Black Hawk College
ITS DEPARTMENT

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

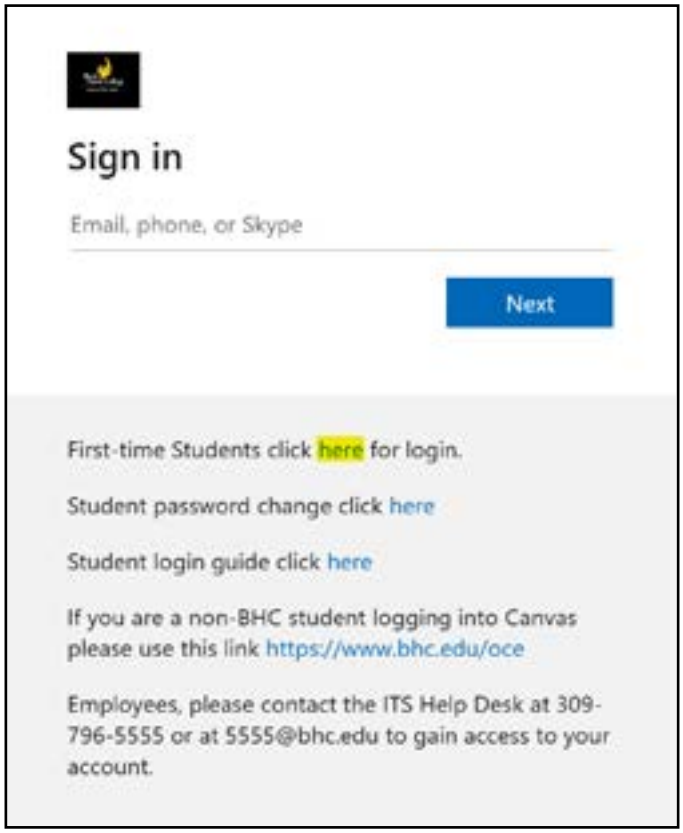
You should install the Duo Mobile app on your smartphone before enrolling in the system. When searching in your smartphone's app store, the Duo Mobile app