

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.](#)

Computer Login Instructions

Duo Mobile app installation

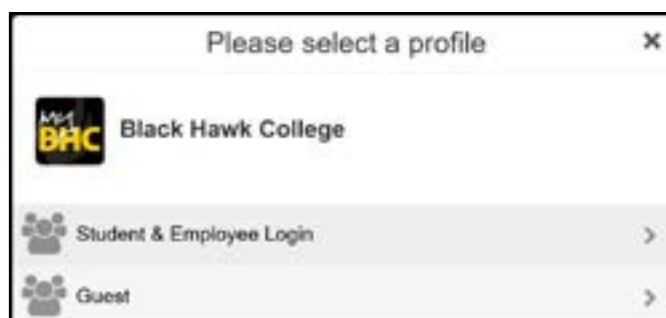
You should install the Duo Mobile app on your smartphone before enrolling in the system. When searching in your smartphone's app store, the Duo Mobile app should show up with a green logo with the word "DUO" in white letters.



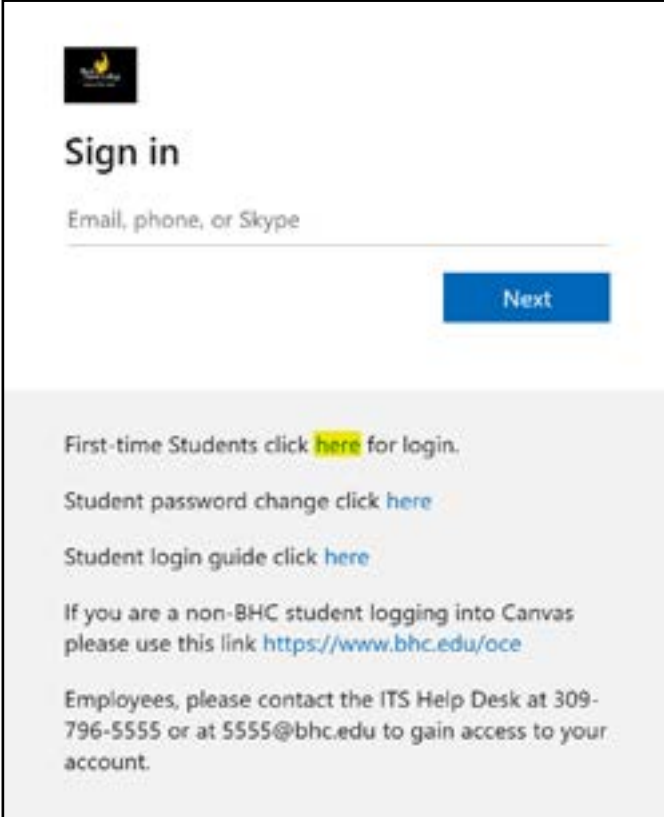
Install the app and proceed through the setup process until the app requests an activation code or a QR code. Set your phone aside.

Signing in to your myBHC account

1. On your computer, open a browser of your choice and navigate to mybhc.bhc.edu.
2. Click **Student & Employee Login**.



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




The image shows a web page for signing in to Black Hawk College. At the top left is the Black Hawk College logo. Below it, the text "Sign in" is displayed. Underneath is a text input field labeled "Email, phone, or Skype". To the right of this field is a blue button labeled "Next". Below the input field, there is a grey box containing the following text: "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 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 image shows a web page for the Black Hawk College Student Password Form. At the top is the Black Hawk College logo. Below it, the text "Black Hawk College" is displayed. Underneath is the text "Password Reset". Below that, the text "STUDENT PASSWORD FORM" is displayed in red. Underneath that, the text "FIRST TIME OR CHANGE YOUR PASSWORD" is displayed in red. Below the text are four input fields: "Username", "BHC ID #", "Last Name", and "Date of Birth". The "Date of Birth" field has a dropdown menu showing "MM/DD/YYYY". Below the input fields is a yellow button labeled "Proceed to Policy Acceptance and Reset Password". Below the button is a blue button labeled "Cancel". At the bottom, there is a footer that reads "For Assistance Contact the ITS Help Desk at 1-309-796-5555 or email 5555@bhc.edu".

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



The screenshot shows the Black Hawk College Password Reset page. At the top is the college logo and the title "Black Hawk College Password Reset". Below this, a message states: "There are no additional policies that have not been accepted." A section titled "Policies that have been Accepted" contains a table with two rows: "Student Policy" (Accepted) and "Student Handbook" (Accepted). Below the table, a note says "Please make note of the username and password for your records. You will need this information to access the portal." This is followed by a list of password requirements: must not contain the user's account name, must be at least 10 characters, must contain 2 of 4 character types (uppercase, lowercase, numeric, special), and must not be one of the previous 10 passwords. At the bottom, there are input fields for "Portal Username" (pre-filled with a redacted email), "Enter Password", and "Confirm Password", along with a "Save Password" button.

