

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.



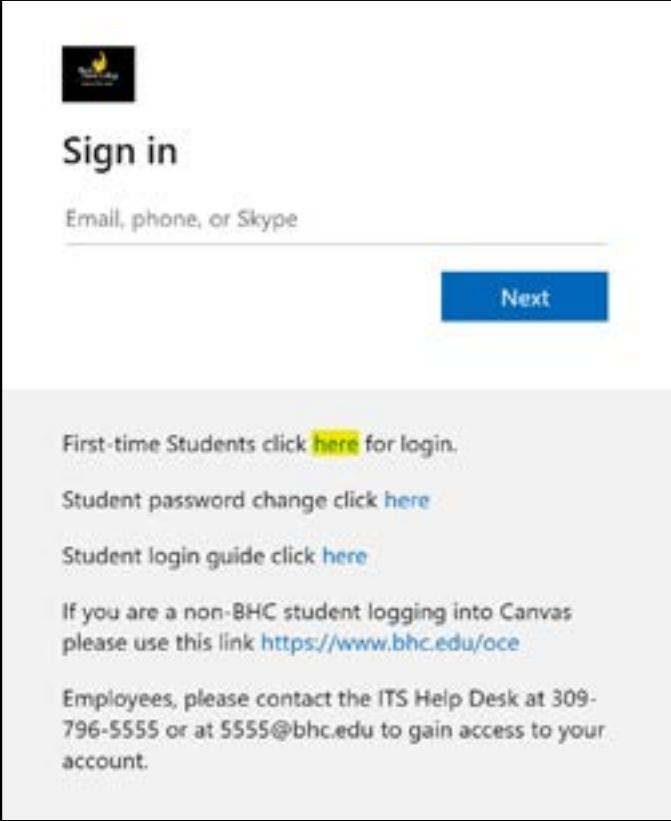
Install the app and proceed through the setup process until the app requests an activation code or a QR code. Set your phone aside.

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 'Sign in' page. At the top is a logo with a yellow bird. Below it is the text 'Sign in' and a field labeled 'Email, phone, or Skype'. A blue 'Next' button is positioned to the right. A large gray box contains 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>
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 'STUDENT PASSWORD FORM' page. At the top is the Black Hawk College logo. Below it is the text 'Password Reset' and 'STUDENT PASSWORD FORM'. A red banner below that says 'FIRST TIME OR CHANGE YOUR PASSWORD'. The form fields are:
Username:
BHC ID #:
Lastname:
Date of Birth: MM/DD/YYYY
A yellow button at the bottom says 'Proceed to Policy Acceptance and Reset Password' with a checkmark icon. Below the button is a blue 'Cancel' button. At the bottom of the page is the text '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**.



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
████████student.bhc.edu

Enter Password

Confirm Password

Save Password

6. Sign in with your newly created password.



Sign in

████████@student.bhc.edu

Next

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← ██████████@student.bhc.edu

Enter password

Password

Sign in

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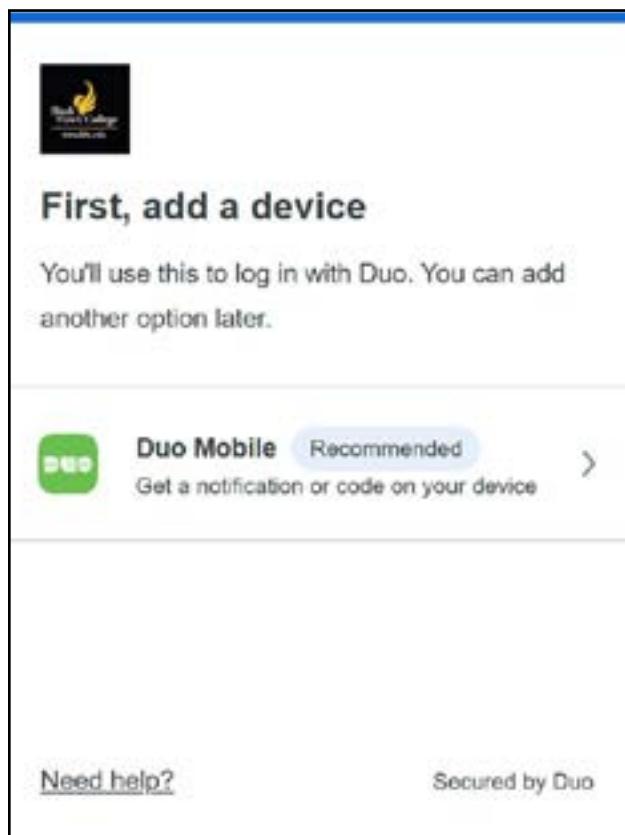
7. Click **Approve with Duo Authentication**.



