

# 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

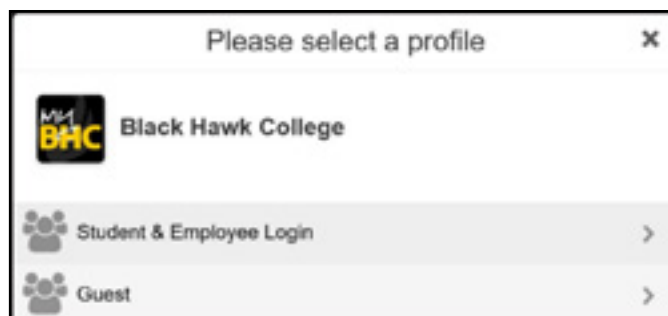
You should install the Duo Mobile app on your smartphone before enrolling in the system. When searching in your smartphone's app store, the Duo Mobile app should show up with a green logo with the word "DUO" in white letters.



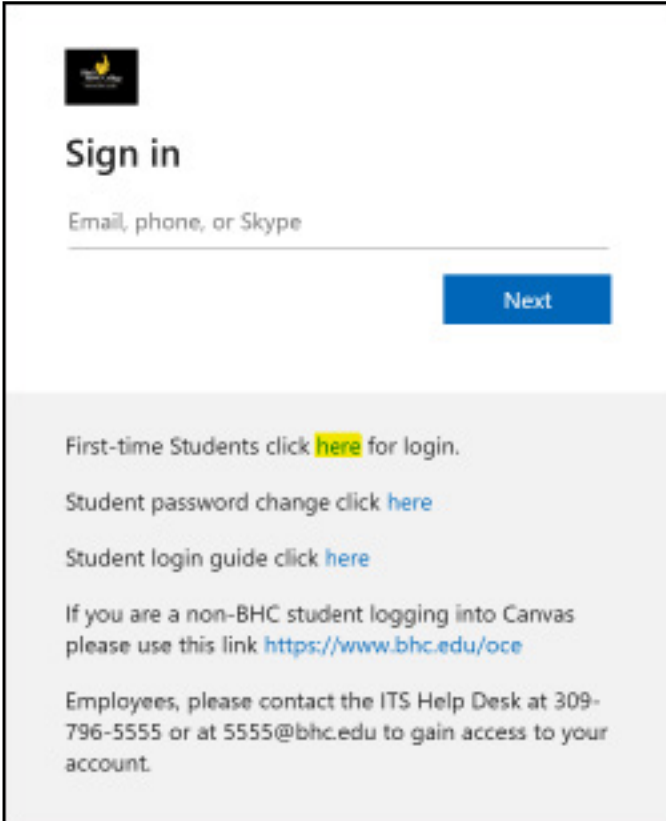
Install the app and proceed through the setup process until the app requests an activation code or a QR code. Set your phone aside.

### 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.**



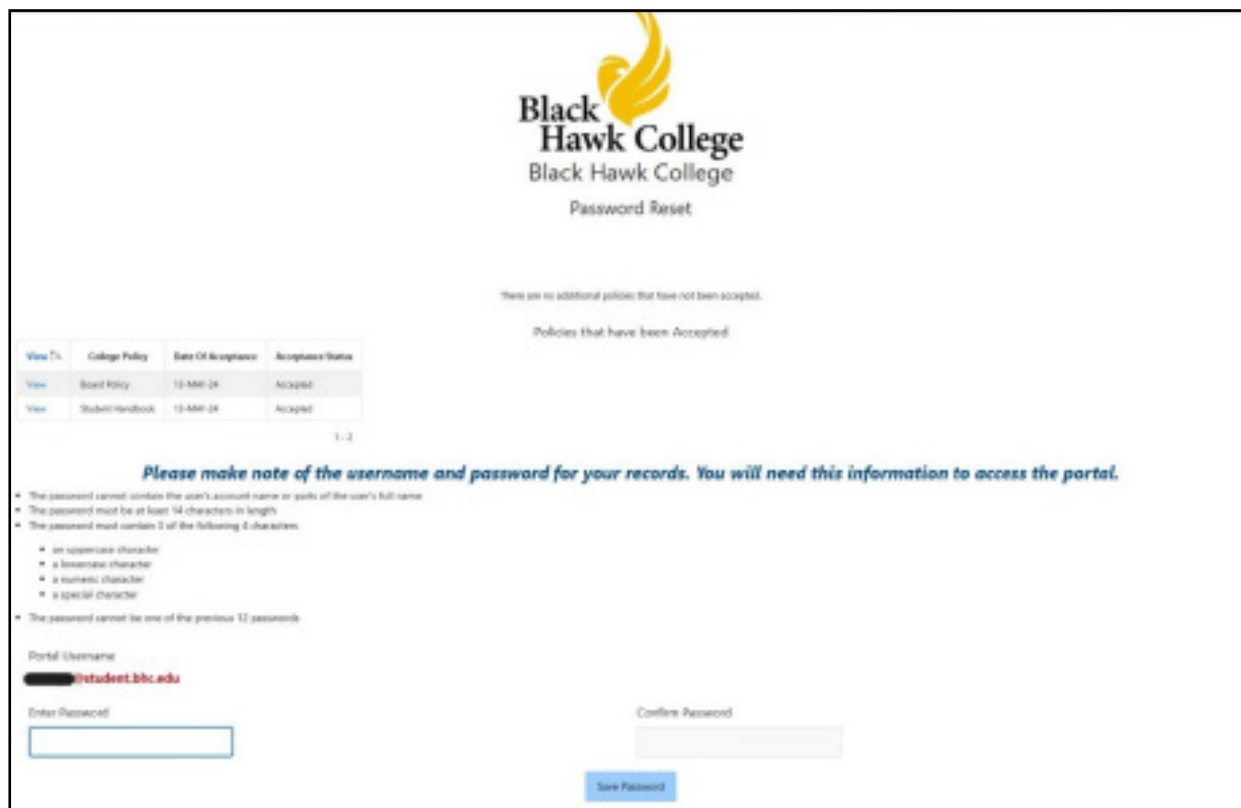
The screenshot shows the Black Hawk College login page. At the top left is the college logo. Below it is the heading "Sign in" and a text input field labeled "Email, phone, or Skype". A blue "Next" button is positioned to the right of the input field. Below the input field is a grey box containing the 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 screenshot shows the Black Hawk College Password Reset form. At the top is the college logo and the text "Black Hawk College Password Reset". Below this is the heading "STUDENT PASSWORD FORM" and the sub-heading "FIRST TIME OR CHANGE YOUR PASSWORD". The form contains the following fields: "Username" (with a dropdown arrow), "BHC ID #", "Last Name", and "Date of Birth" (with a dropdown arrow and the placeholder "MM/DD/YYYY"). At the bottom of the form are two buttons: a yellow "Proceed to Policy Acceptance and Reset Password" button and a blue "Cancel" button. At the very bottom, there is contact information: "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 text "Black Hawk College Password Reset". Below this, it states "There are no additional policies that have not been accepted." and "Policies that have been Accepted:". A table lists accepted policies:

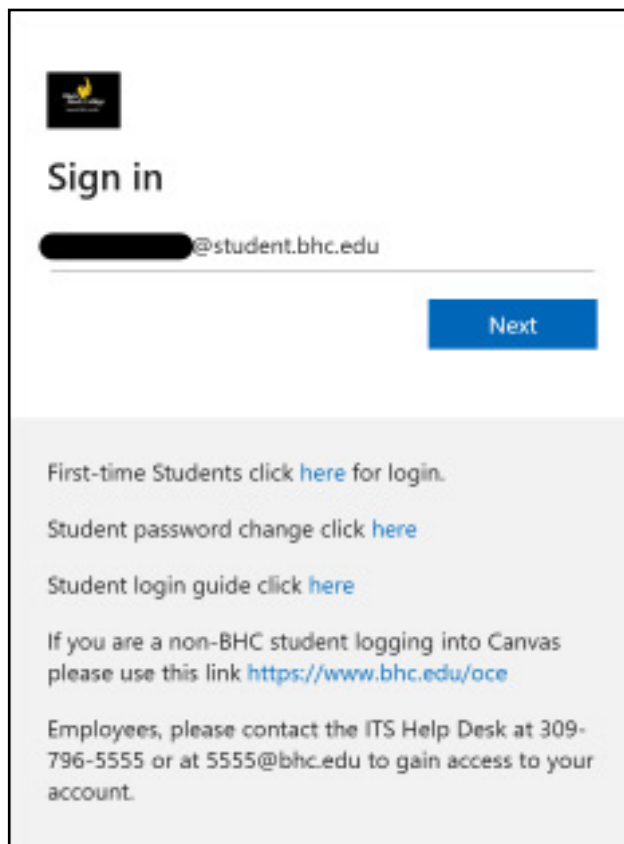
View Title	College Policy	Date Of Acceptance	Accepted Status
View	Board Policy	13-Mar-24	Accepted
View	Student handbook	13-Mar-24	Accepted

Below the table, it says "1 - 2". A note reads: "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 14 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 12 passwords.

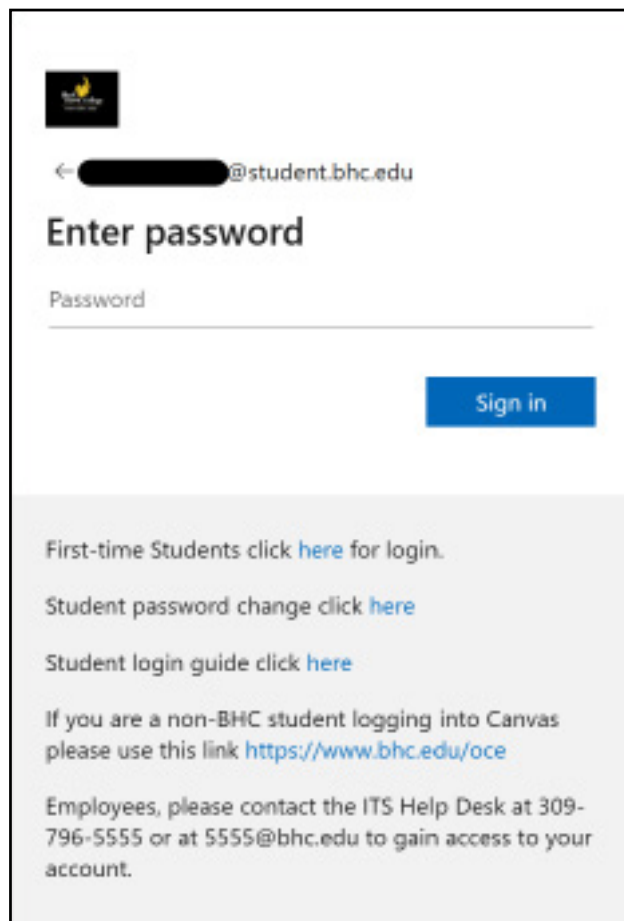
The "Portal Username" is shown as [redacted]@student.bhc.edu. There are two password input fields: "Enter Password" and "Confirm Password". A blue "Save Password" button is at the bottom.

6. Sign in with your newly created password.



The screenshot shows the "Sign in" screen. It features the Black Hawk College logo, the text "Sign in", and a username field containing [redacted]@student.bhc.edu. A blue "Next" button is positioned to the right of the username field. Below the sign-in area, there is a grey box with the following text:

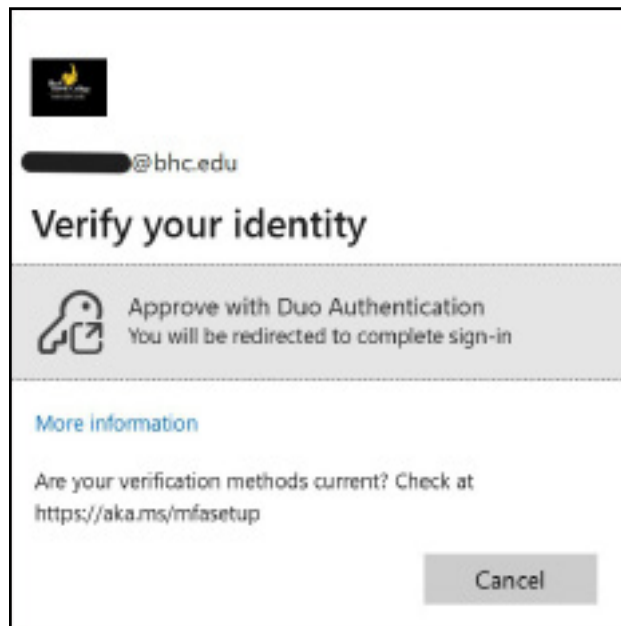
First-time Students click [here](#) for login.  
Student password change click [here](#)  
Student login guide click [here](#)  
If you are a non-BHC student logging into Canvas please use this link <https://www.bhc.edu/ocw>  
Employees, please contact the ITS Help Desk at 309-796-5555 or at 5555@bhc.edu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



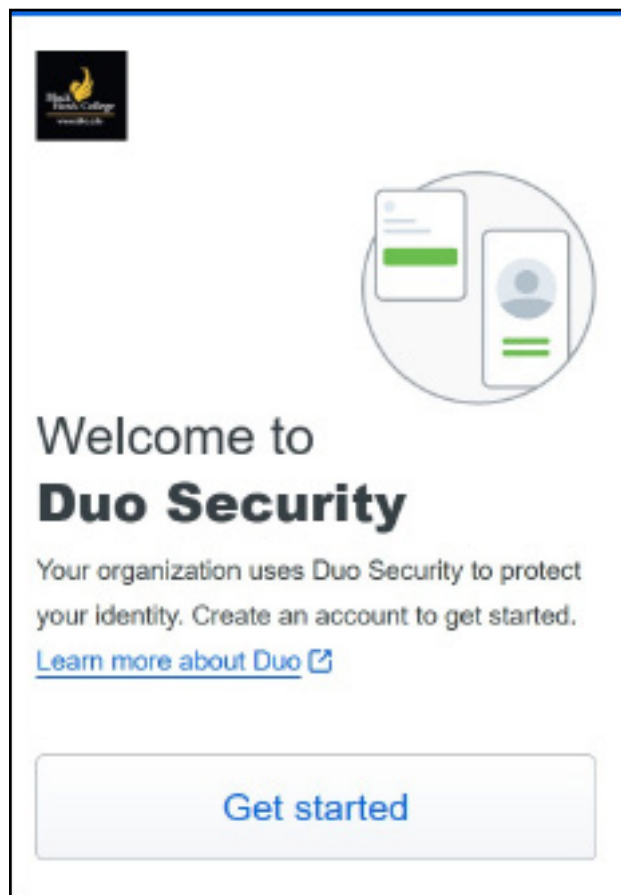
The screenshot shows the "Enter password" screen. It features the Black Hawk College logo, a back arrow, and a username field containing [redacted]@student.bhc.edu. The text "Enter password" is prominently displayed above a "Password" input field. A blue "Sign in" button is located at the bottom right. Below the password entry area, there is a grey box with 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/ocw>  
Employees, please contact the ITS Help Desk at 309-796-5555 or at 5555@bhc.edu to gain access to your account.