should show up with a green logo with the word "DUO" in white letters.

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

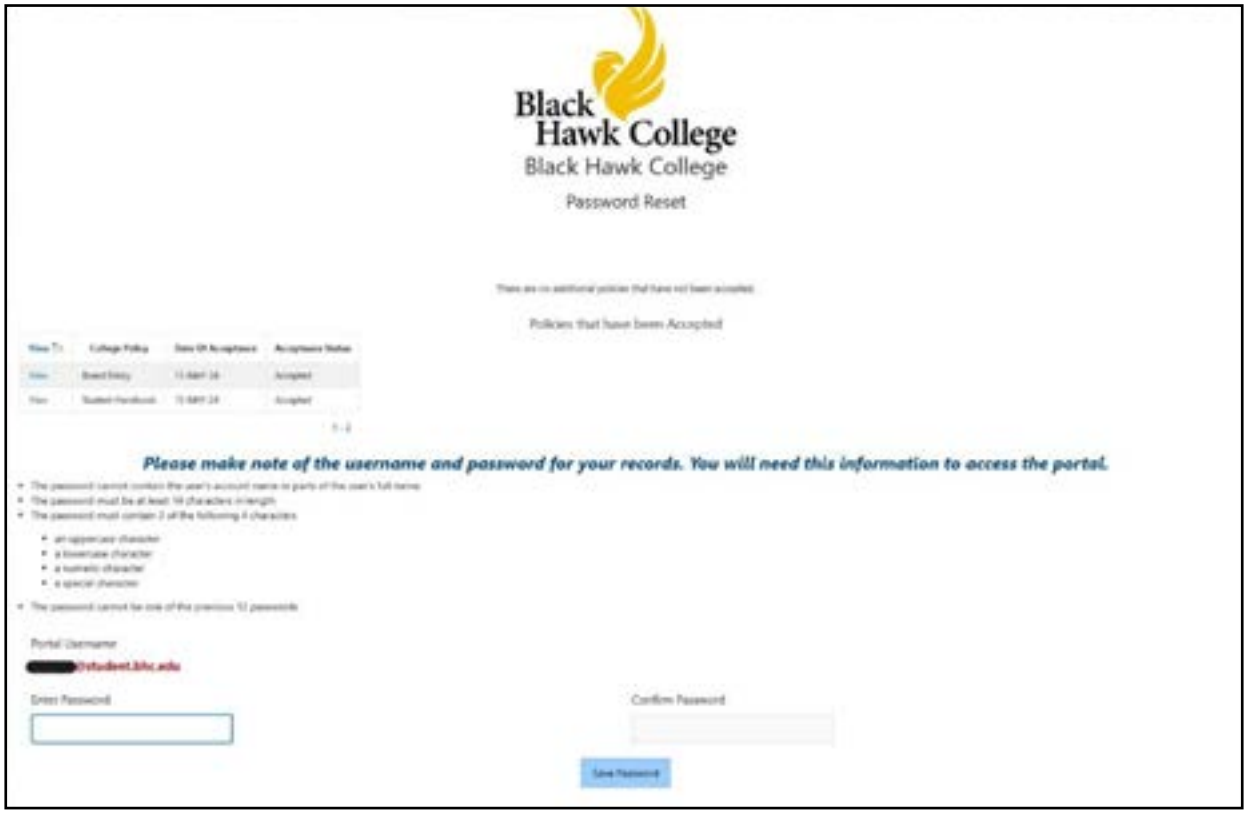
1. On your computer, open a browser of your choice and navigate to mybhc.bhc.edu.
2. Click **Student & Employee Login**.