8. Click **Get started**.



9. Click **Duo Mobile**.



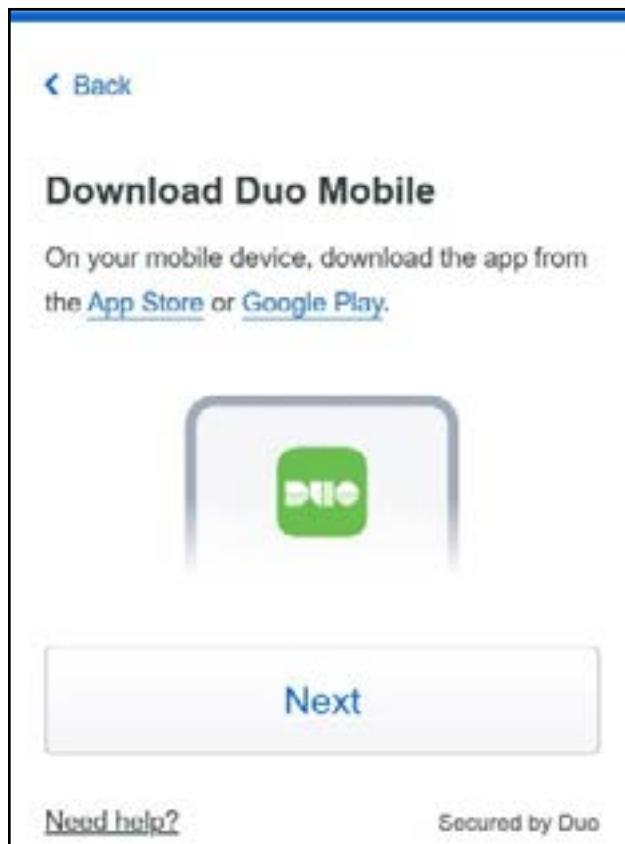
10. Enter your phone number and click **Continue**. Then click **Yes, it's correct** if the number is correct.

The image contains two side-by-side screenshots of a mobile application for entering a phone number.

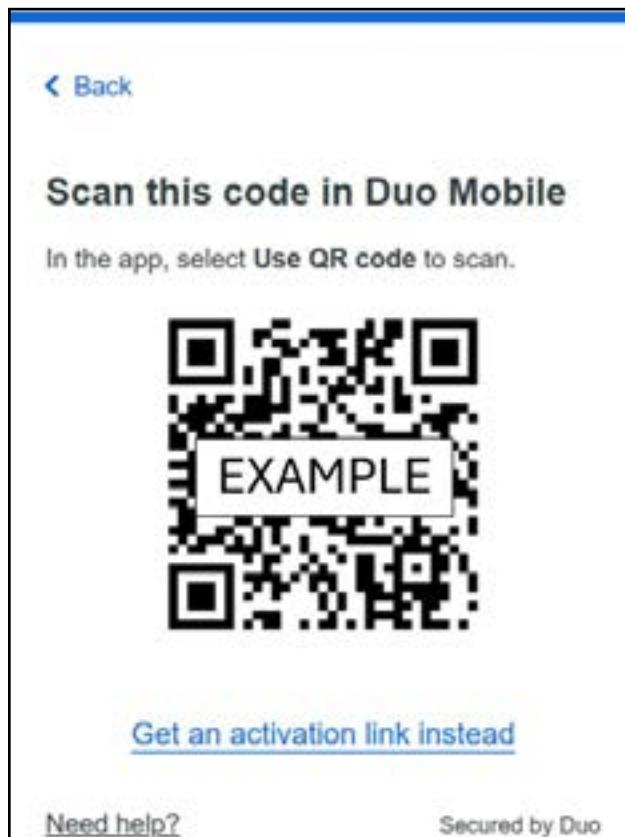
Left Screenshot: The title is 'Enter your phone number'. It says 'You'll have the option to log in with Duo Mobile.' Below are input fields for 'Country code' (set to '+1') and 'Phone number'. A placeholder text 'Example: "201-555-5555"' is shown below the phone number field. At the bottom are buttons for 'Continue', 'I have a tablet', 'Need help?', and 'Secured by Duo'.