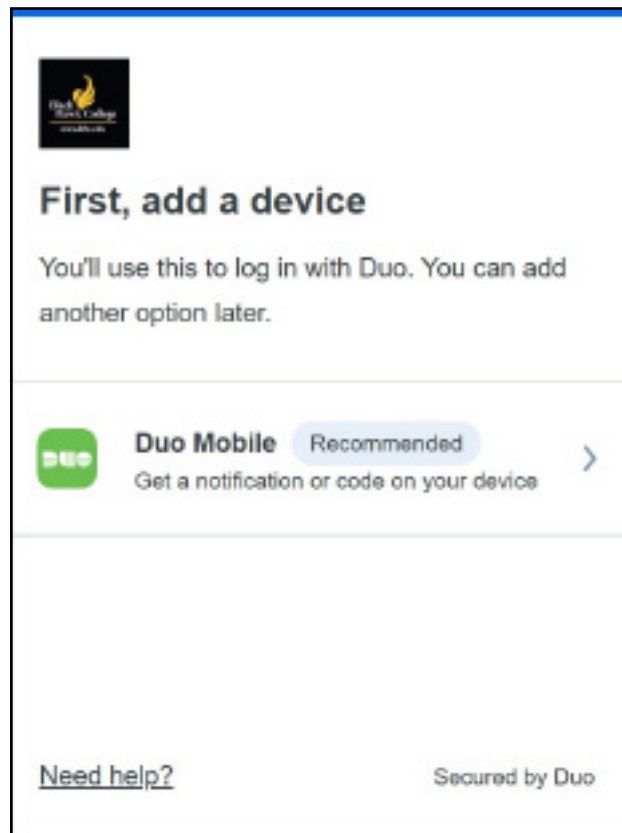
7. Click **Approve with Duo Authentication**.



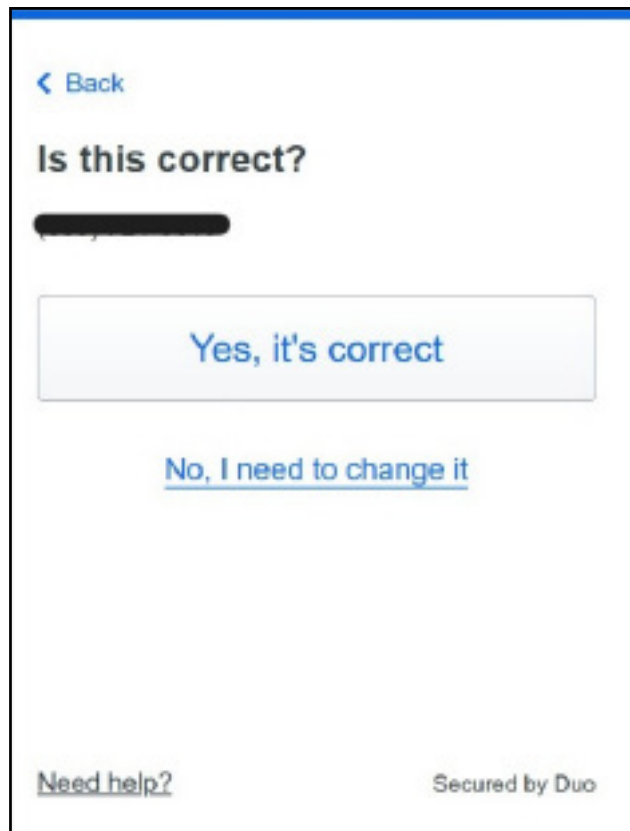
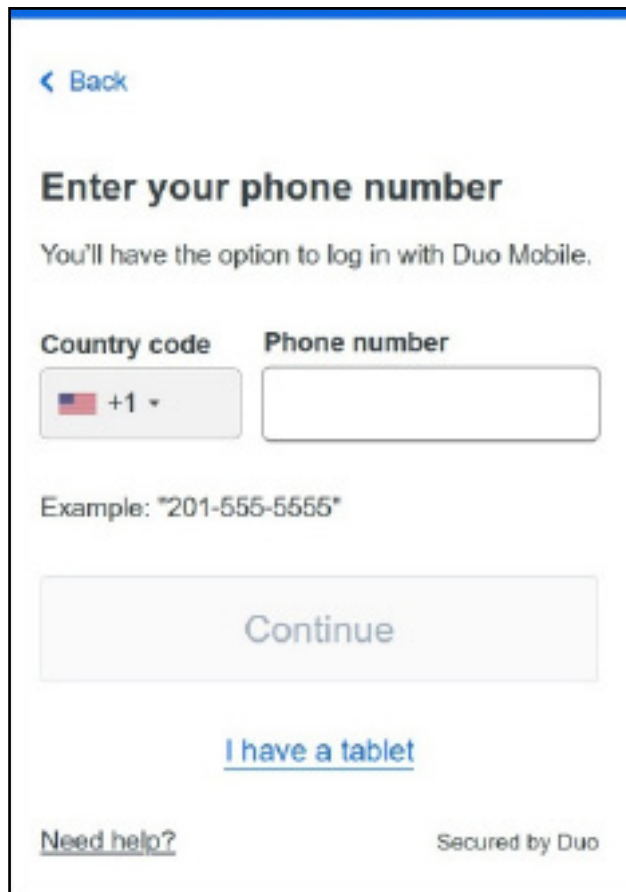
8. Click **Get started**.