Policy Title	College Policy	Date Of Acceptance	Acceptance Status
Student Policy	Accepted	11-Apr-24	Accepted
Student Handbook	Accepted	11-Apr-24	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 in parts of the user's full name
- The password must be at least 10 characters in length
- The password must contain 2 of the following 4 characters:
 - an uppercase character
 - a lowercase character
 - a numeric character
 - a special character
- The password cannot be one of the previous 10 passwords

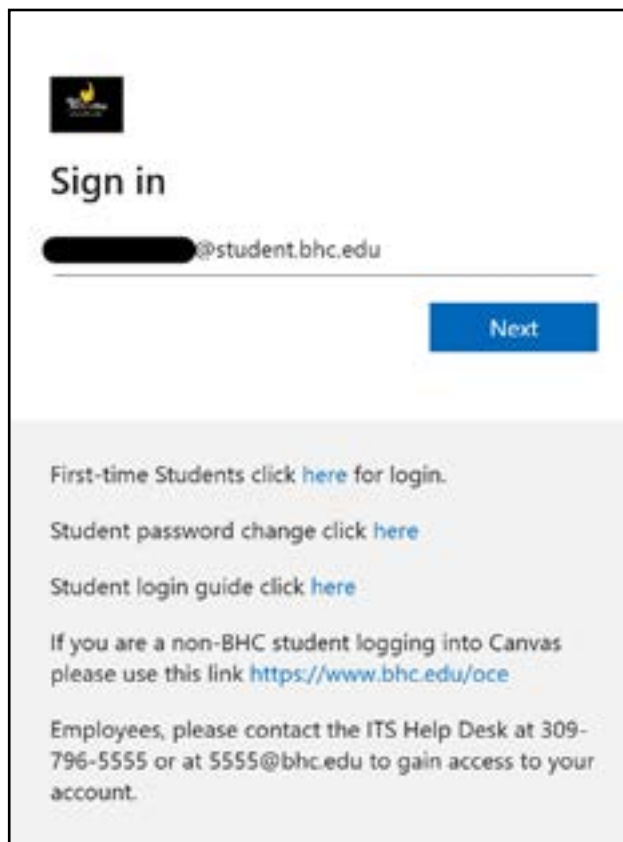
Portal Username: [redacted]@student.bhc.edu

Enter Password: [input field]

Confirm Password: [input field]

Save Password

6. Sign in with your newly created password.



The screenshot shows the Black Hawk College Sign in page. It features the college logo and a "Sign in" heading. Below is a text input field for the email address, which is pre-filled with a redacted email. A blue "Next" button is positioned to the right of the input field. At the bottom, there is a grey box containing links for first-time students, password change, and login guide, as well as contact information for the ITS Help Desk.

Sign in

[redacted]@student.bhc.edu

Next

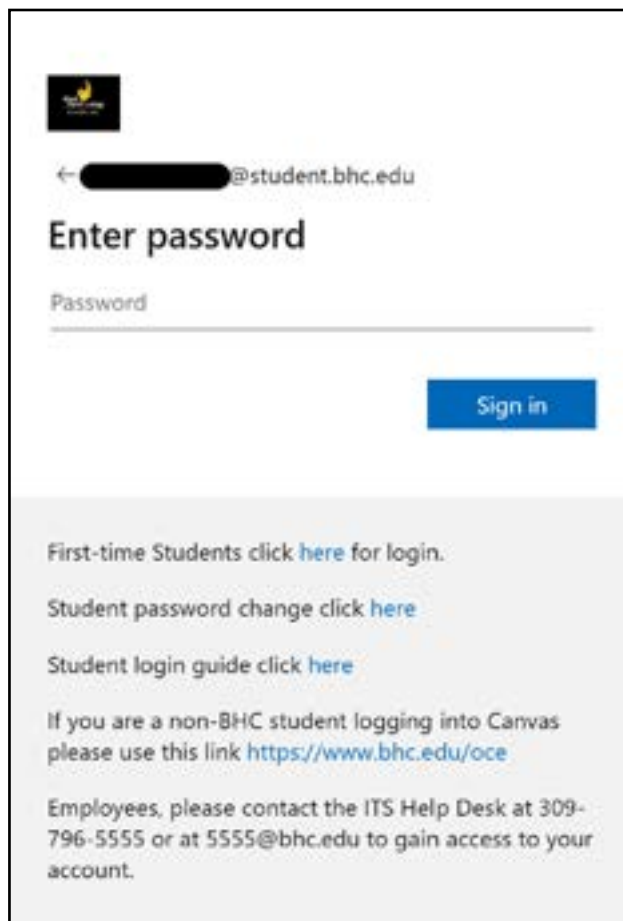
First-time Students click [here](#) for login.