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

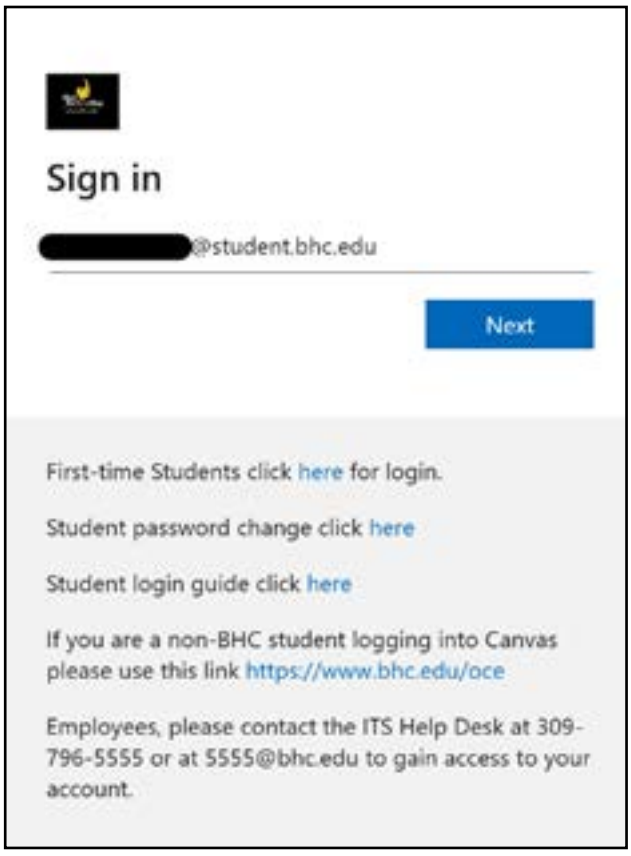


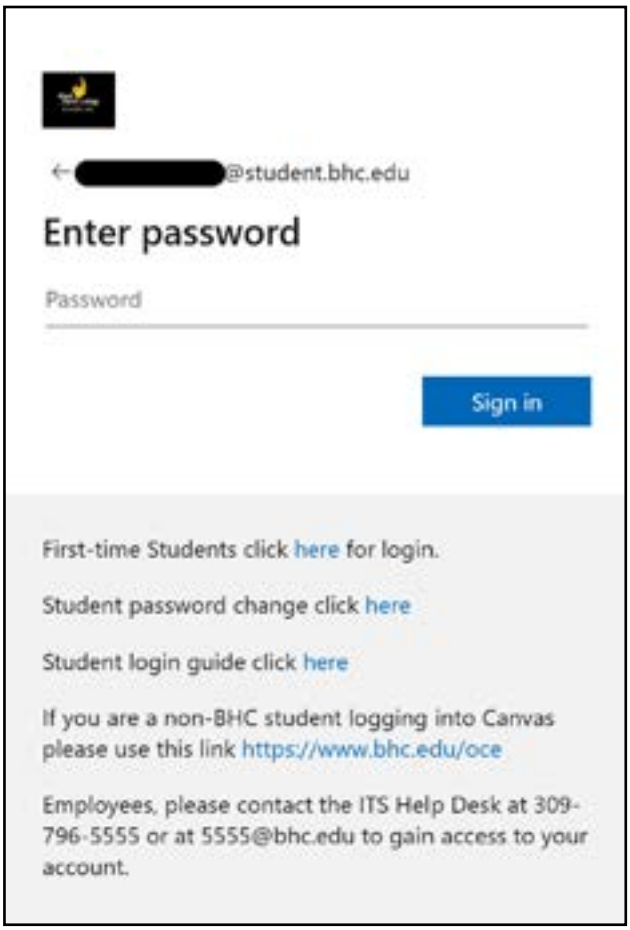
4. Enter the required information in the password reset form. Make sure you enter the full email address in the **Username** field and enter the **Date of Birth** in MM/DD/YYYY format with slashes.
Click **Proceed to Policy Acceptance and Reset Password**.