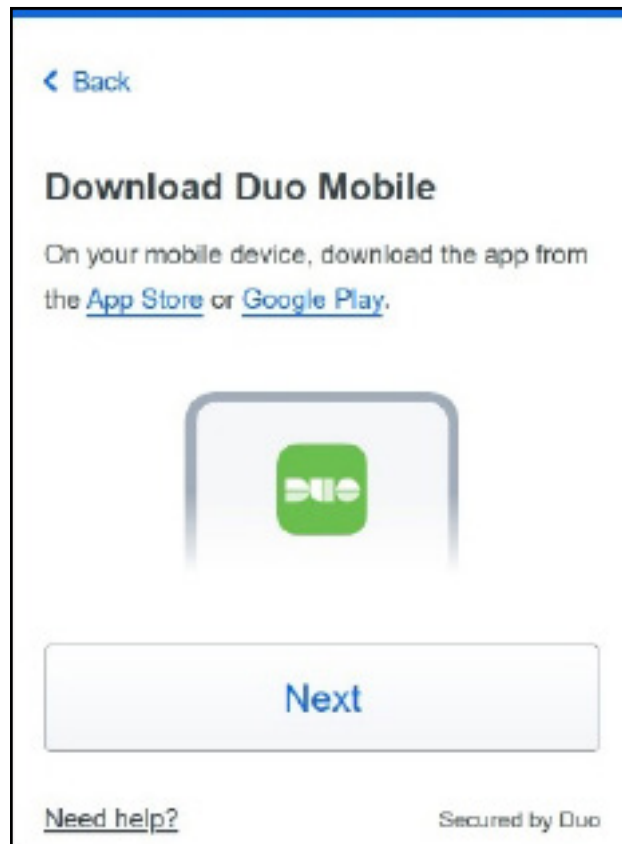
9. Click **Duo Mobile**.



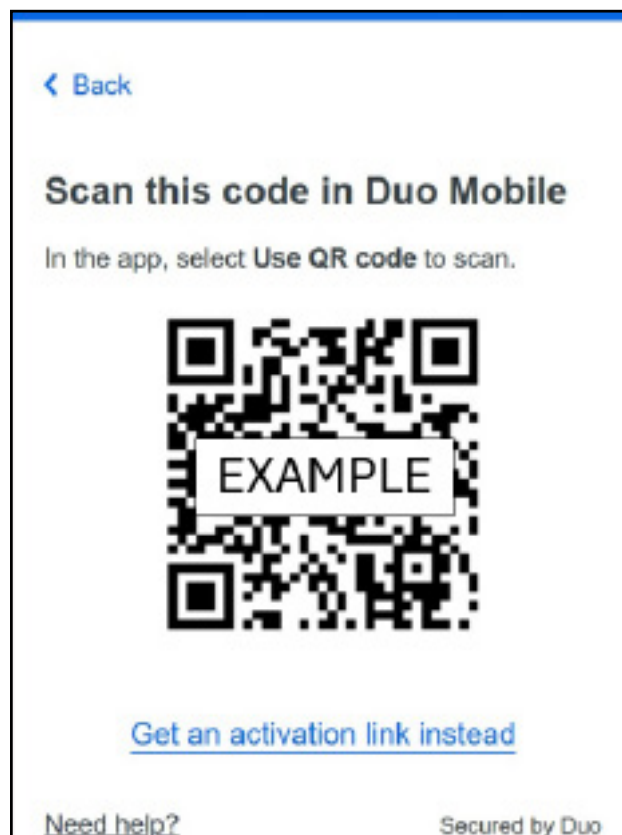
10. Enter your phone number and click **Continue**. Then click **Yes, it's correct** if the number is correct.



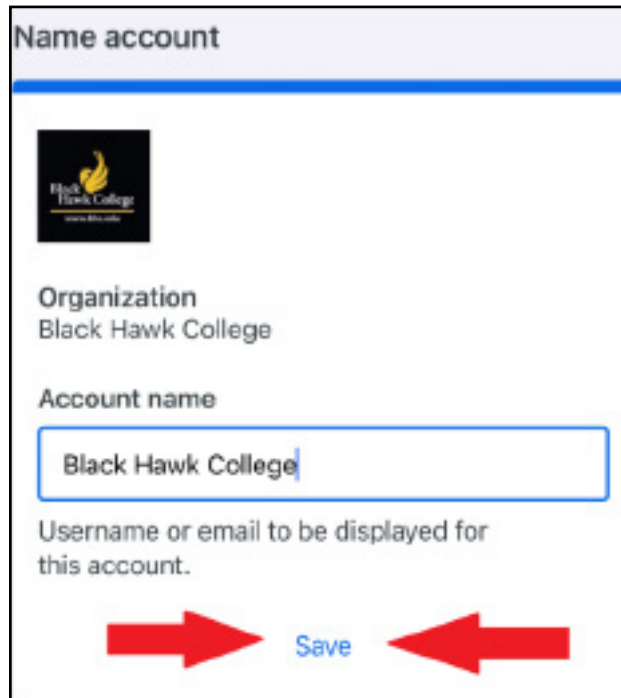
11. Check your smartphone and verify that the Duo Mobile app has been downloaded onto the phone. Click **Next**.



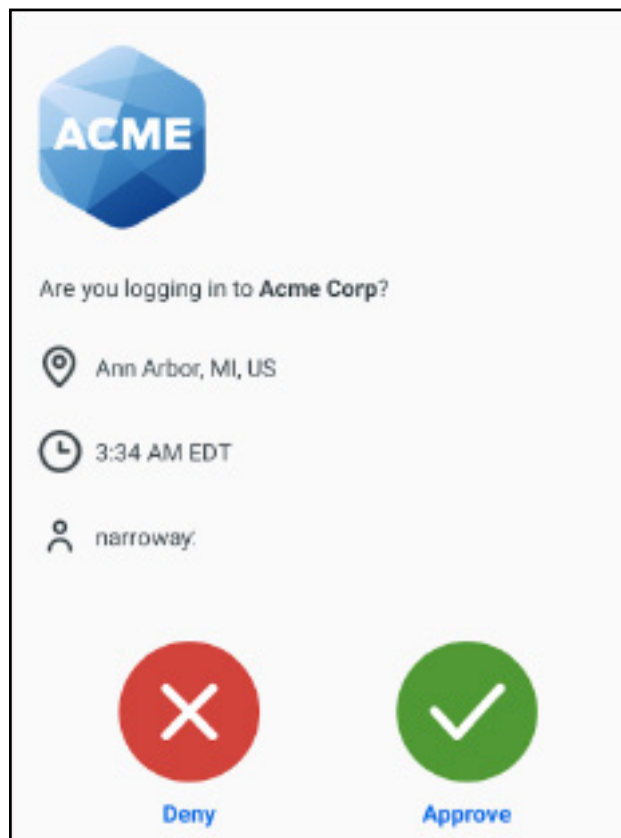
12. In the Duo Mobile app on your smartphone, select **Use QR code**.