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/oc>

Employees, please contact the ITS Help Desk at 309-796-5555 or at 5555@bhc.edu to gain access to your account.



The screenshot shows the Black Hawk College Enter password page. It features the college logo and a heading "Enter password". Below is a text input field for the password, which is pre-filled with a redacted password. A blue "Sign in" button is positioned to the right of the input field. At the bottom, there is a grey box containing links for first-time students, password change, and login guide, as well as contact information for the ITS Help Desk.

Enter password

← [redacted]@student.bhc.edu

Enter 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/oc>

Employees, please contact the ITS Help Desk at 309-796-5555 or at 5555@bhc.edu to gain access to your account.

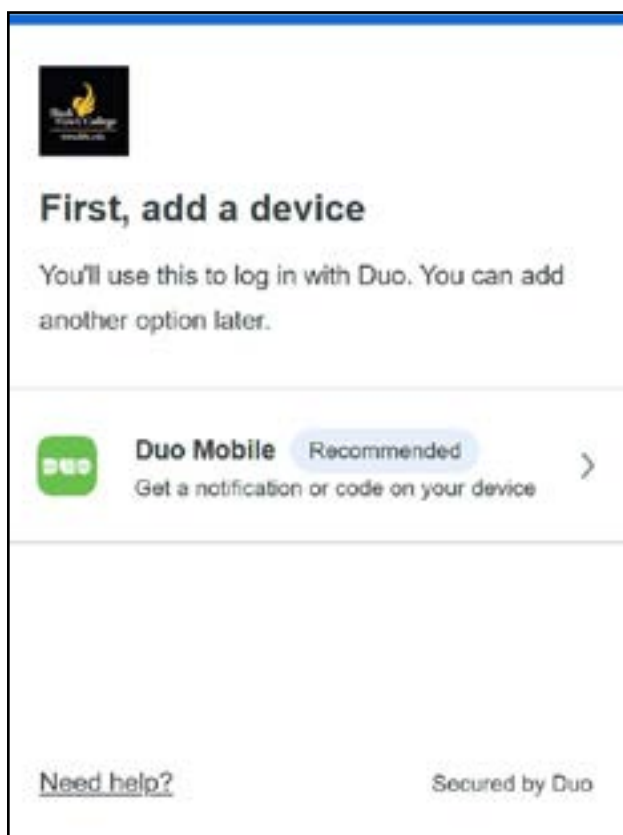
7. Click **Approve with Duo Authentication**.



8. Click **Get started**.



9. Click **Duo Mobile**.

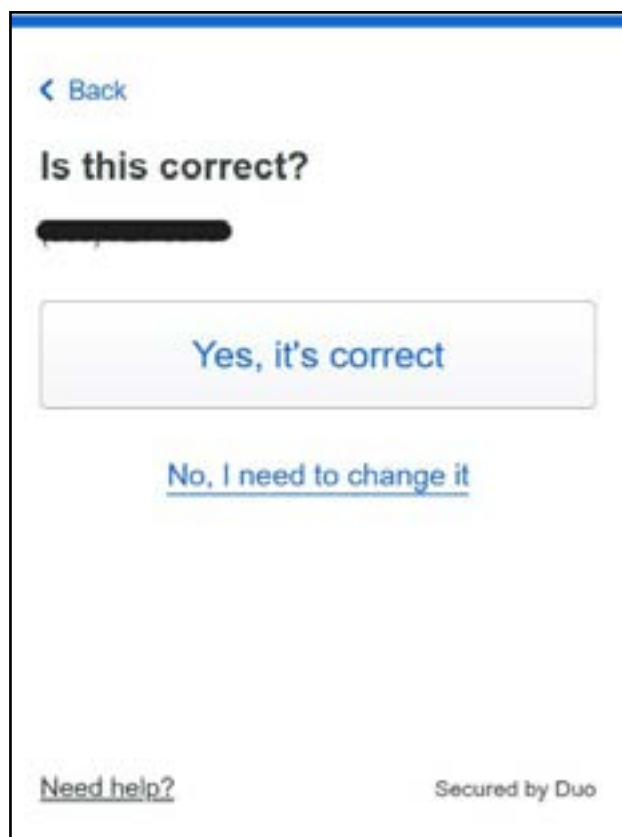


This screenshot shows the initial Duo Mobile selection screen. At the top left is the Black Hills College logo. The main heading is "First, add a device", followed by the text "You'll use this to log in with Duo. You can add another option later." Below this is a section for "Duo Mobile" with a green icon, a "Recommended" badge, and a right-pointing arrow. The text "Get a notification or code on your device" is below the icon. At the bottom, there is a "Need help?" link on the left and "Secured by Duo" on the right.