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



6. Sign in with your newly created password.

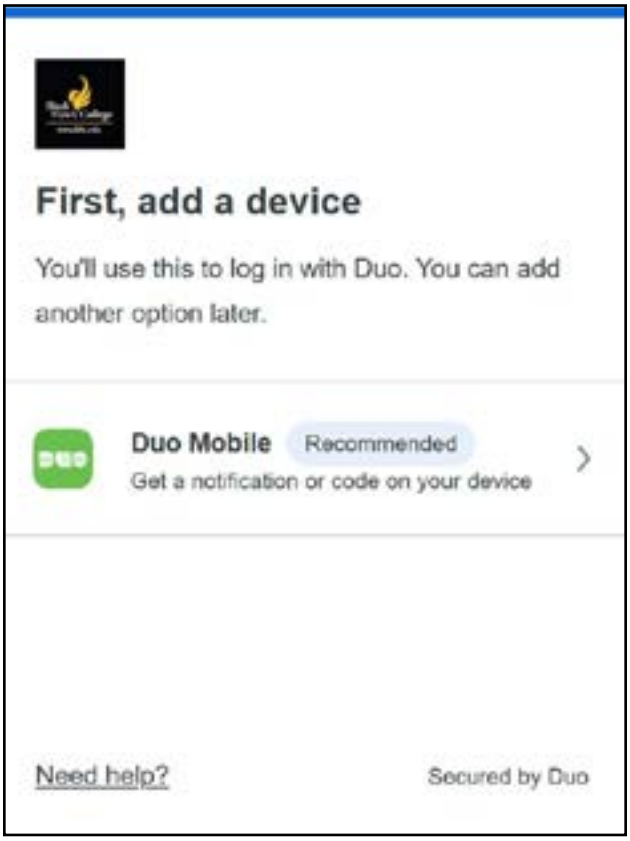




7. Click **Approve with Duo Authentication**.

8. Click **Get started**.

9. Click **Duo Mobile**.

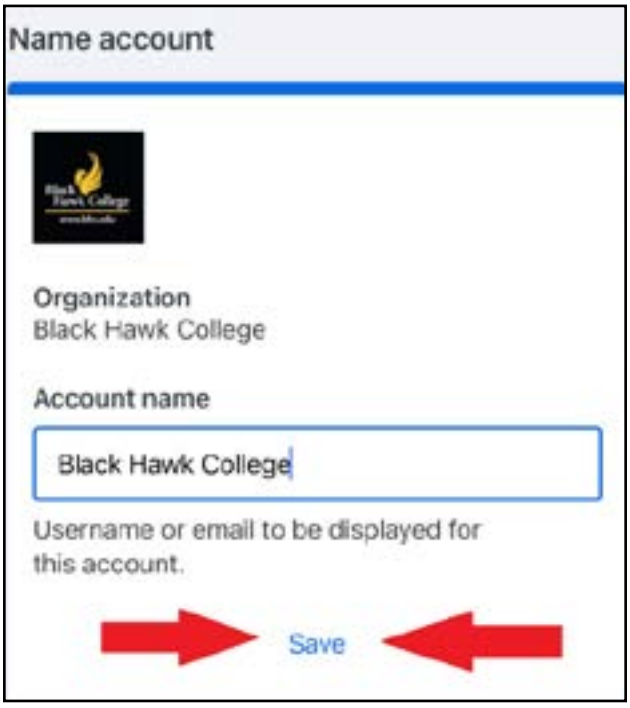


10. Enter your phone number and click **Continue**. Then click **Yes, it's correct** if the number is correct.

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

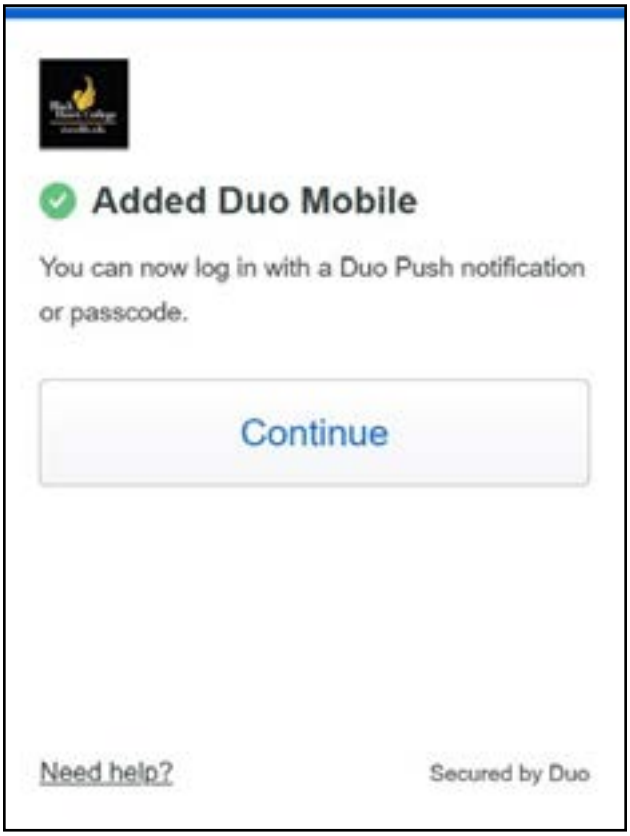
12. In the Duo Mobile app on your smartphone, select **Use QR code**.