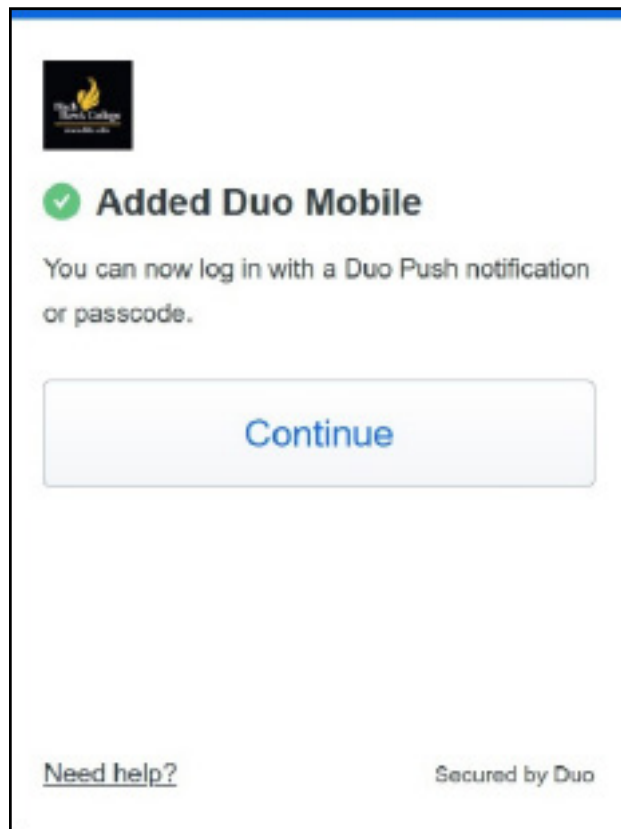
13. Scan the QR code in the Duo Mobile app to add the account. Tap **Save**. You may leave the name as “Black Hawk College.”



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

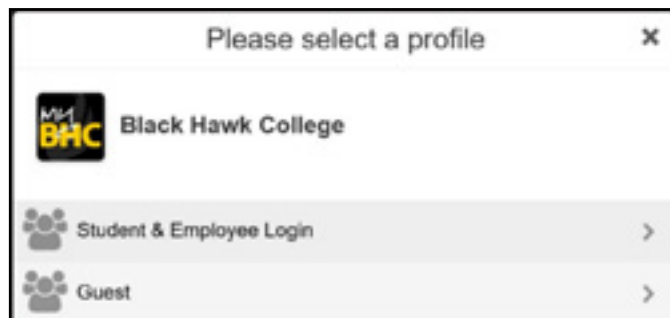
You should install the Duo Mobile app on your smartphone *before* enrolling in the system. When searching in your smartphone's app store, the Duo Mobile app should show up with a green logo with the word "DUO" in white letters.



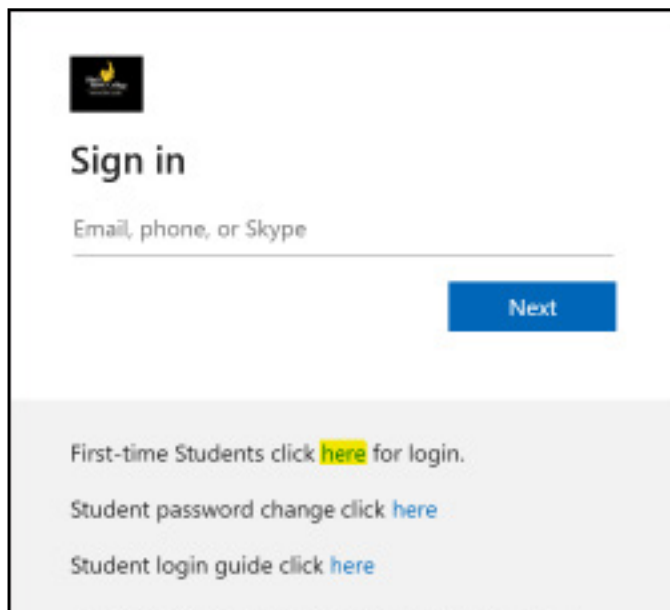
Install the app and proceed through the setup process until the app requests an activation code or a QR code.

## Signing in to your myBHC account

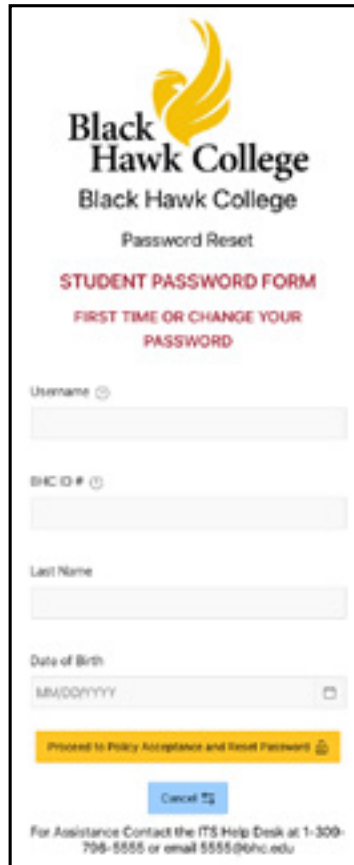
1. Open a browser of your choice and navigate to [mybhc.bhc.edu](http://mybhc.bhc.edu).
2. Tap **Student & Employee Login**.



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

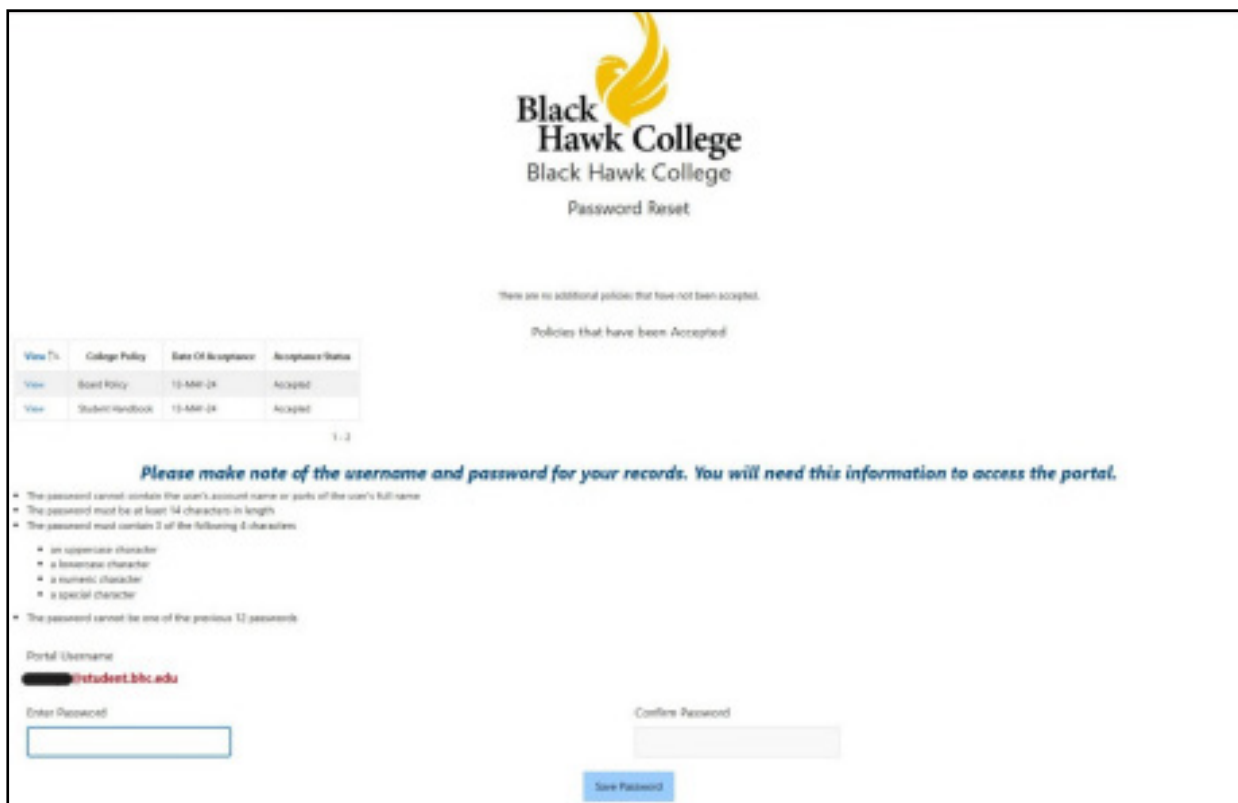


4. Enter the required information in the password reset form. Make sure you enter the full email address in the **Username** field and enter the **Date of Birth** in MM/DD/YYYY format with slashes. Click **Proceed to Policy Acceptance and Reset Password**.