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



This screenshot shows the "Enter your phone number" screen. It has a "Back" link at the top left. The heading is "Enter your phone number" with the text "You'll have the option to log in with Duo Mobile." below it. There are two input fields: "Country code" with a dropdown menu showing "+1" and a US flag, and "Phone number" with an empty text box. Below these fields is an example: "Example: '201-555-5555'". A large "Continue" button is centered below the example. At the bottom, there is a "Need help?" link on the left, "Secured by Duo" on the right, and a link "I have a tablet" in the center.

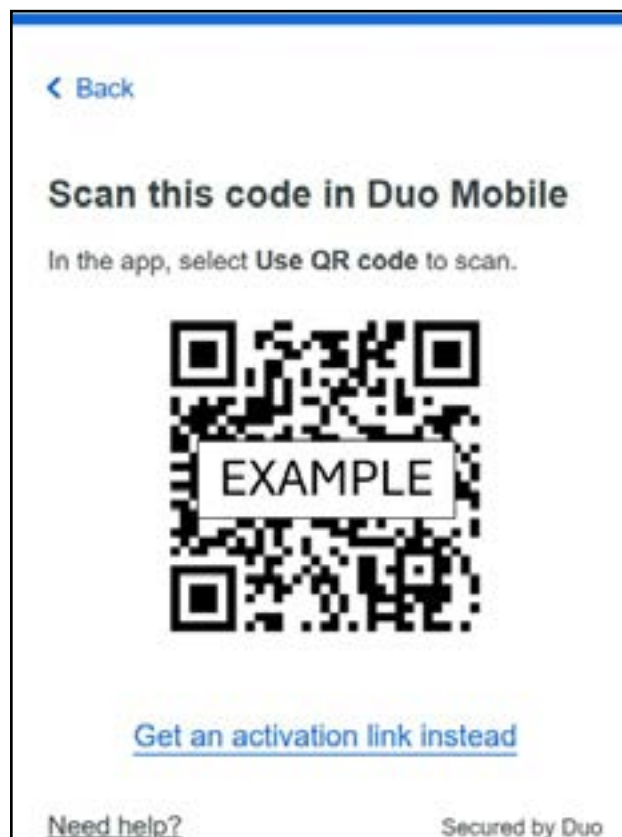


This screenshot shows the confirmation screen "Is this correct?". It has a "Back" link at the top left. Below the heading is a blacked-out phone number. There are two buttons: a large "Yes, it's correct" button and a smaller "No, I need to change it" link below it. At the bottom, there is a "Need help?" link on the left and "Secured by Duo" on the right.

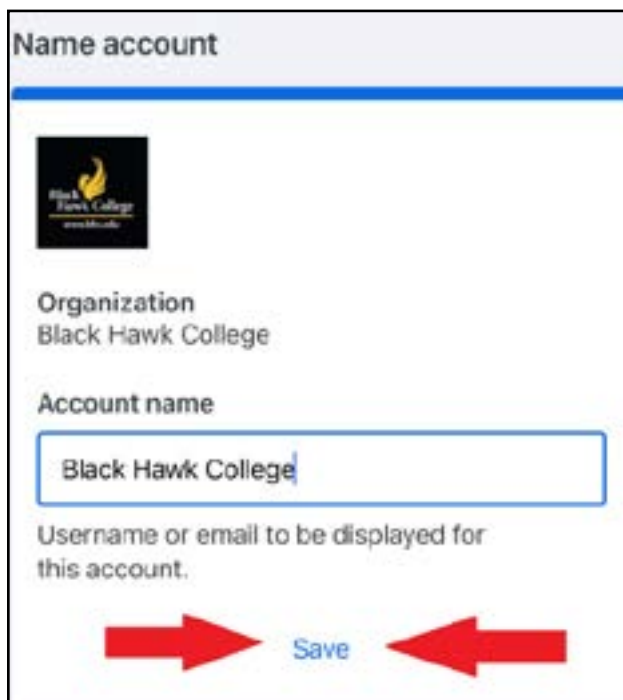
11. Check your smartphone and verify that the Duo Mobile app has been downloaded onto the phone. Click **Next**.




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."



Name account





Organization
Black Hawk College

Account name

Black Hawk College

Username or email to be displayed for this account.


 Save 

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.







Are you logging in to Acme Corp?

