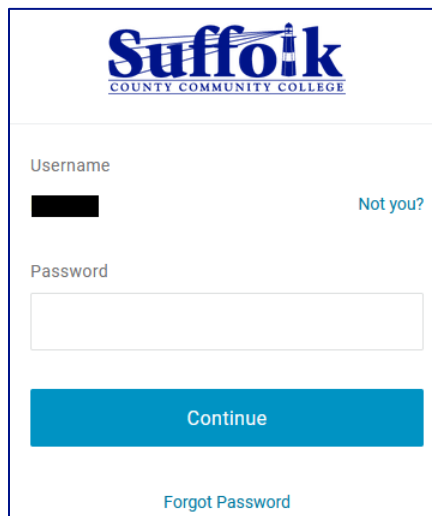
SET UP YOUR MULTI-FACTOR AUTHENTICATION (MFA)

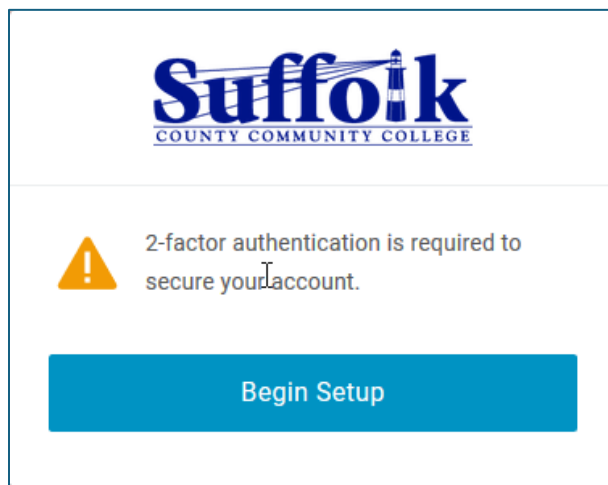1. Go to the college homepage at sunysuffolk.edu and click **Login** (or go directly to **sunysuffolk.edu/login**)

2. Enter your Suffolk username and click **Continue**

3. Enter your password and click **Continue** again

4. Click on Begin Setup

5. Select your primary MFA method. We recommend you set up the first option (app on your phone). Follow the prompts and you will be logged in to the Suffolk Login Portal. **If you select email as your primary method, please make sure to use a personal email. DO NOT use your Suffolk email.** For detailed instructions on how to set up the MFA check the **SUNY Suffolk Login Portal Instructions** located in MySCCC's Email and Tech section.

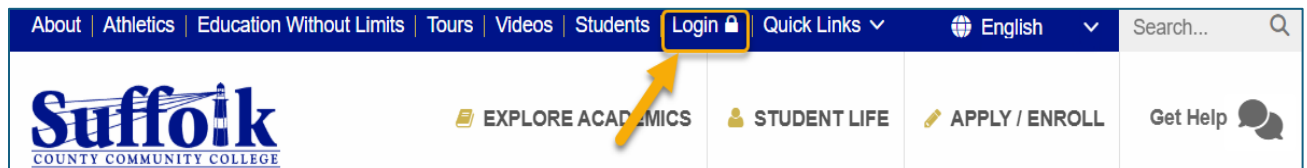6. Before you Log Out, it is recommended that you set up a secondary security factor.

If you already set up an MFA but it is not working, contact the Suffolk Help Desk at 631-451-HELP (4357) to have your MFA reset.

ACCESS THE SUFFOLK LOGIN PORTAL

The Suffolk Login Portal gives you access to the systems you need at the college, such as: Brightspace, Outlook Email, Office 365, the Student Dashboard, among others.
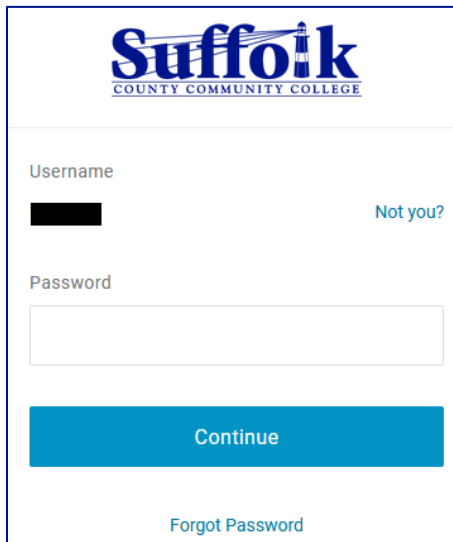
Once your account has been created (you have a username and password) and the MFA is set up, access the Suffolk Login Portal as follows:

1. Go to the college homepage at sunysuffolk.edu and click **Login** (or go directly to **sunysuffolk.edu/login**)

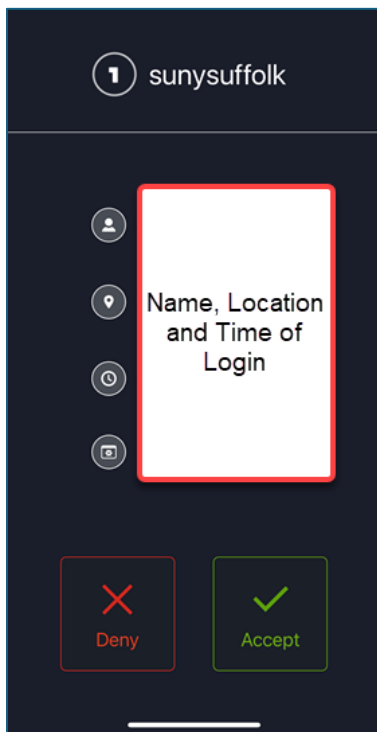2. Enter your Suffolk username and click **Continue**

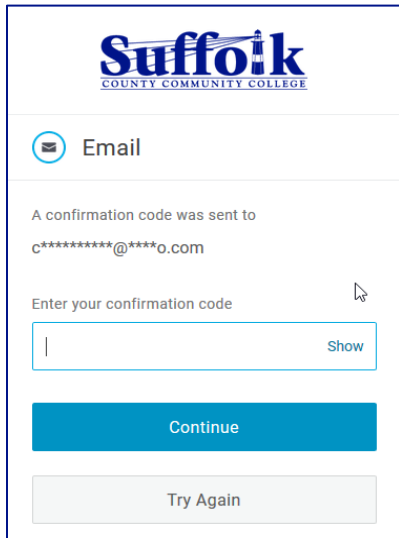3. Enter your password and click **Continue** again

4. **Accept** the notification sent to your device or enter the code and click **Continue** to authenticate and log in.

   If you set up the Protect app and allowed notifications, accept the notification sent to the app
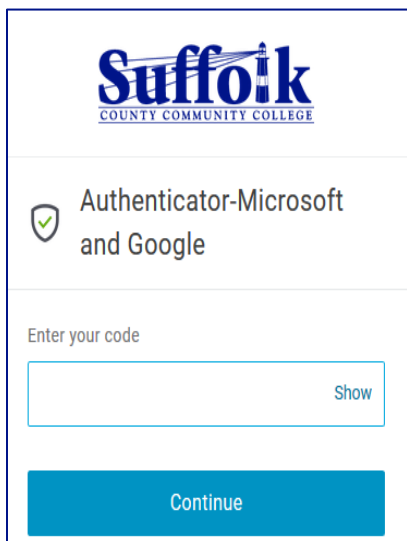
If you set up a personal Email, enter the code sent to your Email