Right Screenshot: The title is 'Is this correct?'. It shows a redacted phone number. Below it is a large button labeled 'Yes, it's correct'. Underneath is a link 'No, I need to change it'. At the bottom are 'Need help?' and 'Secured by Duo' links.

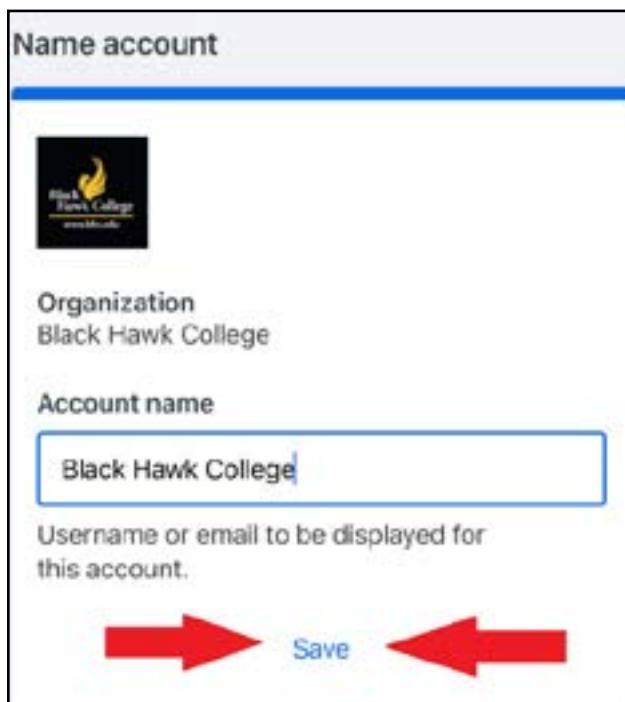
11. Check your smartphone and verify that the Duo Mobile app has been downloaded onto the phone. Click **Next**.



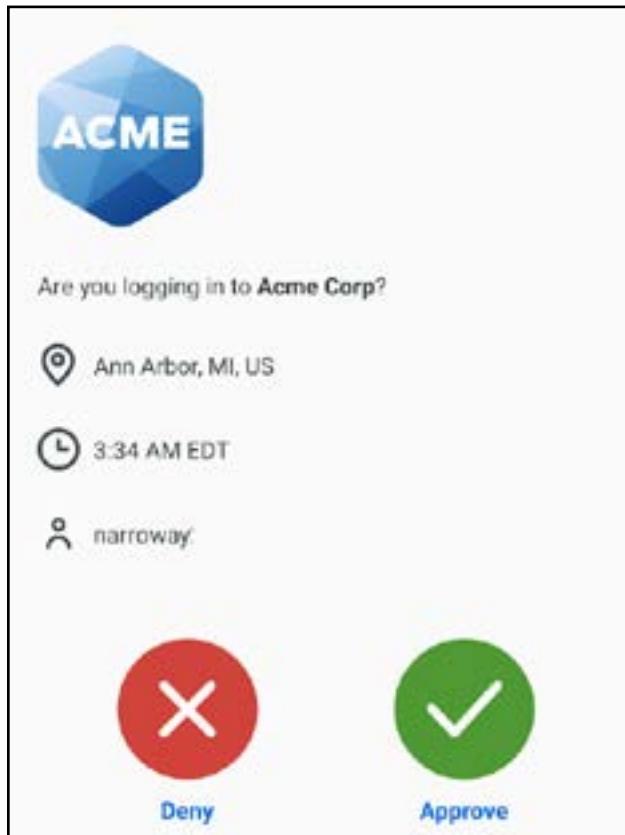
12. In the Duo Mobile app on your smartphone, select **Use QR code**.