 Ann Arbor, MI, US

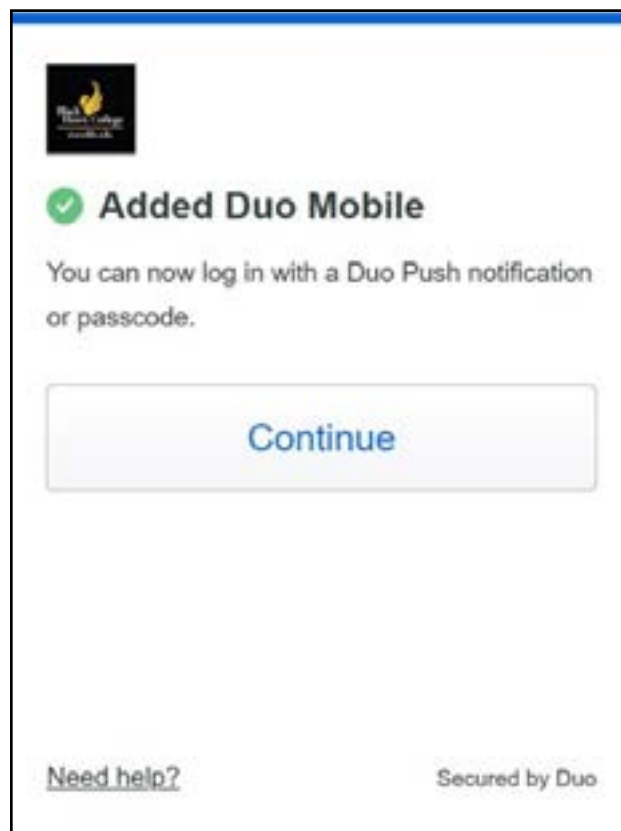
 3:34 AM EDT

 narrowway

 **Deny**

 **Approve**

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.



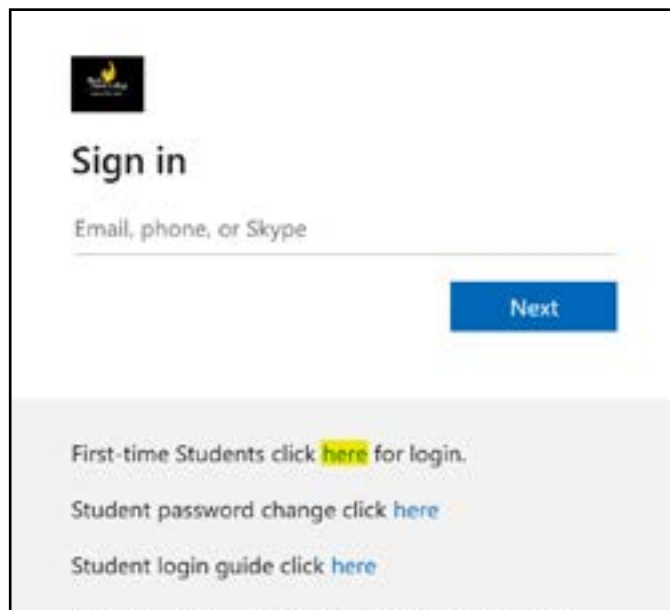
Install the app and proceed through the setup process until the app requests an activation code or a QR code.

Signing in to your myBHC account

1. Open a browser of your choice and navigate to mybhc.bhc.edu.
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 form is titled "Black Hawk College Password Reset" and "STUDENT PASSWORD FORM". It includes fields for Username, BHC ID #, Last Name, and Date of Birth. A yellow button labeled "Proceed to Policy Acceptance and Reset Password" and a blue button labeled "Cancel" are at the bottom. A footer note provides contact information for the ITS Help Desk.

Black Hawk College
Black Hawk College
Password Reset

STUDENT PASSWORD FORM
FIRST TIME OR CHANGE YOUR
PASSWORD

Username 

BHC ID # 

Last Name


Date of Birth
MM/DD/YYYY 

Proceed to Policy Acceptance and Reset Password 

Cancel 

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 screen displays the Black Hawk College logo and "Password Reset" title. It includes a table of accepted policies, a list of password requirements, and fields for "Portal Username" and "Enter Password" with a "Confirm Password" field and a "Save Password" button.

Black Hawk College
Black Hawk College
Password Reset

There are no additional policies that have not been accepted.

Policies that have been Accepted

How To	College Policy	Date Of Acceptance	Acceptance Status
View	Student Policy	11 April 24	Accepted
View	Student Handbook	11 April 24	Accepted

1 - 2

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 or parts of the user's full name.
- The password must be at least 10 characters in length.
- The password must contain 3 of the following 4 characters:
 - an uppercase character
 - a lowercase character
 - a numeric character
 - a special character
- The password cannot be one of the previous 10 passwords.