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

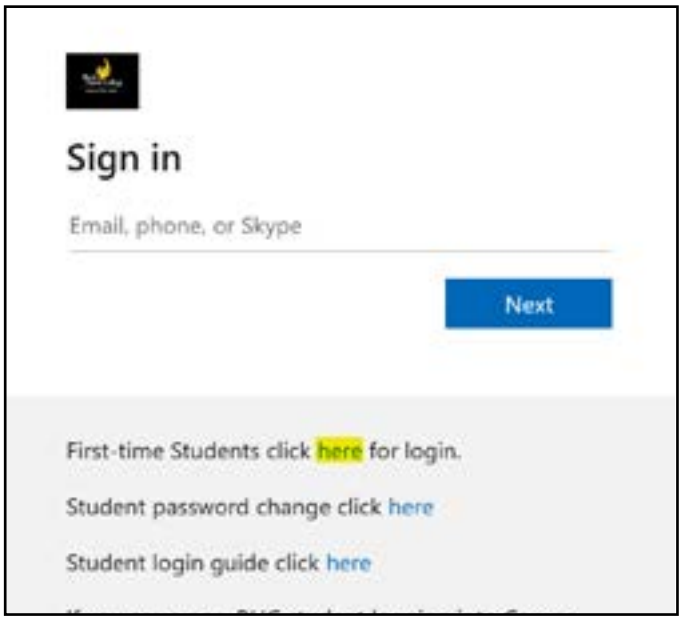
You should install the Duo Mobile app on your smartphone *before* enrolling in the system. When searching in your smartphone's app store, the Duo Mobile app should show up with a green logo with the word "DUO" in white letters.

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

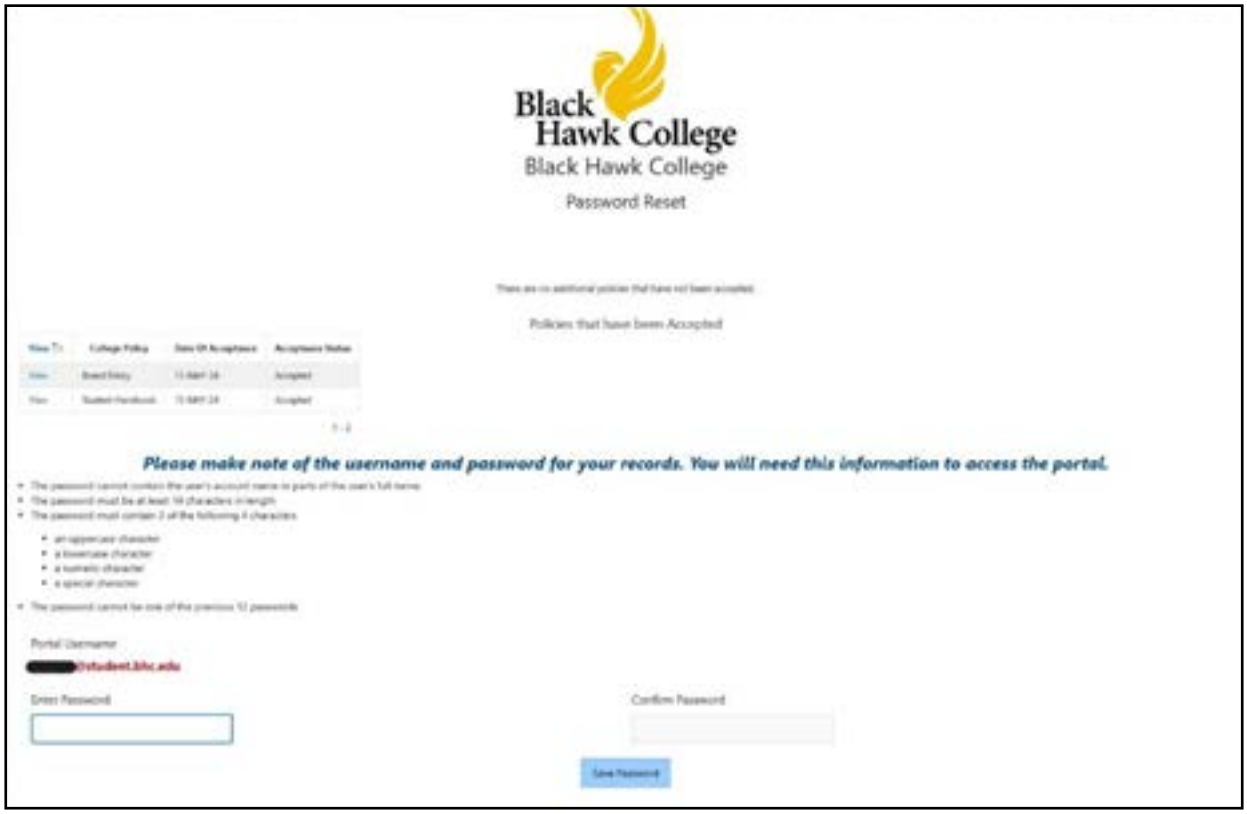
1. Open a browser of your choice and navigate to mybhc.bhc.edu.
2. Tap **Student & Employee Login**.