If you set up the to the Authenticator app, enter the code sent to the app

You will be logged in to the Suffolk Login Portal. When you first log in, the most frequently used apps will show under the Frequents tab. You can also go to the next tab, SCCC: Home or Everything and double click to see the menu and find more apps, or use the Search bar to find what you need.
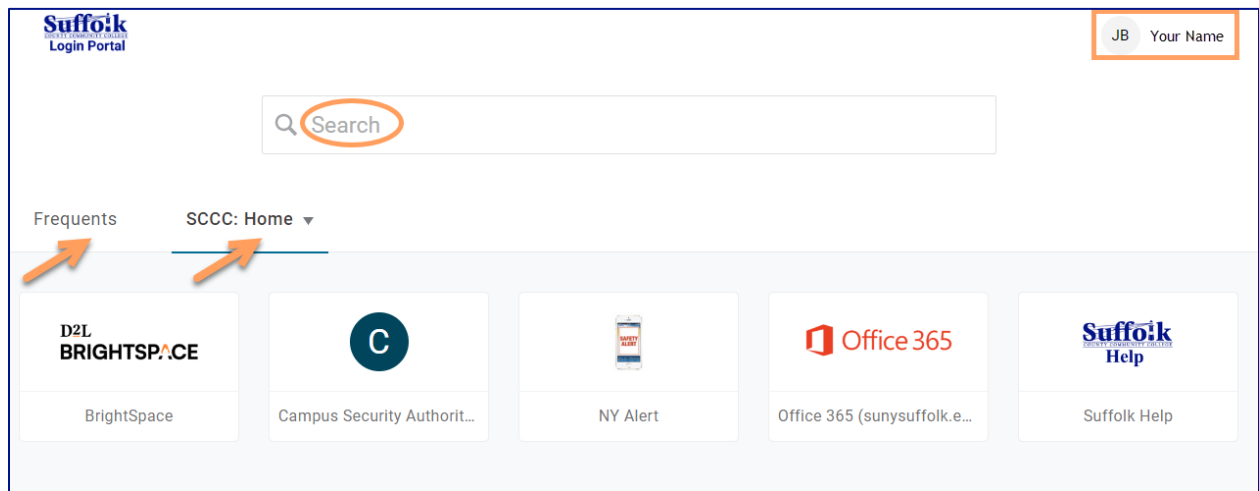
SET UP A SECONDARY SECURITY FACTOR

Once a secondary MFA is set up you can use it to log in to the Suffolk Login Portal, if your primary MFA is not working. Follow these steps to set it up:

1. Log in to the Suffolk Login Portal
2. Click on your name on the top right and select **Profile**
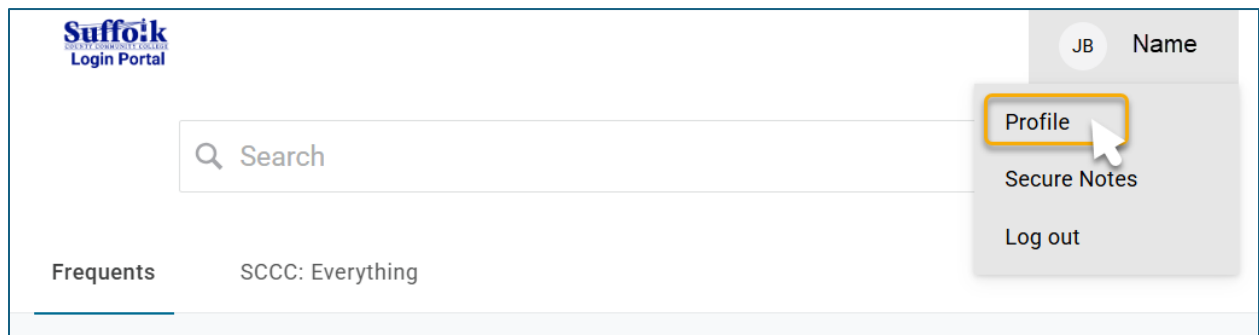
3. Click on **Security Factors** in the left side menu
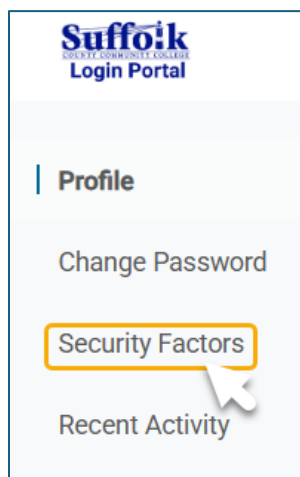
4. Click **on Add Factor**
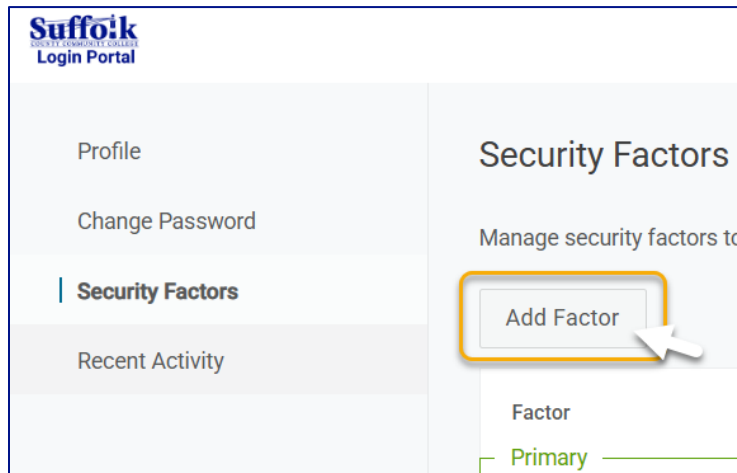
5. Select a Security Factor and follow the prompts to set it up
6. Once you have several security factors set up you can select which one you want as the primary one. Just click on the three dots next to the security factor you would like to set as Primary and click on Set as primary.
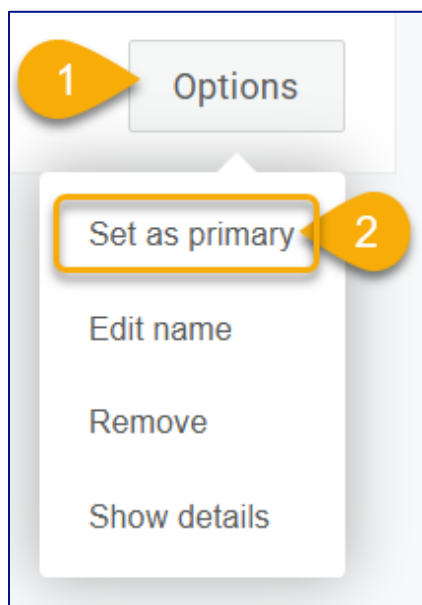
RESET YOUR SUFFOLK PASSWORD

If you don't remember your Suffolk password or if it is not working (it may have expired), you will need to reset your password. It's also a good idea to reset your Suffolk password if you think it has been compromised.

IF A MULTI-FACTOR AUTHENTICATION (MFA) METHOD IS SET UP

1. Go to the college homepage at sunysuffolk.edu and click **Login** (or go directly to **sunysuffolk.edu/login**)
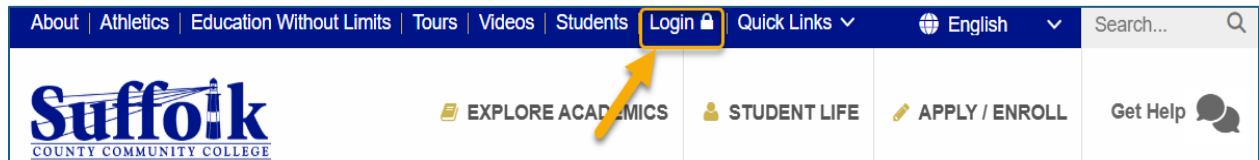
2. Click on the **Forgot Password** link

3. Enter your Suffolk username and click **Continue**

If you enter an incorrect username, an Email message "check your inbox for an email from OneLogin" comes up. Please ignore the instructions, start again, and make sure

your Suffolk username is spelled correctly. If you need to get your username click on the **Forgot Username** link.

4. Complete the reCAPTCHA to proceed
5. Authenticate using your MFA method
6. You will be prompted to create a new password. For security reasons, it is advised that you create a unique password for your college account, preferably 12 or more characters long, and do not use it for other systems.

If your MFA is not working, contact the Suffolk Help Desk at 631-451-HELP (4357) to have your MFA reset.