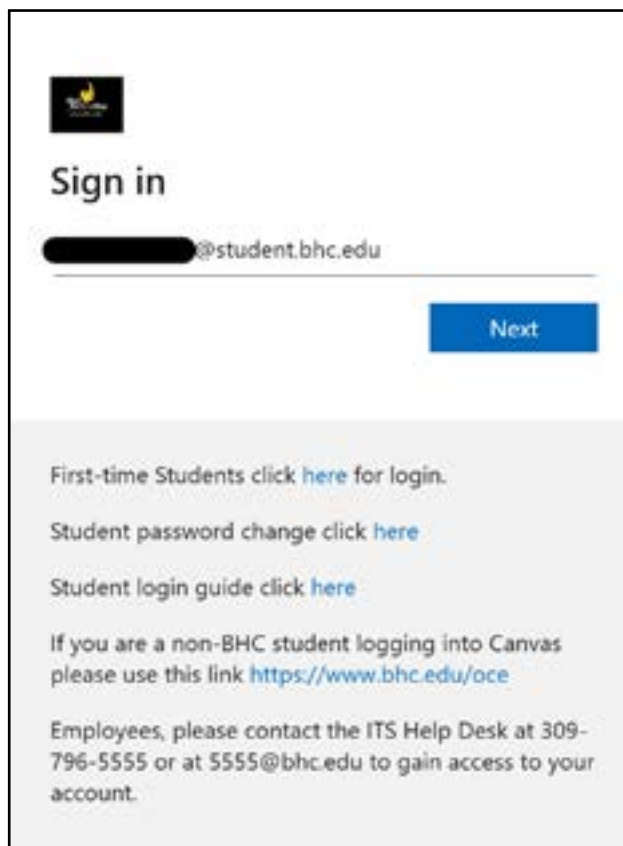
Portal Username
[redacted]@student.bhc.edu

Enter Password

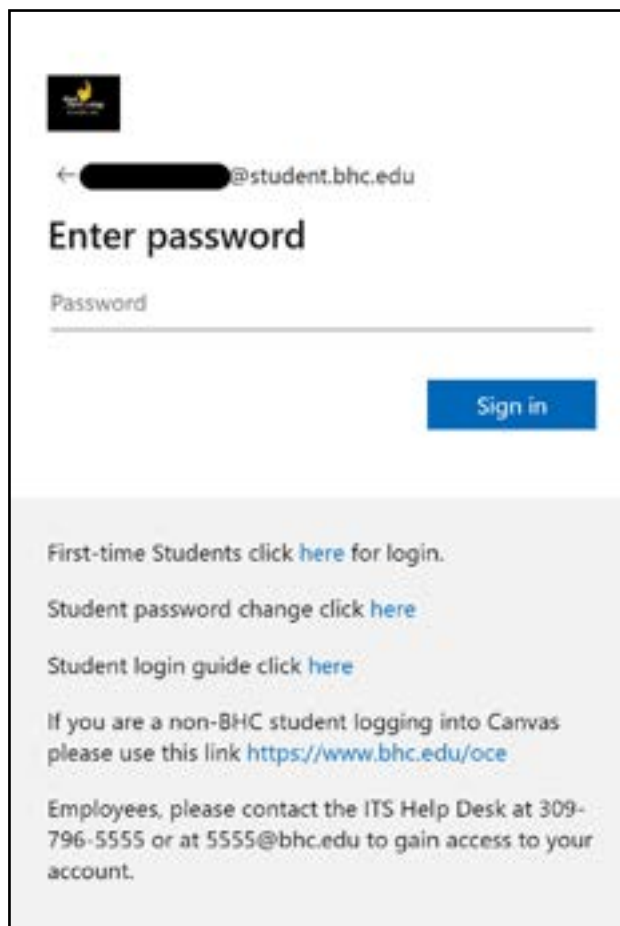
Confirm Password

Save Password

6. Sign in with your newly created password.



The screenshot shows the BHC Sign in page. At the top is the BHC logo. Below it is the text "Sign in" followed by a text input field containing an email address ending in "@student.bhc.edu". To the right of the input field is a blue "Next" button. Below the input field is a light gray box containing the following text: "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 to gain access to your account."



The screenshot shows the BHC Enter password page. At the top is the BHC logo. Below it is a text input field containing an email address ending in "@student.bhc.edu". Below the input field is the text "Enter password" followed by a password input field. To the right of the password input field is a blue "Sign in" button. Below the password input field is a light gray box containing the following text: "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 to gain access to your account."