The screenshot shows the Black Hawk College Password Reset form for students. At the top is the Black Hawk College logo and name. Below that, it says "Password Reset" and "STUDENT PASSWORD FORM". The form includes fields for Username, BHC ID #, Last Name, and Date of Birth (with a dropdown menu for MM/DD/YYYY). There are two buttons: "Proceed to Policy Acceptance and Reset Password" (yellow) and "Cancel" (blue). At the bottom, it provides contact information for the ITS Help Desk.

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



The screenshot shows the Black Hawk College Password Reset form for policy acceptance and password saving. At the top is the Black Hawk College logo and name. Below that, it says "Password Reset". There is a message: "There are no additional policies that have not been accepted." and "Policies that have been Accepted". A table shows the accepted policies:

View On	College Policy	Date Of Acceptance	Acceptance Status
View	Board Policy	10-Mar-24	Accepted
View	Student Handbook	10-Mar-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 14 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 12 passwords.

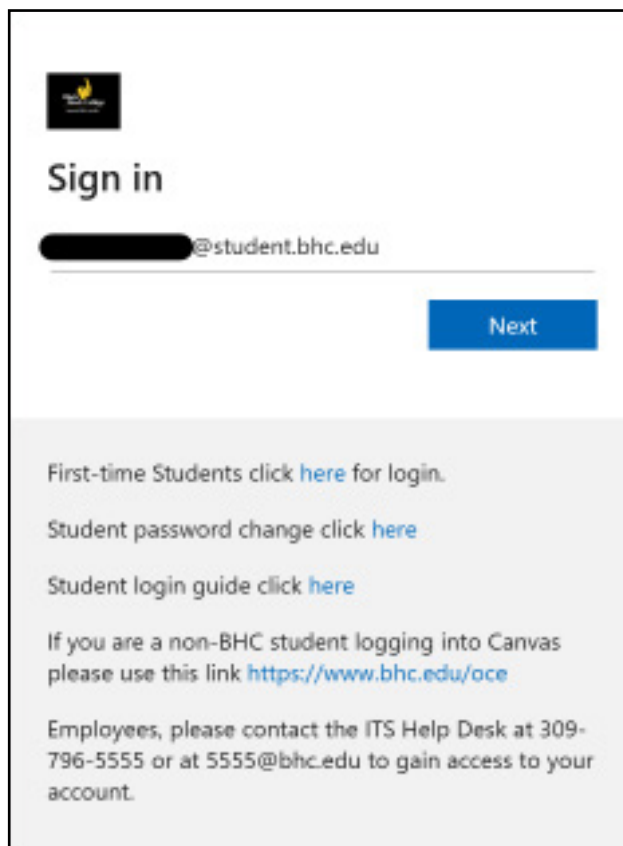
Portal Username: [redacted]@student.bhc.edu

Enter Password: [text box]

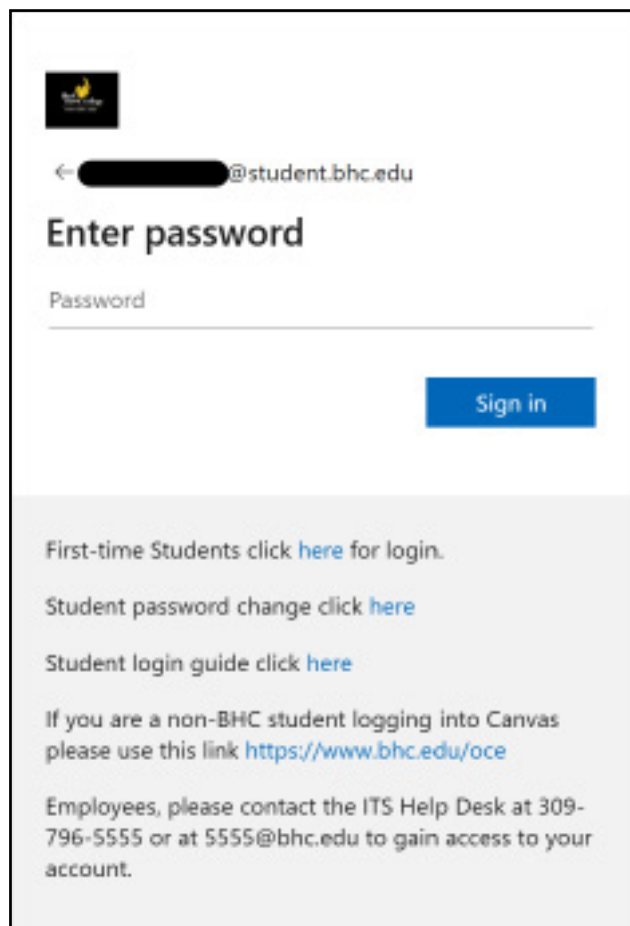
Confirm Password: [text box]

Save Password (blue button)

6. Sign in with your newly created password.

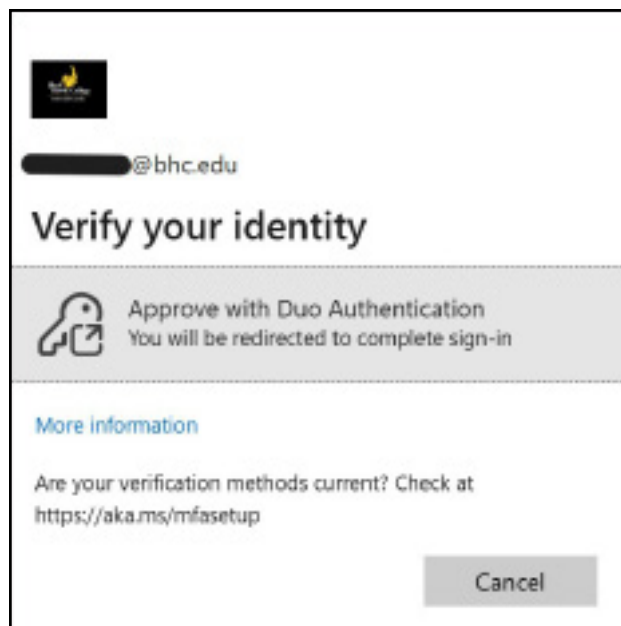


The screenshot shows the 'Sign in' page for a student account. At the top left is the BHC logo. Below it, the text 'Sign in' is displayed. A text input field contains a redacted email address followed by '@student.bhc.edu'. A blue 'Next' button is positioned to the right of the input field. Below the input field, there is a light gray section with 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/ocw>', and 'Employees, please contact the ITS Help Desk at 309-796-5555 or at 5555@bhc.edu to gain access to your account.'



