

# myBHC login for first-time students

Students must use Duo Mobile to access on-campus computer resources and web-based applications such as your student Outlook email or myBHC. The options are using the Duo Mobile smartphone application or a Duo token/fob. If you have any problems when trying to set up your Duo Mobile account, contact the ITS Help Desk at 309-796-5555.

[First-time login from a computer.](#)

[First-time login from a smartphone.](#)

[Information about using a Duo token/fob.](#)

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## Computer Login Instructions

### Duo Mobile app installation

You should install the Duo Mobile app on your smartphone before enrolling in the system. When searching in your smartphone's app store, the Duo Mobile app should show up with a green logo with the word "DUO" in white letters.



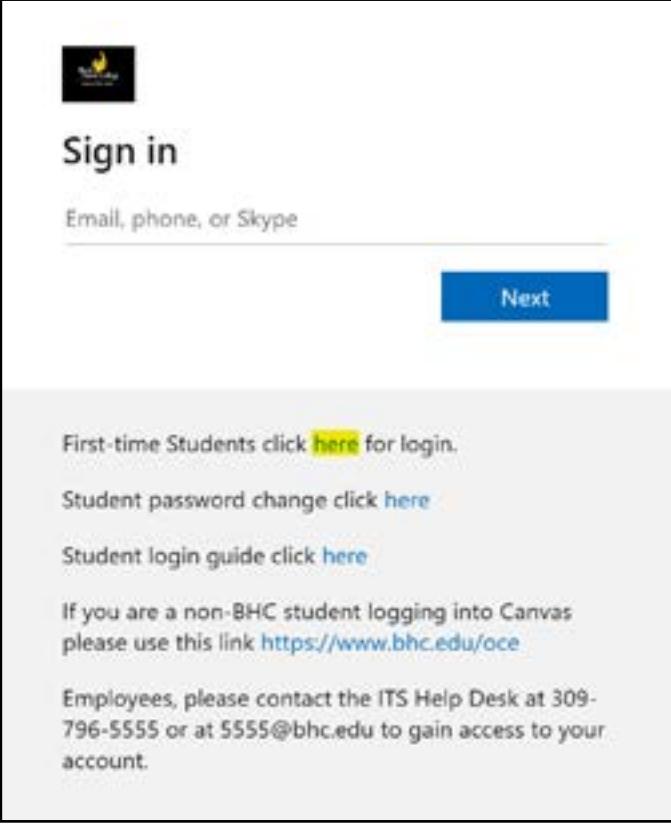
Install the app and proceed through the setup process until the app requests an activation code or a QR code. Set your phone aside.

### Signing in to your myBHC account

1. On your computer, open a browser of your choice and navigate to [mybhc.bhc.edu](http://mybhc.bhc.edu).
2. Click **Student & Employee Login**.



3. Click the link located in **First-time Students click here for login.**



The screenshot shows a 'Sign in' page with a logo at the top. Below it is a text input field labeled 'Email, phone, or Skype'. A blue 'Next' button is positioned to the right. A large gray box contains several links: 'First-time Students click [here](#) for login.', 'Student password change click [here](#)', 'Student login guide click [here](#)', 'If you are a non-BHC student logging into Canvas please use this link <https://www.bhc.edu/oce>', and 'Employees, please contact the ITS Help Desk at 309-796-5555 or at [5555@bhc.edu](mailto:5555@bhc.edu) to gain access to your account.'

4. Enter the required information in the password reset form. Make sure you enter the full email address in the **Username** field and enter the **Date of Birth** in MM/DD/YYYY format with slashes. Click **Proceed to Policy Acceptance and Reset Password**.



The screenshot shows a 'STUDENT PASSWORD FORM' page for 'FIRST TIME OR CHANGE YOUR PASSWORD'. It features the Black Hawk College logo at the top. Below it is a 'Password Reset' section. The form includes fields for 'Username' (with a placeholder 'Email, phone, or Skype'), 'BHC ID #', 'Last Name', and 'Date of Birth' (format MM/DD/YYYY). A yellow button at the bottom reads 'Proceed to Policy Acceptance and Reset Password'. At the very bottom, a link says 'For Assistance Contact the ITS Help Desk at 1-309-796-5555 or email [5555@bhc.edu](mailto:5555@bhc.edu)'.

5. Enter your new password on the screen below and click **Save Password**.



Black Hawk College  
Black Hawk College  
Password Reset

There are no additional policies that have not been accepted.

Policies that have been Accepted

View ID	College Policy	Date Of Acceptance	Acceptance Status
1	Board Policy	11-Apr-16	Accepted
2	Student Handbook	11-Apr-16	Accepted

Please make note of the username and password for your records. You will need this information to access the portal.