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

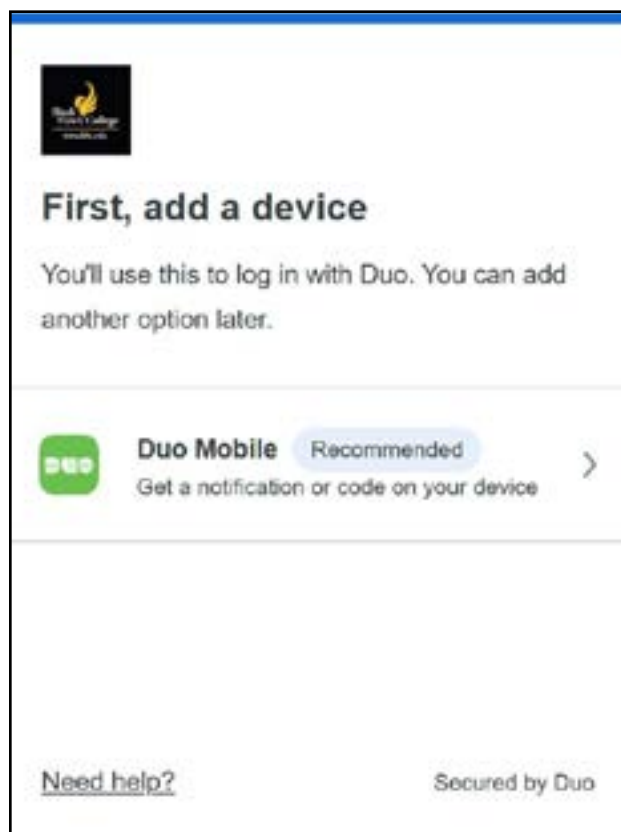


The screenshot shows the BHC Verify your identity page. At the top is the BHC logo. Below it is a text input field containing an email address ending in "@bhc.edu". Below the input field is the text "Verify your identity". Below the text is a gray box containing a Duo Authentication icon and the text "Approve with Duo Authentication" and "You will be redirected to complete sign-in". Below the gray box is a link "More information". Below the link is the text "Are your verification methods current? Check at <https://aka.ms/mfasetup>". At the bottom right is a gray "Cancel" button.

8. Tap **Get started**.



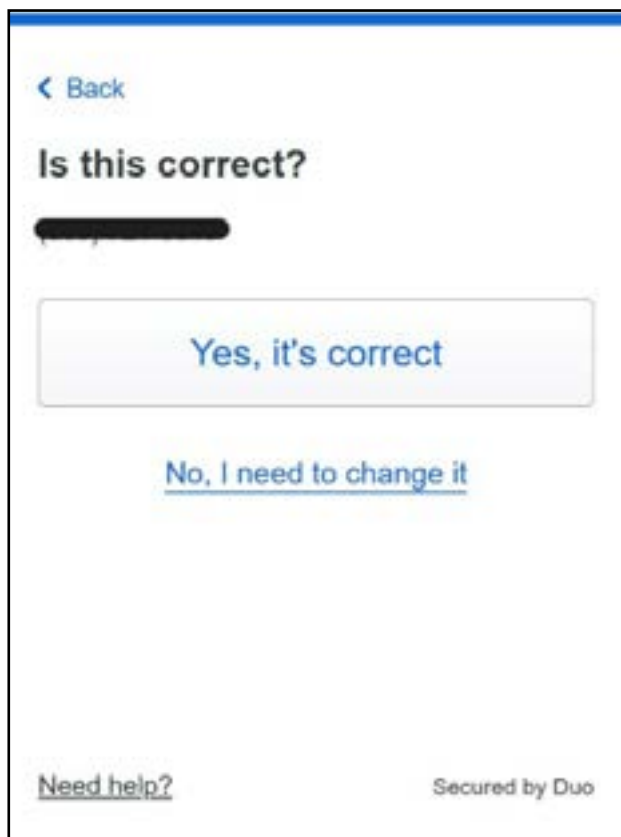
9. Tap **Duo Mobile**.



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



This screenshot shows the 'Enter your phone number' screen. At the top left is a '< Back' link. The title is 'Enter your phone number' in bold. Below it is the text 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' with a dropdown menu showing '+1' and a US flag, and 'Phone number' with an empty text box. Below these fields is an example: 'Example: "201-555-5555"'. A large 'Continue' button is centered below the example. At the bottom left is a '< Back' link, and at the bottom right is a 'Secured by Duo' label. A link 'Need help?' is at the bottom left, and a link 'I have a tablet' is centered at the bottom.



This screenshot shows the 'Is this correct?' screen. At the top left is a '< Back' link. The title is 'Is this correct?' in bold. Below it is a black bar representing the phone number. A large 'Yes, it's correct' button is centered below the bar. Below that is a link 'No, I need to change it'. At the bottom left is a '< Back' link, and at the bottom right is a 'Secured by Duo' label. A link 'Need help?' is at the bottom left.