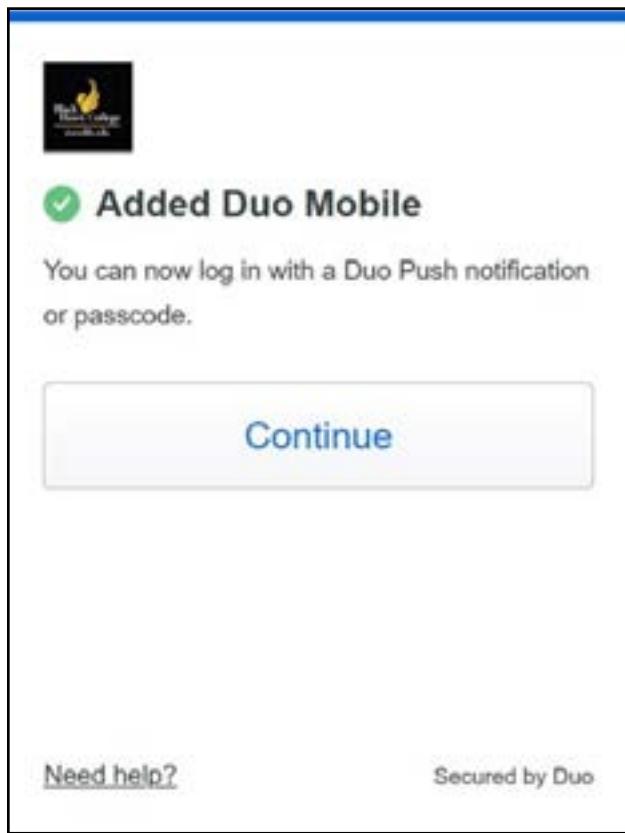
13. Scan the QR code in the Duo Mobile app to add the account. Tap **Save**. You may leave the name as "Black Hawk College."



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.



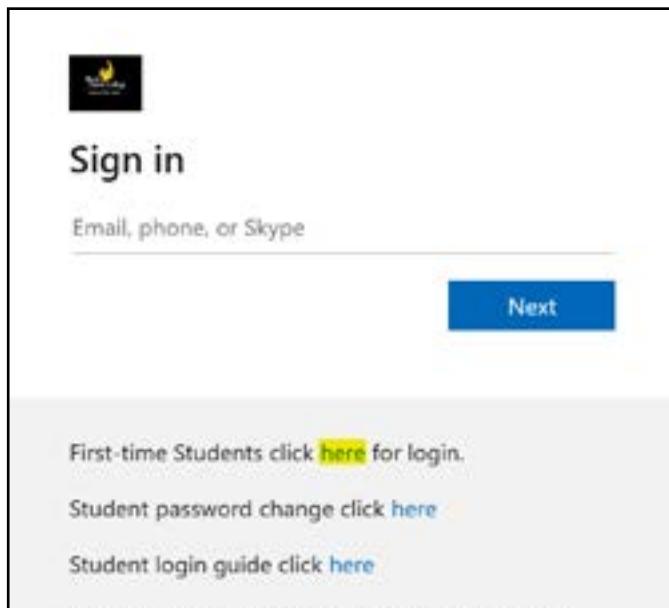
Install the app and proceed through the setup process until the app requests an activation code or a QR code.