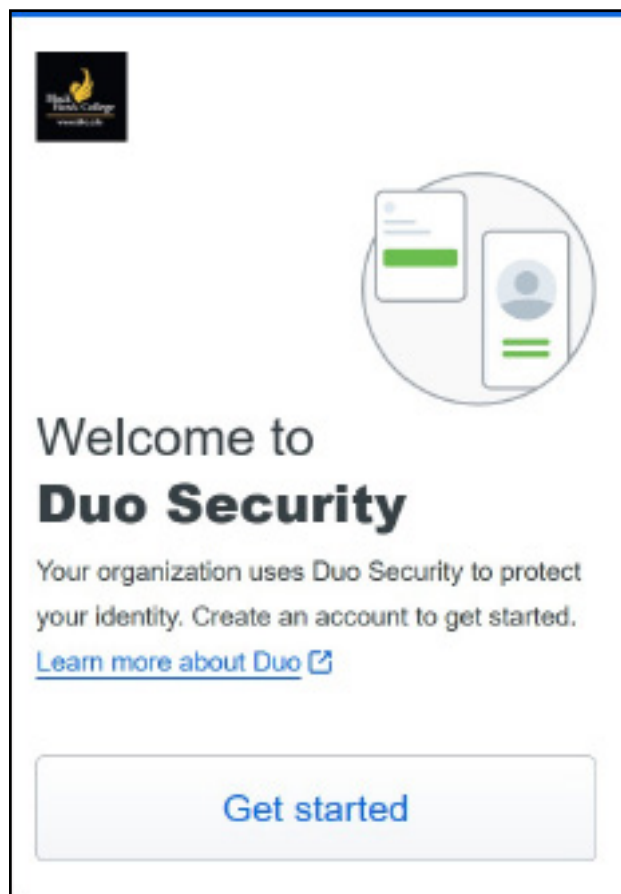
The screenshot shows the 'Enter password' page for a student account. At the top left is the BHC logo. Below it, the text 'Enter password' is displayed. A text input field contains a redacted email address followed by '@student.bhc.edu'. Below the input field, there is a 'Password' label and another text input field. A blue 'Sign in' button is positioned to the right of the password input field. Below the input fields, there is a light gray section with 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/ocw>', 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**.

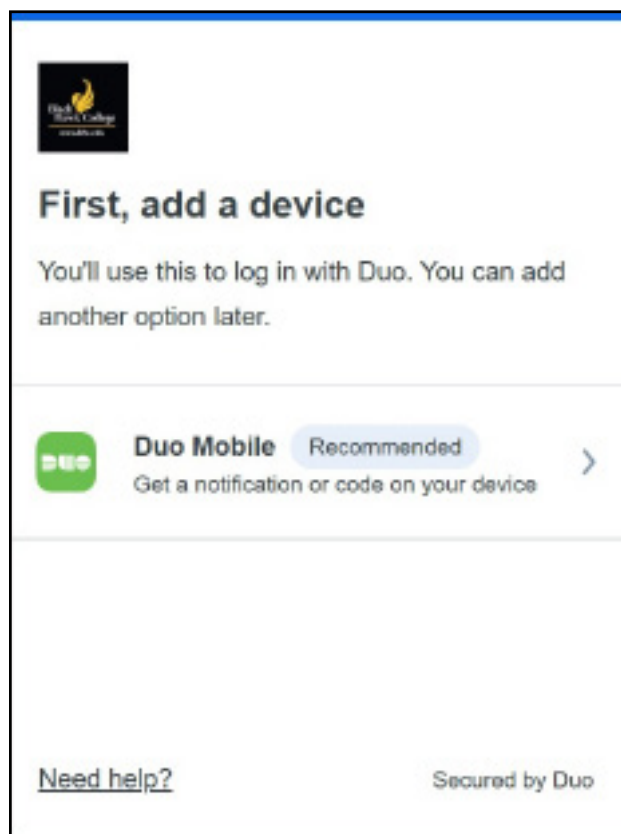


The screenshot shows the 'Verify your identity' page for Duo Authentication. At the top left is the BHC logo. Below it, the text '@bhc.edu' is displayed. The main heading is 'Verify your identity'. Below this, there is a gray box with a Duo Authentication icon and the text 'Approve with Duo Authentication' and 'You will be redirected to complete sign-in'. Below the gray box, there is a blue link 'More information'. At the bottom, there is a gray 'Cancel' button. The text 'Are your verification methods current? Check at <https://aka.ms/mfasetup>' is also present.

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.

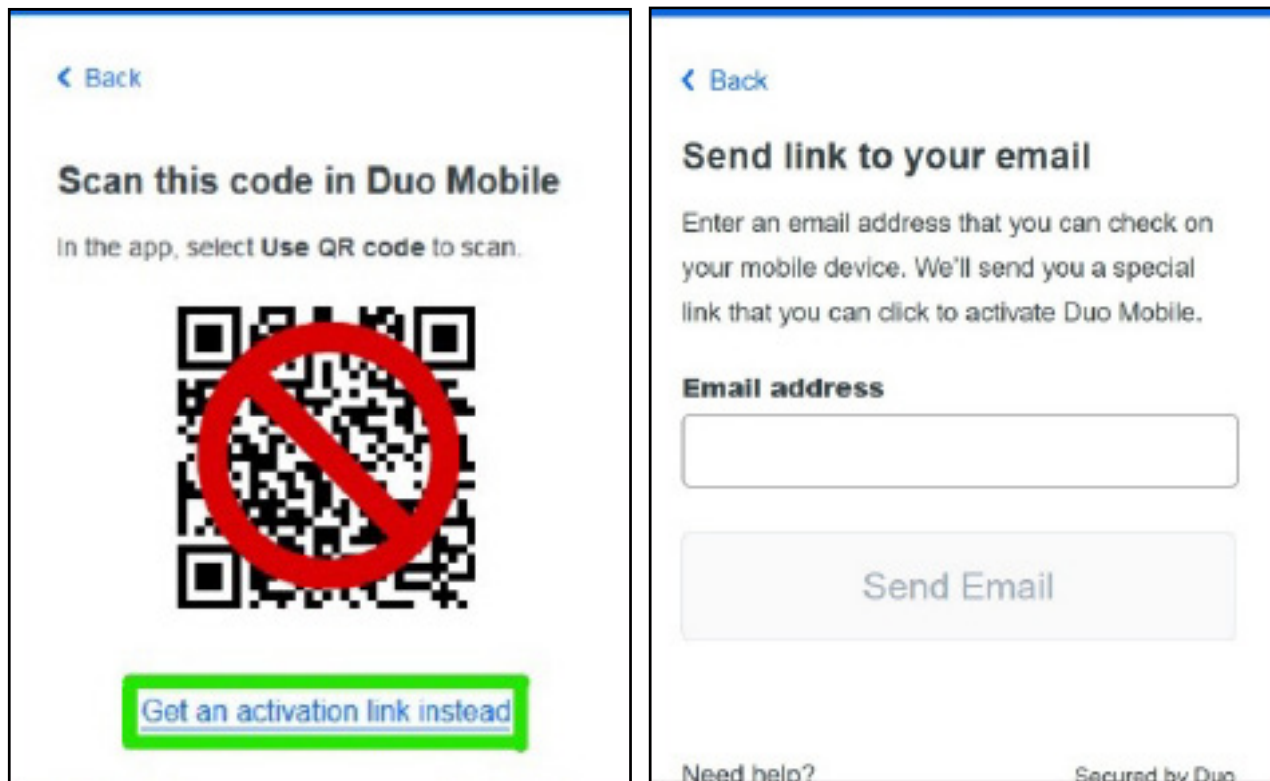
This screenshot shows the 'Enter your phone number' screen. At the top left is a '< Back' link. The main heading is 'Enter your phone number', followed by the text 'You'll have the option to log in with Duo Mobile.' Below this are two input fields: 'Country code' with a dropdown menu showing '+1' and a US flag, and 'Phone number' with an empty text box. An example number '\*201-555-5555\*' is provided. A large 'Continue' button is centered below the inputs. At the bottom, there is a link for 'I have a tablet', a 'Need help?' link, and the text 'Secured by Duo'.