- The password cannot contain the user's account name as part of the user's full name.
- The password must be at least 14 characters in length.
- The password must contain 3 of the following 6 characters:
  - an uppercase character
  - a lowercase character
  - a numeric character
  - a special character
- The password cannot be one of the previous 10 passwords.

Portal Username  
[REDACTED]@student.bhc.edu

Enter Password

Confirm Password

**Save Password**

6. Sign in with your newly created password.



Sign in

[REDACTED]@student.bhc.edu

**Next**

First-time Students click [here](#) for login.  
Student password change click [here](#)  
Student login guide click [here](#)  
If you are a non-BHC student logging into Canvas  
please use this link <https://www.bhc.edu/oce>  
Employees, please contact the ITS Help Desk at 309-796-5555 or at 5555@bhc.edu to gain access to your account.



← [REDACTED]@student.bhc.edu

Enter password

Password

**Sign in**

First-time Students click [here](#) for login.  
Student password change click [here](#)  
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If you are a non-BHC student logging into Canvas  
please use this link <https://www.bhc.edu/oce>  
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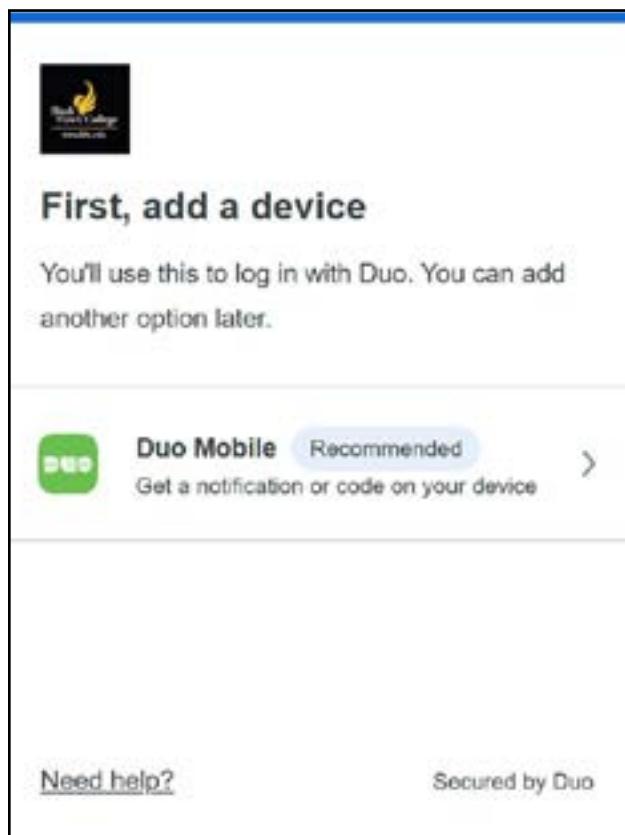
7. Click **Approve with Duo Authentication**.



8. Click **Get started**.



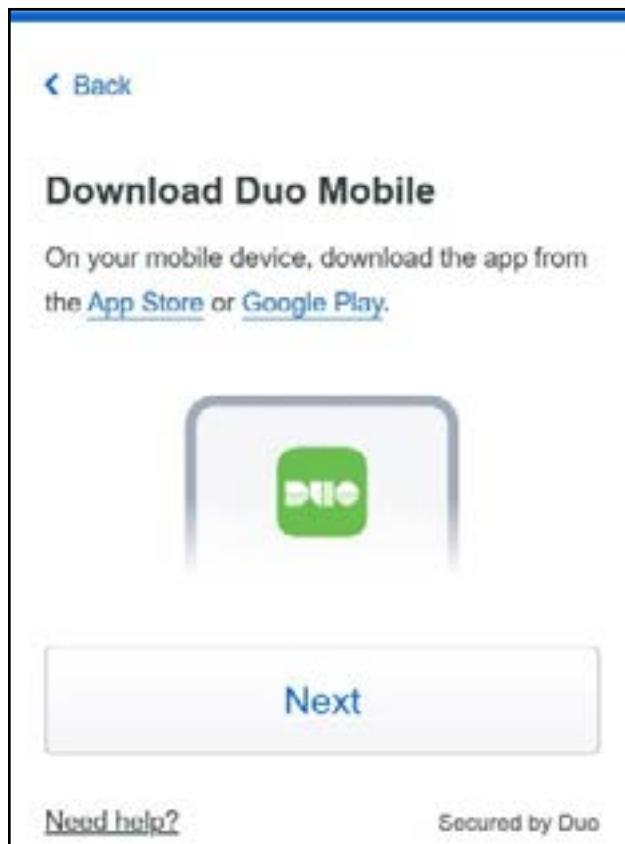
9. Click **Duo Mobile**.