Signing in to your myBHC account

1. Open a browser of your choice and navigate to mybhc.bhc.edu.
2. Tap **Student & Employee Login**.



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

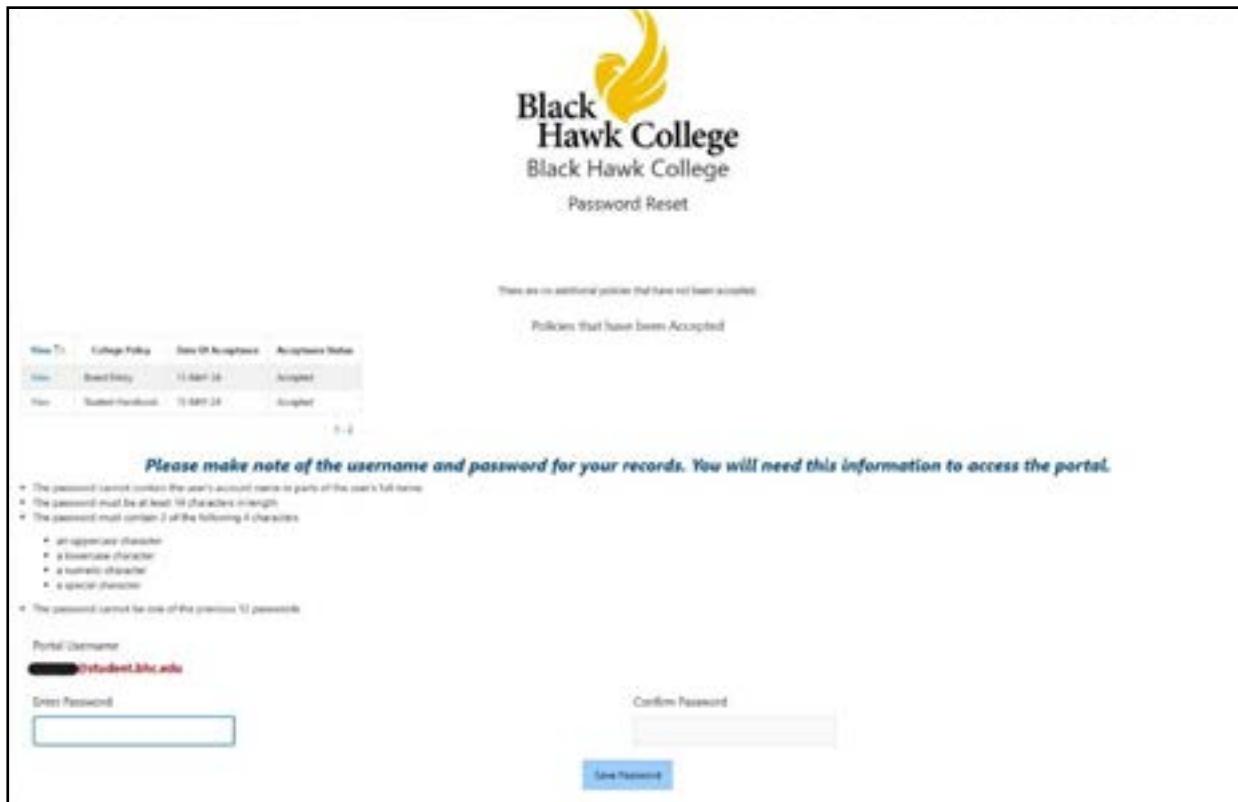


4. Enter the required information in the password reset form. Make sure you enter the full email address in the **Username** field and enter the **Date of Birth** in MM/DD/YYYY format with slashes. Click **Proceed to Policy Acceptance and Reset Password**.



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 a placeholder "BHC\username"), "BHC ID #", "Last Name" (with a placeholder "Last, First Middle Initial"), and "Date of Birth" (with a placeholder "MM/DD/YYYY"). Below the date field is a yellow button labeled "Proceed to Policy Acceptance and Reset Password". Underneath the button is a blue "Cancel" button. At the bottom of the form, 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 this is a table titled "Policies that have not been Accepted" with two rows. The first row has a "View" link, "College Policy" (Board Policy), "Date of Acceptance" (11-Apr-16), and "Acceptance Status" (Accepted). The second row has a "View" link, "College Policy" (Student Handbook), "Date of Acceptance" (11-May-16), and "Acceptance Status" (Accepted). Below the table is a note: "Please make note of the username and password for your records. You will need this information to access the portal." A list of password requirements follows: "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 8 characters: a uppercase character, a lowercase character, a numeric character, a special character", and "The password cannot be one of the previous 10 passwords". Below this is a "Portal Username" field containing "student.bhc.edu", a "Enter Password" field, a "Confirm Password" field, and a blue "Save Password" button.

6. Sign in with your newly created password.



Sign in

████████████████████@student.bhc.edu

Next

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← ██████████@student.bhc.edu

Enter password

Password

Sign in

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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](#)

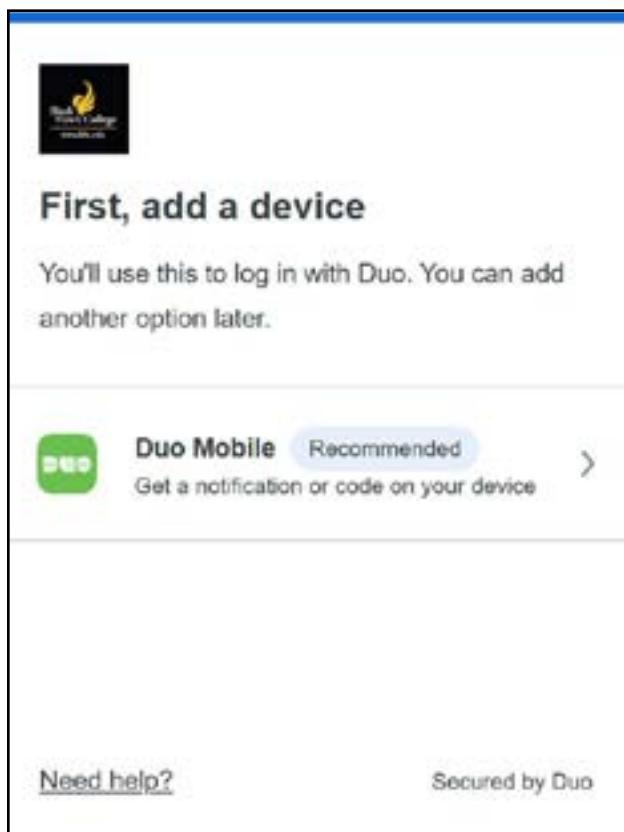
Are your verification methods current? Check at
<https://aka.ms/mfasetup>