This screenshot shows the 'Is this correct?' confirmation screen. It features a '< Back' link at the top left. The heading is 'Is this correct?' followed by a blacked-out phone number. A large 'Yes, it's correct' button is centered. Below it is a link for 'No, I need to change it'. At the bottom, there is a 'Need help?' link and the text 'Secured by Duo'.

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

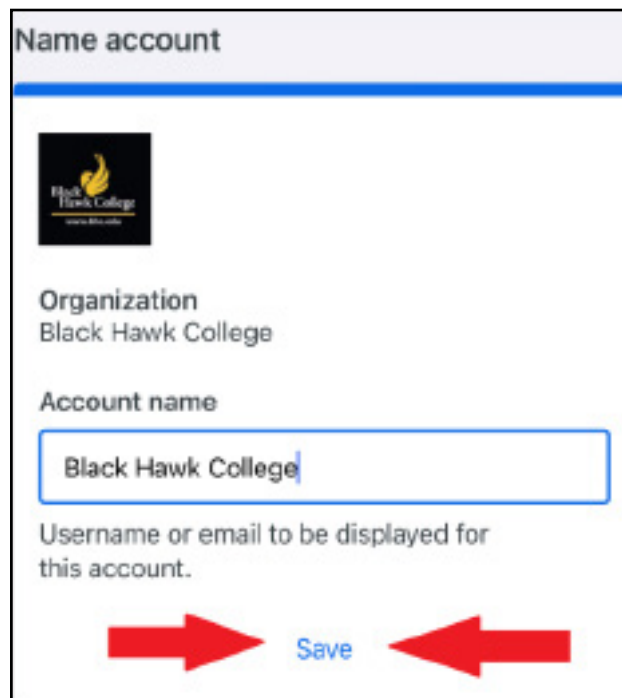
This screenshot shows the 'Download Duo Mobile' screen. It has a '< Back' link at the top left. The heading is 'Download Duo Mobile', followed by the text 'On your mobile device, download the app from the [App Store](#) or [Google Play](#).' Below this is a graphic of a smartphone with the Duo Mobile app icon on the screen. A large 'Next' button is centered below the graphic. At the bottom, there is a 'Need help?' link and the text 'Secured by Duo'.

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

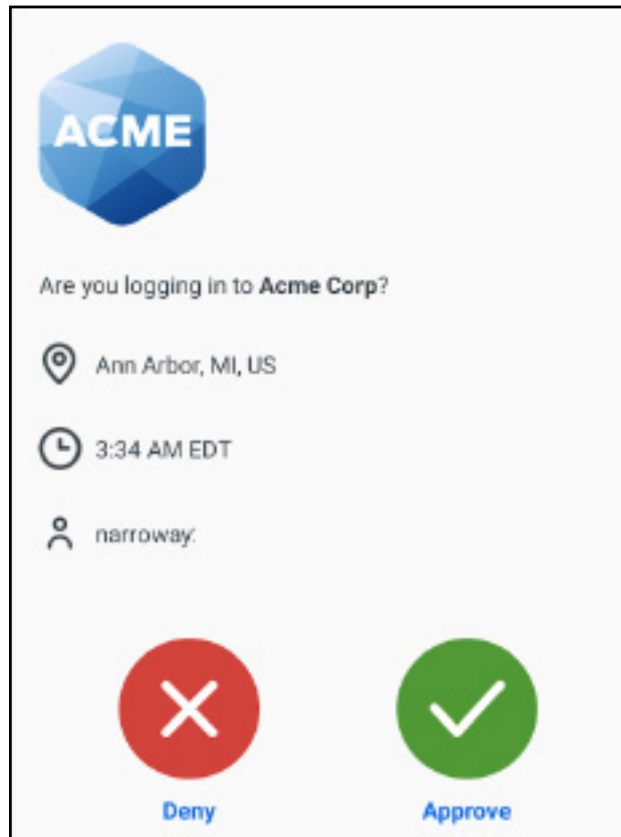


13. Tap the activation link in the email you receive. This will automatically open the Duo Mobile app.

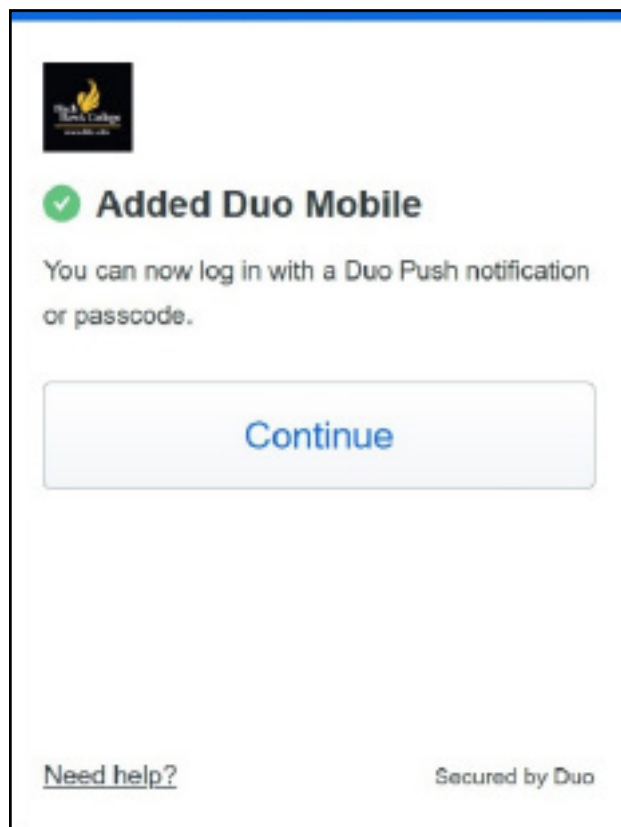
14. You may leave the account name as "Black Hawk College." Tap **Save**.



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.**