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



This screenshot shows the 'Download Duo Mobile' screen. At the top left is a '< Back' link. The title is 'Download Duo Mobile' in bold. Below it is the text 'On your mobile device, download the app from the App Store or Google Play.' with links to 'App Store' and 'Google Play'. In the center is a graphic of a smartphone with the Duo logo on its screen. A large 'Next' button is centered below the graphic. At the bottom left is a '< Back' link, and at the bottom right is a 'Secured by Duo' label. A link 'Need help?' is at the bottom left.

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

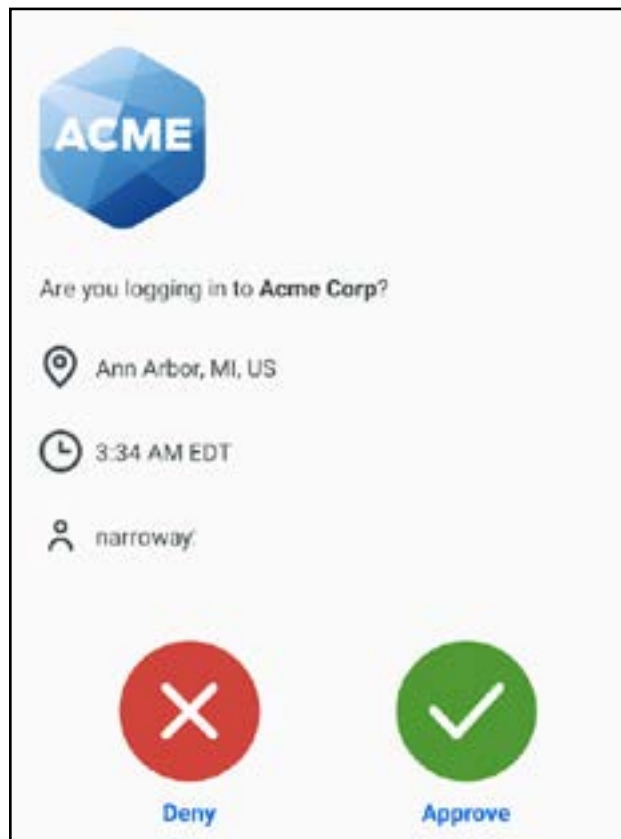
The image consists of two side-by-side screenshots from the Duo Mobile app. The left screenshot shows a screen titled 'Scan this code in Duo Mobile' with a QR code in the center. A large red circle with a diagonal slash is overlaid on the QR code. Below the QR code, there is a green rectangular button with the text 'Get an activation link instead'. The right screenshot shows a screen titled 'Send link to your email'. It contains a text input field for an email address and a light gray button labeled 'Send Email'.

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

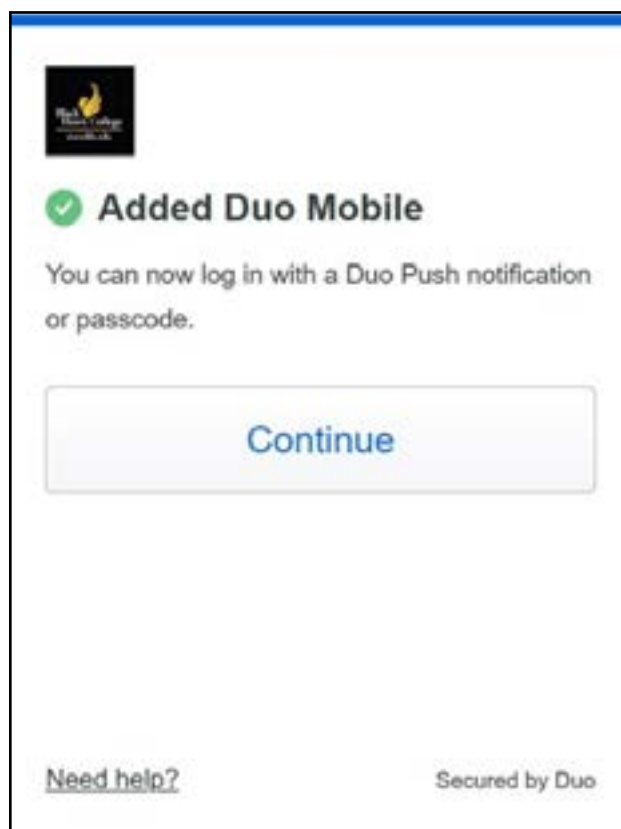
14. You may leave the account name as "Black Hawk College." Tap **Save**.

The image is a screenshot of the 'Name account' screen in the Duo Mobile app. At the top, there is a header 'Name account'. Below it is the Black Hawk College logo. Under the logo, the text 'Organization' is followed by 'Black Hawk College'. Below that, the text 'Account name' is followed by a text input field containing 'Black Hawk College'. At the bottom, there is a blue button labeled 'Save'. Two large red arrows point towards the 'Save' button from the left and right sides.

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