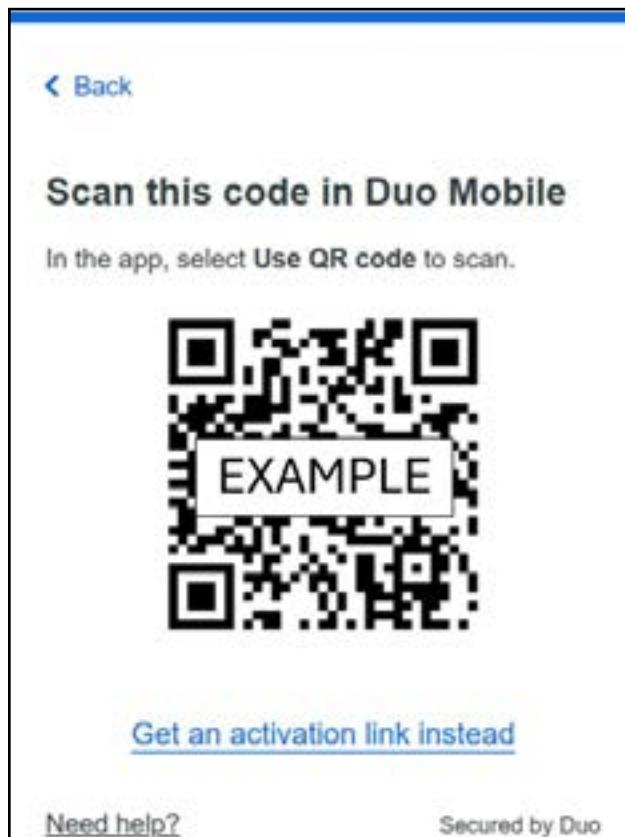
10. Enter your phone number and click **Continue**. Then click **Yes, it's correct** if the number is correct.

The image contains two side-by-side screenshots of a mobile application. The left screenshot shows a form for entering a phone number. It includes a 'Country code' field with a dropdown menu showing '+1' and a 'Phone number' field. Below these fields is an example text: 'Example: "201-555-5555"'. At the bottom is a large 'Continue' button. The right screenshot shows a confirmation screen with the text 'Is this correct?' above a large button labeled 'Yes, it's correct'. Below this button is a link labeled 'No, I need to change it'. At the bottom of this screen are 'Need help?' and 'Secured by Duo' links. Both screenshots have a 'Back' link at the top left.

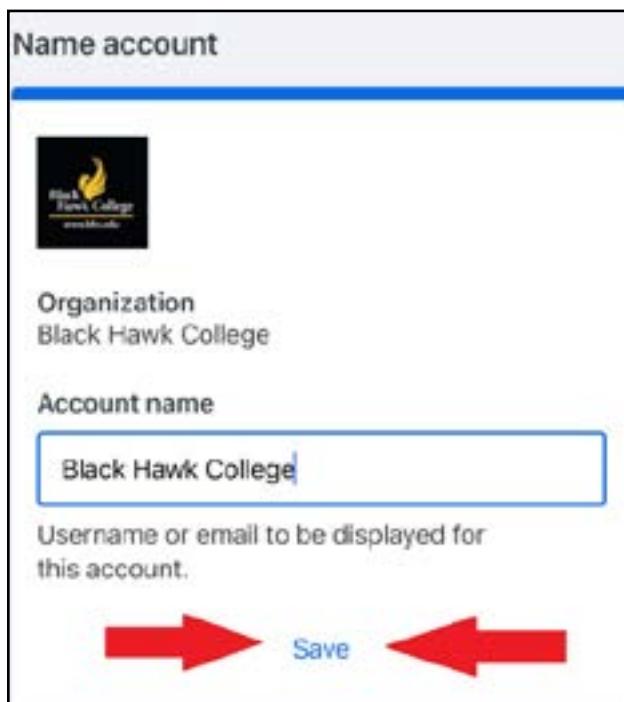
11. Check your smartphone and verify that the Duo Mobile app has been downloaded onto the phone. Click **Next**.