IF NO MULTI-FACTOR AUTHENTICATION (MFA) METHOD IS SET UP

Students should contact the Registrar Office to get a temporary password. Print and complete the Password Reset Request Form and send to your campus Registrar Office ONLY, along with a copy of your driver's license.

Once the Registrar gives you a temp password:

1. Go to the college homepage at sunysuffolk.edu and click **Login** (or go directly to **sunysuffolk.edu/login**)
2. Enter your Suffolk username and click **Continue**
3. Type in the temp password, exactly as provided by Registrar, and click **Continue**
4. You will be prompted to set up your two-factor authentication
5. Once logged in to the Suffolk Login Portal, go to your name on the top right, select **Profile** and change the temporary password to your own.

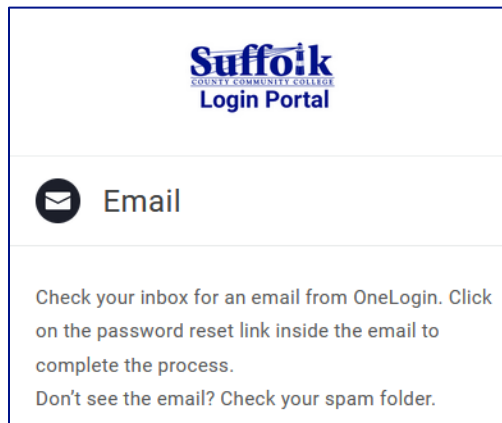For security reasons, it is advised that you create a unique password for your college account, preferably 12 or more characters long, and do not use it for other systems.
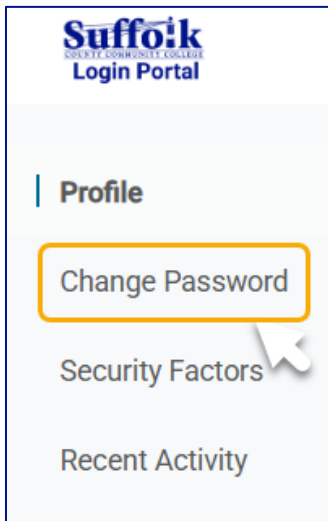
ACTIVATE AND ACCESS YOUR SUFFOLK EMAIL

As a student at Suffolk you have access to Microsoft Office 365, which includes Outlook email. All official communication from the college, class cancellations, school closings, bill reminders, etc. will be sent electronically to the student's college email account. Additionally, this is the preferred communication method for college professors.

To activate and access your Suffolk email:

1. Log in to the Suffolk Login Portal
2. Click on the Mail- - MS Outlook tile
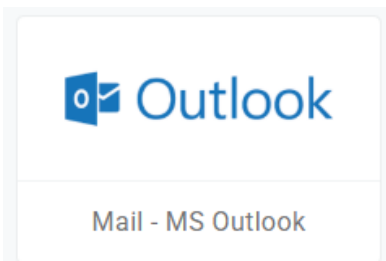
3. Enter your full Suffolk email address (**username@mail.sunysuffolk.edu**) and follow the prompts to activate and set it up for the first time.

ADD YOUR SUFFOLK EMAIL TO YOUR MOBILE DEVICE

Download Outlook on your device and configure the email automatically following the Microsoft instructions according to your device:

- Set up email in Outlook for iOS mobile app
- Set up email in the Outlook for Android app

ACCESS BRIGHTSPACE

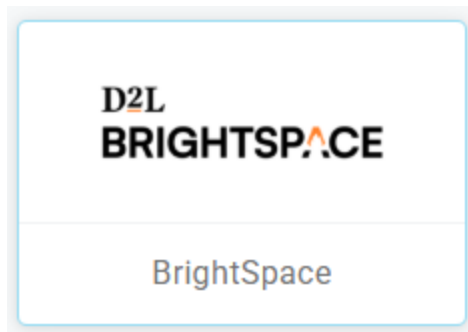Once you have activated your Suffolk email, you should have access to Brightspace within the next 24 hours. To access Brightspace:

1. Log in to the Suffolk Login Portal
2. Click on the Brightspace tile

Please note the following:

- You will not have access to Brightspace until you activate your Suffolk email.
- Brightspace access to new students will be available a couple of weeks prior to the first day of the semester.
- Registered courses will show in Brightspace a couple of weeks prior to the first day of the semester.
- Courses in Brightspace will be accessible on the first day of the semester unless the course instructor sets up an earlier date for students to access it.
- Brightspace is updated once daily with new accounts and enrollments. If you created your account, enrolled or dropped a course, expect to see it in Brightspace within 24 hours.

- When you add a class to your schedule, it will be available within the next 24 hours.

For more information about Brightspace go to sunysuffolk.edu/brightspace. For general assistance contact the Open SUNY Help Desk. If you have issues accessing Brightspace through the Suffolk Login Portal or accessing your courses, email brightspace@sunysuffolk.edu make sure to include your name, ID and course CRN number.

ACCESS THE STUDENT DASHBOARD

From your Student Dashboard, you can register for courses, view your schedule, view registration holds, plan your academic journey through Degree Works, pay your bill, accept financial aid, register your vehicle, apply for Graduation and so much more!

To access the Student Dashboard:

1. Log in to the Suffolk Login Portal
2. Click on the Student Dashboard tile

## ACCESS AND DOWNLOAD MICROSOFT 365 APPS

SUNY Suffolk uses Microsoft 365 (M365) software. Get ready to use the M365 apps (Word, PowerPoint, Excel, etc.) for your academic work at Suffolk. You can learn more at the Microsoft 365 Training site.

As a student at Suffolk you can **download Microsoft Office 365 Apps for FREE on up to five devices!**

ACCESS AND DOWNLOAD MICROSOFT 365/OFFICE 365 APPS

To access and download M365 and other Microsoft Apps:

1. Log in to the Suffolk Login Portal
2. Click on the Office 365 tile
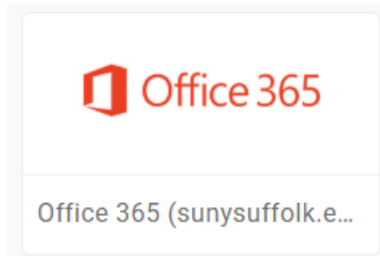
3. From here there are two options or you can use the direct link:

OPTION 1: VIA THE APPS SECTION

1. Click on **Apps** in the left-hand menu.
2. Locate the **Install apps** button in the top-right corner.

OPTION 2: USING THE SEARCH BAR

1. Go to the **Search** section.
2. Type "Install Office" into the search bar.
3. The system will direct the user to the appropriate area in **My Account** to complete the installation.

🔗 DIRECT LINK

Users can also go directly to the installation page using this link:
aka.ms/office-install

4. To access Microsoft apps **online** from any M365 app on a browser, go to the app launcher on the top left and click on the app you need.
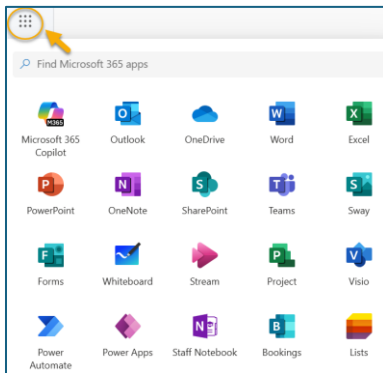
5. To access the **desktop** versions of Microsoft apps (i.e. Word, Excel, PowerPoint, Teams) search for the apps downloaded on your device and open them.

Note that the online version of Microsoft apps provides you with the basic functions. If you need to use more tools, you should use the desktop versions.

## ACCESS ONEDRIVE AND YOUR SAVED FILES

OneDrive is the Microsoft cloud storage app. You can store, share, and manage your files from this app and access them from any device, without the need for an external storage device such as a USB.