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

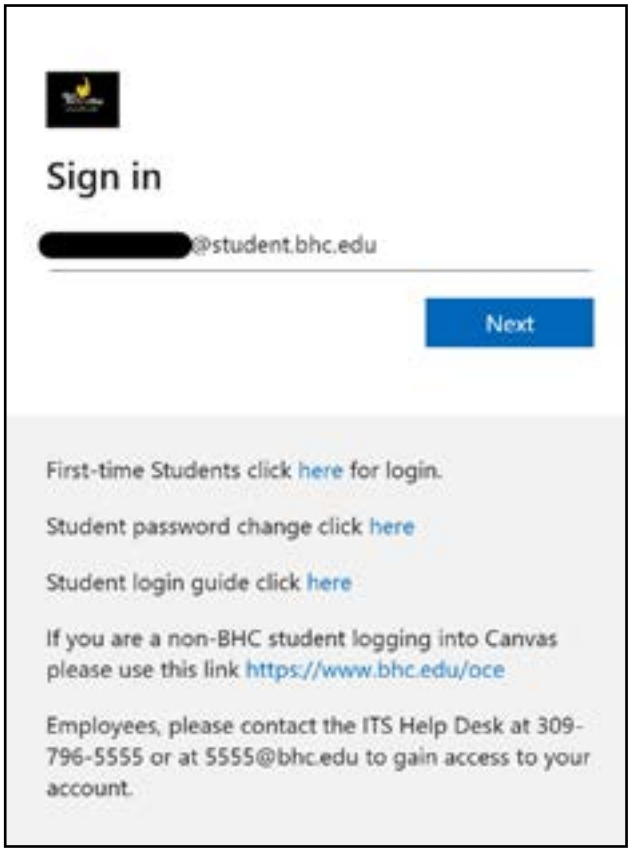


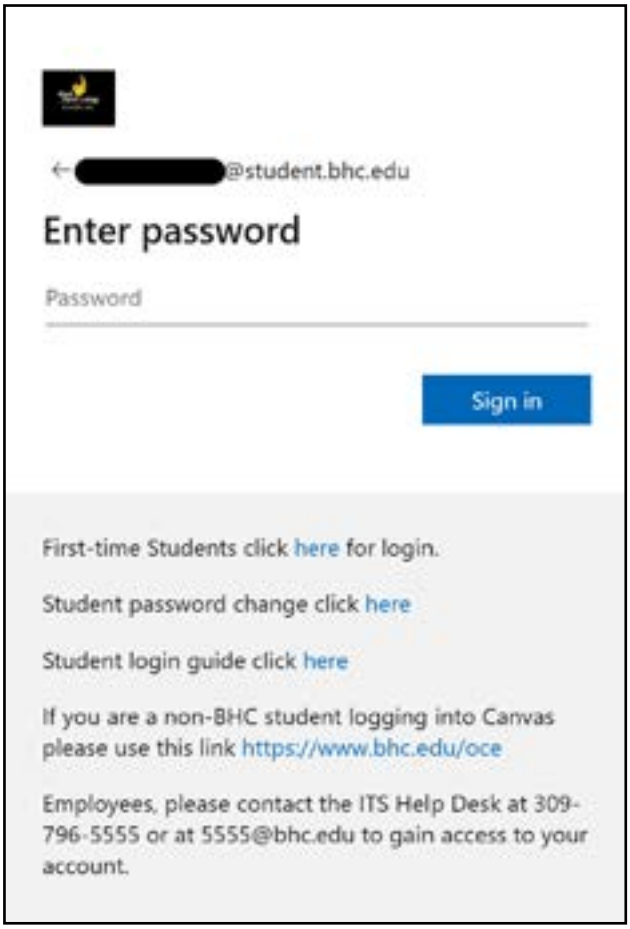
4. Enter the required information in the password reset form. Make sure you enter the full email address in the **Username** field and enter the **Date of Birth** in MM/DD/YYYY format with slashes.
   Click **Proceed to Policy Acceptance and Reset Password**.