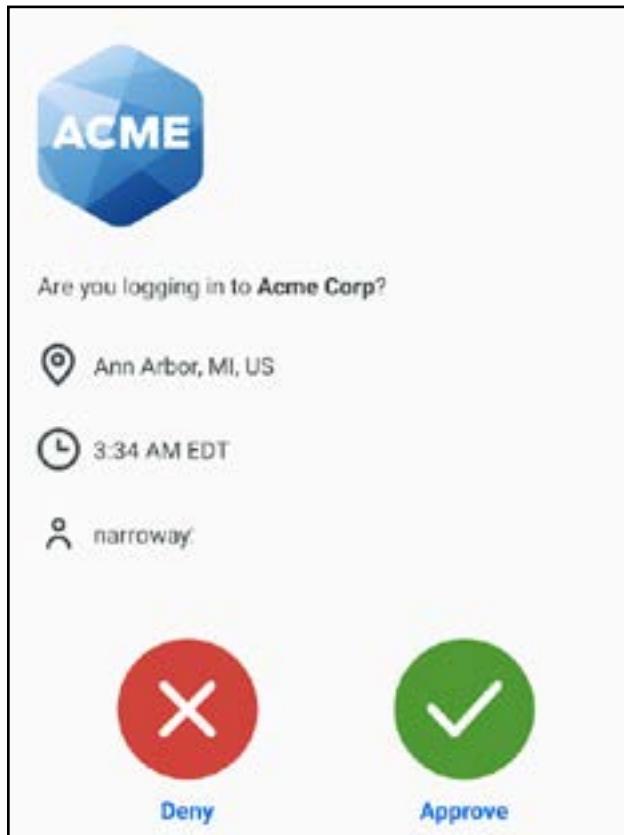
12. In the Duo Mobile app on your smartphone, select **Use QR code**.



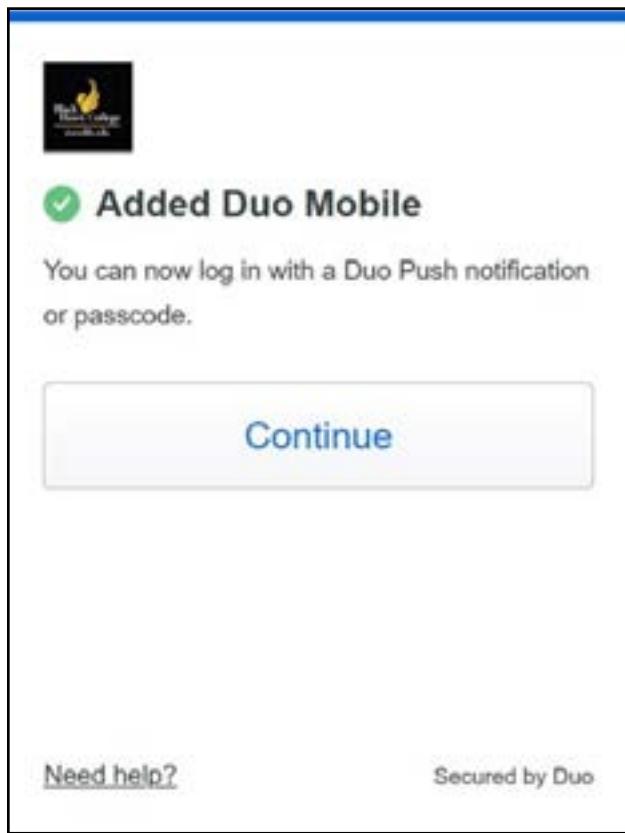
13. Scan the QR code in the Duo Mobile app to add the account. Tap **Save**. You may leave the name as "Black Hawk College."



14. You will be asked to complete a short tutorial. When signing in to your BHC account, you will receive a push notification on your phone. You will be prompted to **Approve** or **Deny** the login.



15. On your computer, click **Continue** to finalize setup.



# Smartphone Login Instructions

## Duo Mobile app installation

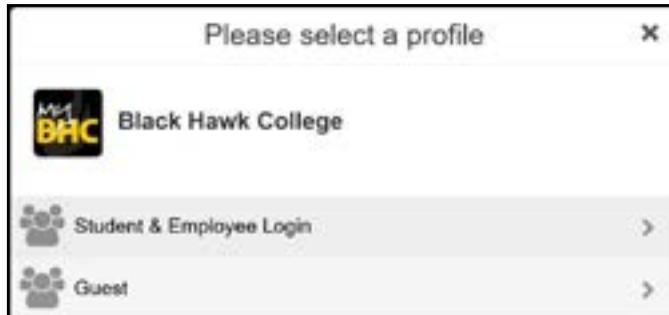
You should install the Duo Mobile app on your smartphone *before* enrolling in the system. When searching in your smartphone's app store, the Duo Mobile app should show up with a green logo with the word "DUO" in white letters.



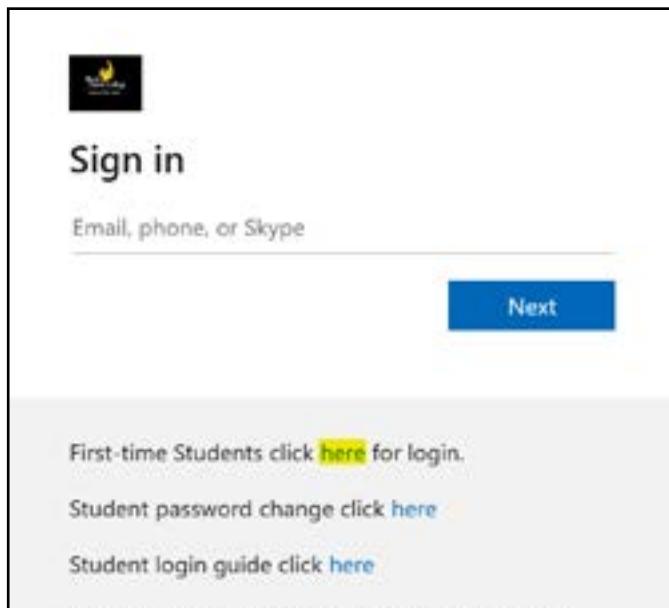
Install the app and proceed through the setup process until the app requests an activation code or a QR code.