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**.

Name account

Organization
Black Hawk College

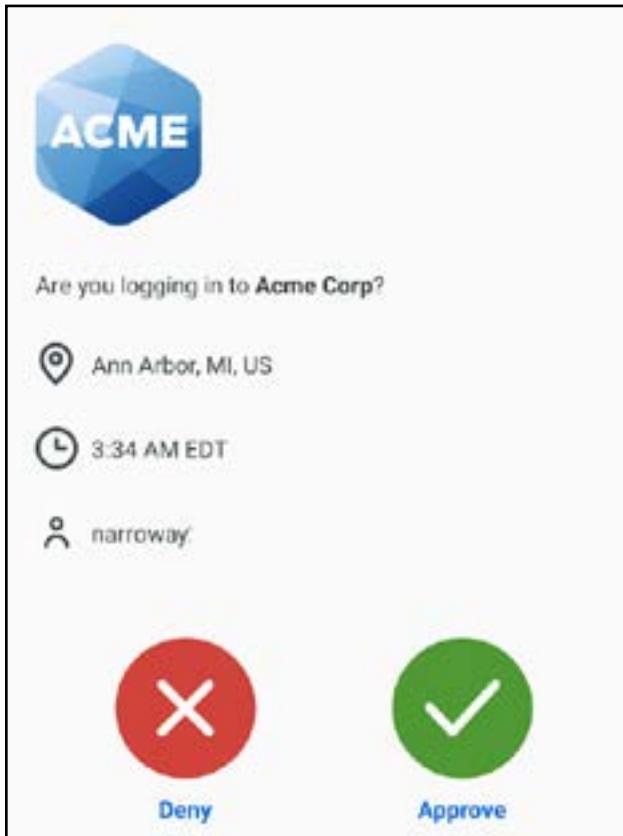
Account name

Black Hawk College

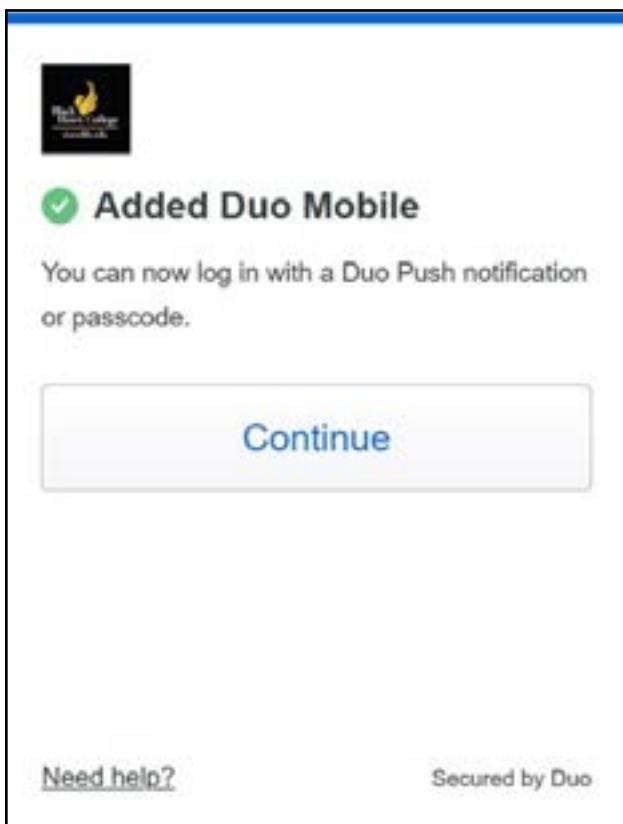
Username or email to be displayed for this account.

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