To access OneDrive:

1. Log in to the Suffolk Login Portal
2. Search and Click on the OneDrive tile
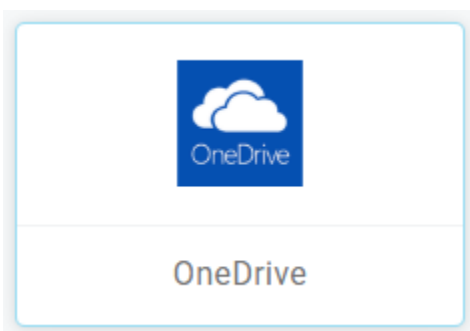
3. Once you have your files in OneDrive you can access them and open them with the online or the desktop apps. Simply go to the file, click on the three dots, click Open and Open in browser if you want to use the online version or Open in app if you want to work on the desktop app.
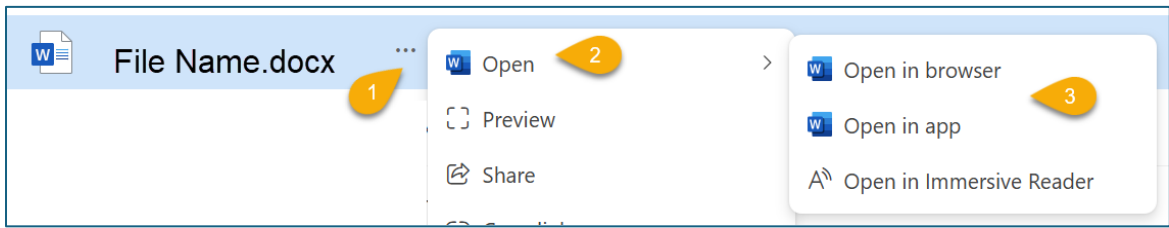
ACCESS MICROSOFT 365 TEAMS

Microsoft Teams can be used to communicate and work collaboratively with a group of students or a class.

If you are part of a Team as a guest, watch the **step-by-step video** on how Sharks can access their guest profile on Microsoft Teams: **Student Guest Account on MS Teams**

To access Teams:

1. Log in to the Suffolk Login Portal
2. Search and Click on the Teams tile
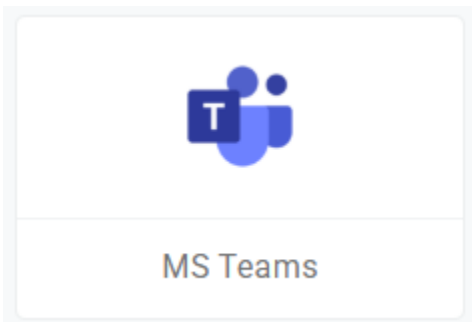
SUFFOLK WI-FI

You may connect your devices to our Public Wi-Fi Network: SCCC-Public. This is available in all buildings.

Outdoor Wi-Fi maps can be found here:

Ammerman Campus

Eastern Campus

Grant Campus

DEVICE LOAN PROGRAM

The College has arranged to make a limited number of college Chromebooks and laptops available to students in financial need. Loan approval is based on evidence of financial need as documented in Financial Aid, so the neediest students get devices first.

Students may request a device by filling out the **Device Loan Program** form. The link to the Device Loan Program Page can be found in MySCCC's Email and Tech section and is made available one week before the first day of the semester.

If you have questions email: device-loans@sunysuffolk.edu

STUDENT TECH CENTER

Professional staff is available at each campus to assist students and faculty teaching in classrooms with technology questions related to Suffolk courses. Within the computing centers students can access computers, printers, and scanners. The PCs and Mac Computers in the centers provide Internet access, necessary curriculum software, and the technological means to accommodate and complete all class-related assignments.

For easy access to this site use the following short URL from any browser: sunysuffolk.edu/studenttech

For information on location, hours of operation, and hardware and software at each campus go to:

Ammerman Open Lab

Eastern Open Lab

Grant Open Lab

Chat with us live going to the TechChat at the bottom right of this page.

Please note that our staff will provide academic technical support to the collegecommunity, however we do not provide support for your personal devices.