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



6. Sign in with your newly created password.

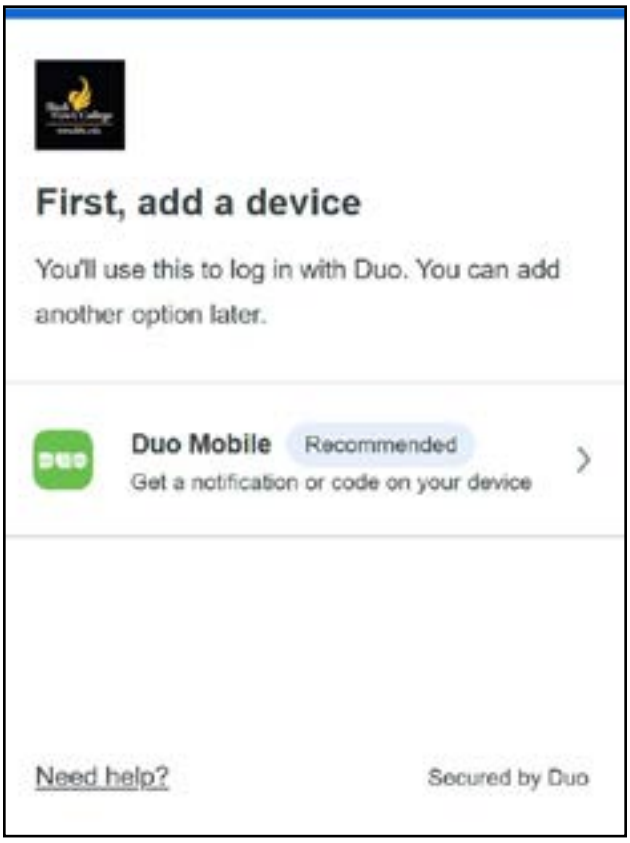




7. Tap **Approve with Duo Authentication**.

8. Tap **Get started**.

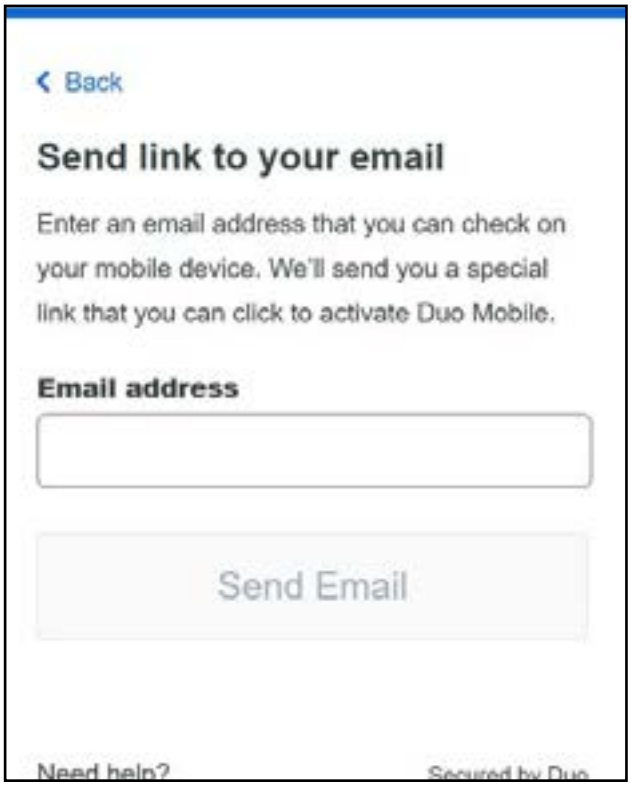
9. Tap **Duo Mobile**.