## Signing in to your myBHC account

1. Open a browser of your choice and navigate to [mybhc.bhc.edu](http://mybhc.bhc.edu).
2. Tap **Student & Employee Login**.



3. Click the link located in **First-time Students click here for login**.

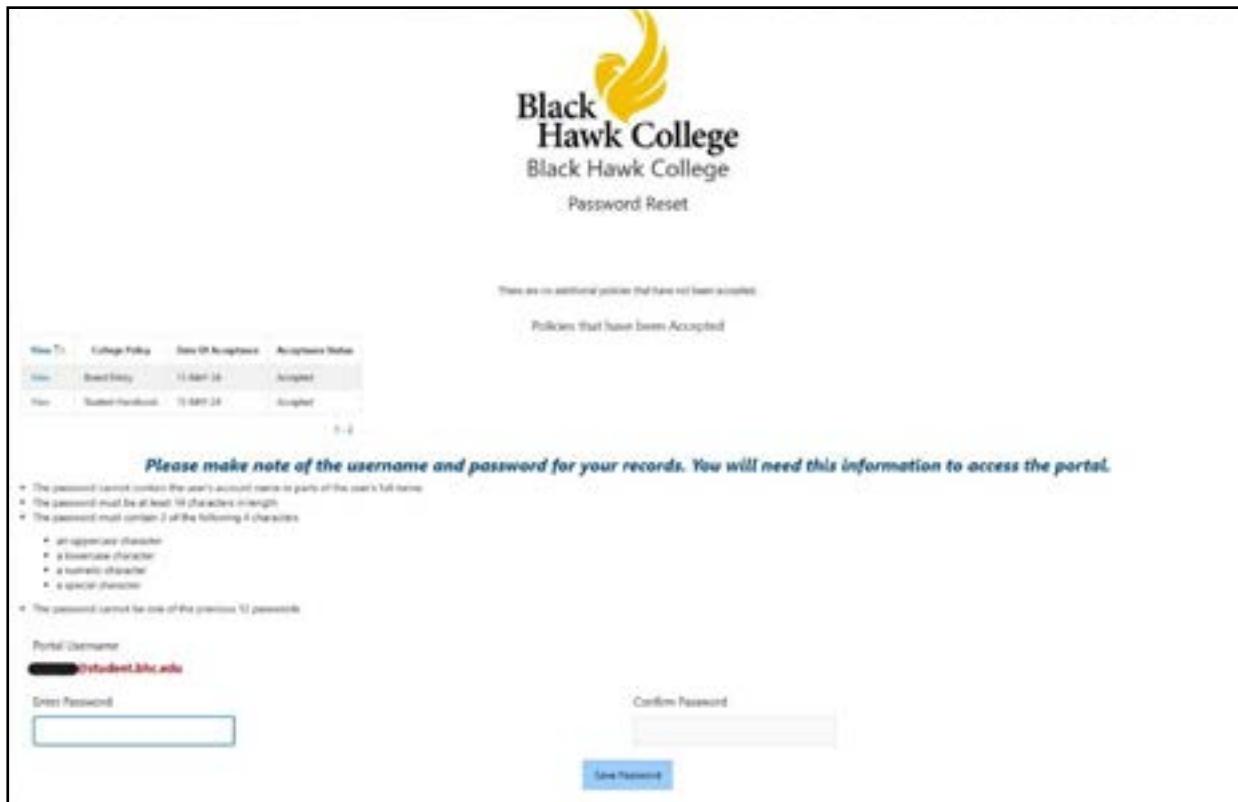


4. Enter the required information in the password reset form. Make sure you enter the full email address in the **Username** field and enter the **Date of Birth** in MM/DD/YYYY format with slashes. Click **Proceed to Policy Acceptance and Reset Password**.



The image shows a screenshot of the Black Hawk College Password Reset form. At the top is the college's logo, a yellow hawk head with the text "Black Hawk College" below it. The page title "Password Reset" is centered above the "STUDENT PASSWORD FORM" section. The sub-instruction "FIRST TIME OR CHANGE YOUR PASSWORD" is in red. Below these are four input fields: "Username" (with placeholder "BHC\username"), "BHC ID #", "Last Name" (with placeholder "Last Name"), and "Date of Birth" (with placeholder "MM/DD/YYYY"). A yellow button labeled "Proceed to Policy Acceptance and Reset Password" is centered below the input fields. Below the button is a blue "Cancel" link. At the bottom, a note reads "For Assistance Contact the ITS Help Desk at 1-800-796-5555 or email 5555@bhc.edu".

5. Enter your new password on the screen below and click **Save Password**.



The image shows a screenshot of the Black Hawk College Policy Acceptance and Password Reset form. At the top is the college's logo and the word "Password Reset". Below is a table titled "Policies that have not been Accepted" with two rows: "Board Policy" (Accepted) and "Student Handbook" (Accepted). A note below the table says "There are no additional policies that have not been accepted." A section titled "Policies that have been Accepted" is shown below the table. At the bottom, a note says "Please make note of the username and password for your records. You will need this information to access the portal." Below this are two input fields: "Enter Password" and "Confirm Password", both with placeholder text. A "Save Password" button is at the bottom right.

6. Sign in with your newly created password.



**Sign in**

████████████████████@student.bhc.edu

**Next**

First-time Students click [here](#) for login.  
Student password change click [here](#)  
Student login guide click [here](#)  
If you are a non-BHC student logging into Canvas  
please use this link <https://www.bhc.edu/oce>  
Employees, please contact the ITS Help Desk at 309-  
796-5555 or at 5555@bhc.edu to gain access to your  
account.



← ██████████@student.bhc.edu

**Enter password**

Password

**Sign in**

First-time Students click [here](#) for login.  
Student password change click [here](#)  
Student login guide click [here](#)  
If you are a non-BHC student logging into Canvas  
please use this link <https://www.bhc.edu/oce>  
Employees, please contact the ITS Help Desk at 309-  
796-5555 or at 5555@bhc.edu to gain access to your  
account.

7. Tap **Approve with Duo Authentication**.



████████████████████@bhc.edu

**Verify your identity**

 Approve with Duo Authentication  
You will be redirected to complete sign-in

[More information](#)

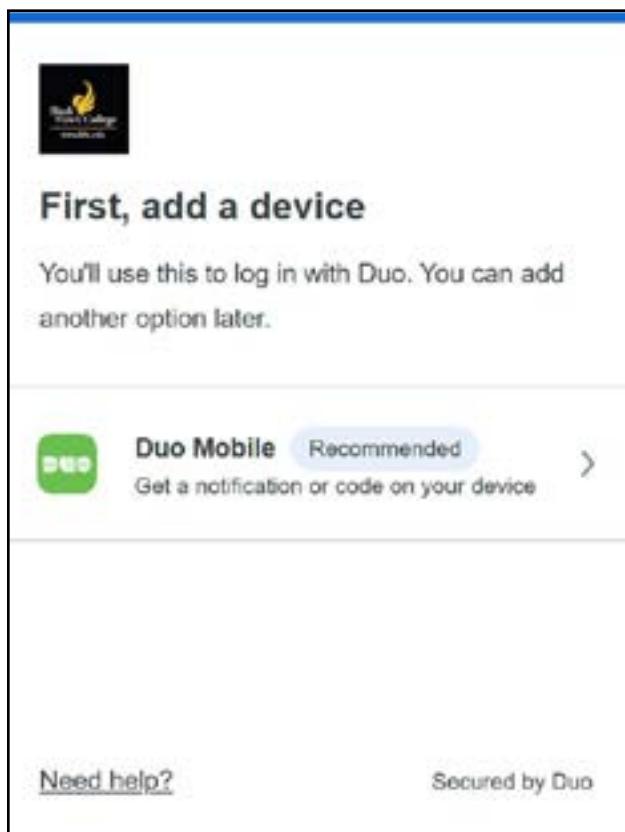
Are your verification methods current? Check at  
<https://aka.ms/mfasetup>

**Cancel**

8. Tap **Get started**.



9. Tap **Duo Mobile**.



10. Enter your phone number and tap **Continue**. Then tap **Yes, it's correct** if the number is correct.

◀ Back

### Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code      Phone number

 +1 ▾

Example: "201-555-5555"

[I have a tablet](#)

[Need help?](#)      Secured by Duo

◀ Back

### Is this correct?

[No, I need to change it](#)