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

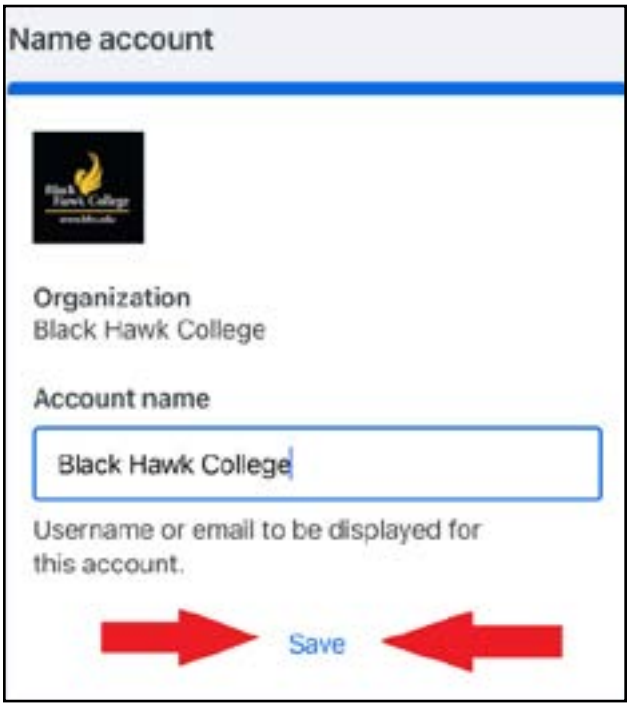
11. Tap **Next** on the following screen after the app is downloaded on your phone.

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



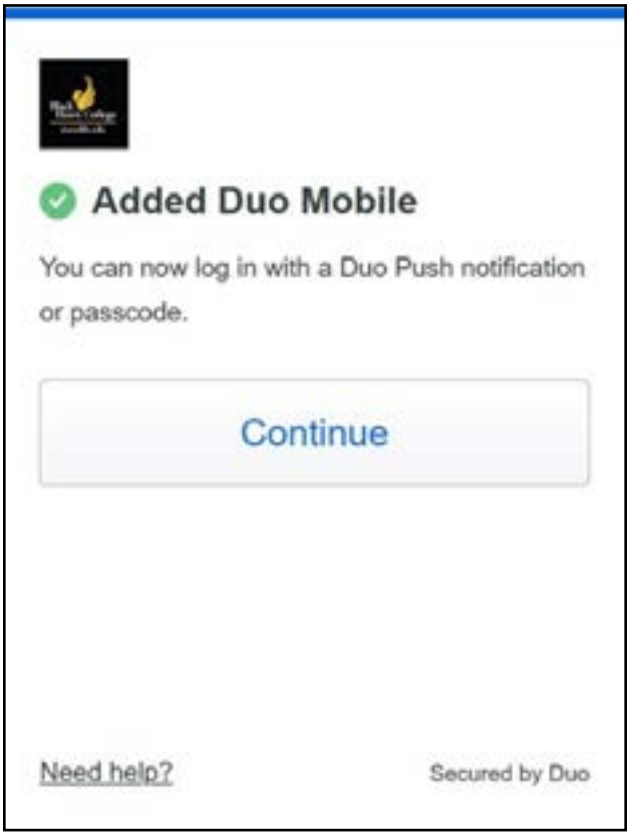
13. Tap the activation link in the email you receive. This will automatically open the Duo Mobile app.

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



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.

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