[Need help?](#)      Secured by Duo

11. Tap **Next** on the following screen after the app is downloaded on your phone.

◀ Back

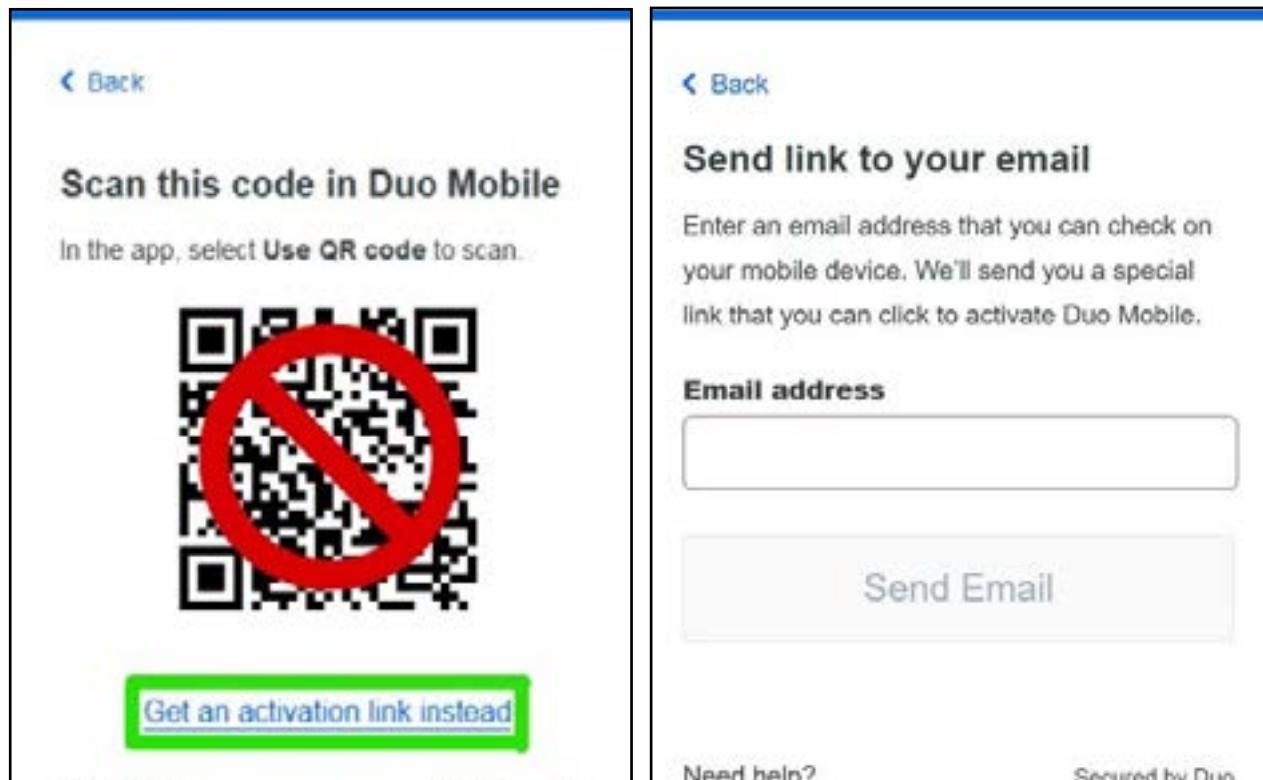
### Download Duo Mobile

On your mobile device, download the app from the [App Store](#) or [Google Play](#).



[Need help?](#)      Secured by Duo

12. Tap **Get an activation link instead** and enter a personal email address, then tap **Send Email**.



Scan this code in Duo Mobile  
In the app, select Use QR code to scan.

Get an activation link instead

Send link to your email  
Enter an email address that you can check on your mobile device. We'll send you a special link that you can click to activate Duo Mobile.

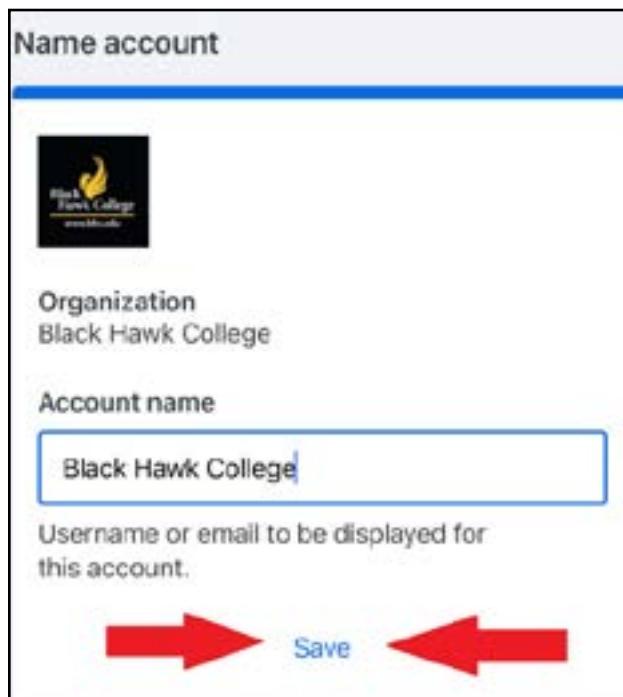
Email address

Send Email

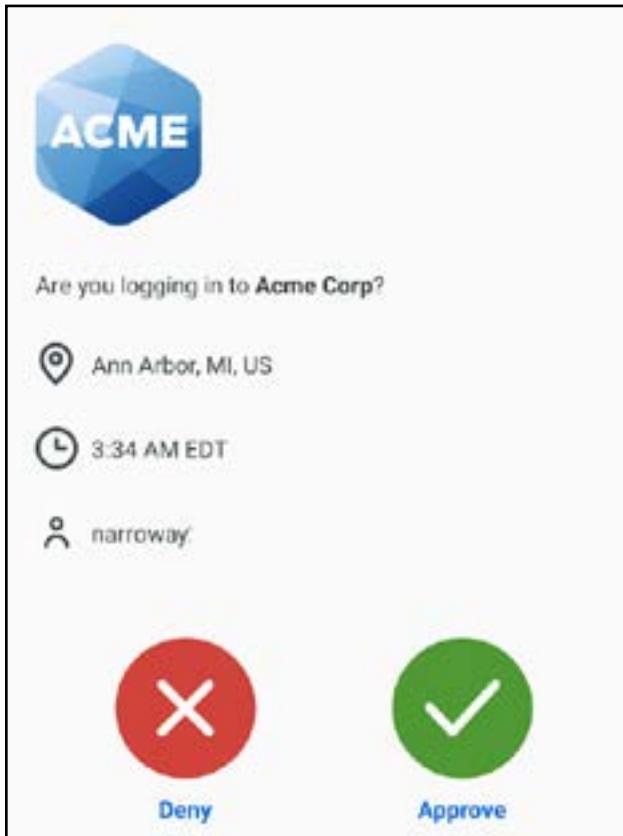
Need help? Secured by Duo.

13. Tap the activation link in the email you receive. This will automatically open the Duo Mobile app.

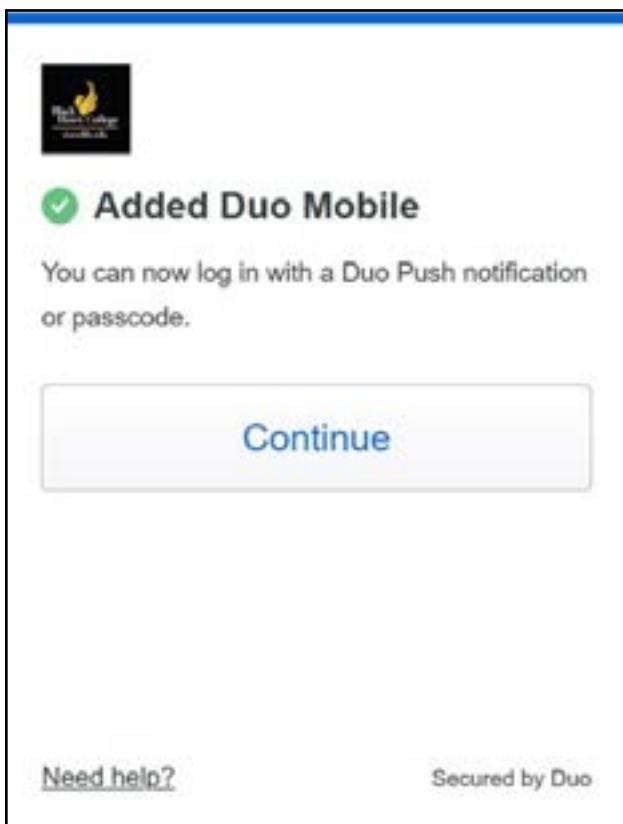
14. You may leave the account name as "Black Hawk College." Tap **Save**.



15. You will be asked to complete a short tutorial. When signing into your BHC account, you will receive a push notification on your phone. You will be prompted to **Approve** or **Deny** the login.



16. Go back to your web browser. Tap **Continue** to finalize setup.



## Duo Token/fob Information

If you would prefer not to use a smartphone or are unable to, you may use a token/fob device to authenticate. Pick up a device at one of the college's ITS offices:

- Quad-Cities Campus – Building 3, Room A213 (on the walkway between Building 3 and Building 4)
- East Campus – Building 2, Room 105

### **What is a token/fob?**

It is a small device designed to attach to a keychain. See image below.



### **How does it work?**

When you log in to Duo, simply press the green button and a code will appear. Enter this code when prompted to authenticate.

### **How much does it cost?**

The first Duo token/fob is provided for free. If the device is lost, stolen or broken, please notify the ITS Help Desk immediately. There is a \$20 replacement fee to receive a new token/fob.

**We ask that you return the token/fob when you are no longer attending Black Hawk College.**

**ITS DEPARTMENT**