



Student IT Information

Hello BridgeValley CTC Student!

Below you will find all the information you need to know for accessing various IT items you will need as a student here at BridgeValley. *Please note: Bullet point information can be found at the bottom of this document.*

MyBridge

The first IT item that is essential to your collegiate career at BridgeValley CTC is a system called MyBridge. MyBridge is a site hosted by WVNET and is your portal to all the information that the college collects in your student account. The MyBridge is where you will find your financial aid information, transcripts, grades, registration, class schedule and other important information. The IT Department highly recommends that you become familiar with MyBridge.

Accessing MyBridge

To access your MyBridge account you will need to know your B Number and the PIN that goes along with it.

You can find your B Number (student id number) in the welcome packet that you received in the mail or you can ask Student Services or the IT Department to look it up for you.

The MyBridge link is on the home page of BridgeValley's website. Once clicked you will be taken to the login page. The User ID is your B Number with a capital "B", very important. If you have never accessed your MyBridge then the PIN will be your six-digit birthdate. (Ex. 07/16/1991 = 071691)

Once you granted access, you will receive a prompt to change your PIN. The new PIN can be anything as long as it is between 8 and 15 characters.

Access MyBridge from a convenient mobile app. More information found here: <http://bit.ly/2tUwXAX>

MyBridge PIN Reset

So you have forgotten your MyBridge PIN or locked your account. No worries!! There are a few easy and quick ways to regain access to the account.

If you simply forgot your PIN and you do not see a message stating the account has been disabled then you can use the “Forgot PIN?” link and answer the security questions to regain access. Make sure the User ID is filled in. This option only works if you do not see the message stating the account has been disabled. The account is disabled after five incorrect login attempts.

You can also call the college at 304.205.6600 or 304.734.6600 and select option 3 “Technical Assistance or Password Resets” then select option 1 for “MyBridge Password Resets.” (Please note these menu options may change in the future.) If the college is closed or the time is after business hours, you can call 304.293.5192 and the after-hours support team can assist you.

Blackboard

Blackboard is the Learning Management System the college uses for online classes. To access Blackboard use the “Blackboard – BridgeValley Online – Brainfuse” link found in MyBridge under the “Email & Online Courses” tab. Alternatively, the direct link can be used: <https://ilearn-bridgevalley.wvnet.edu/> The direct link will use the same information as your MyBridge login to gain access.

All students enrolling in a W-section course must complete the Student Orientation to Online Learning, or SOOL, course. More information can be found here: <http://www.bridgevalley.edu/sool>

Student Email

BridgeValley CTC student email is hosted via Gmail. There are two ways to access the BridgeValley student email. The first way to access your student email is via the link in MyBridge. Once you have logged in, click “Email & On-line Courses” tab and click the “Student E-mail” link. The second way to access your student email is by simply going to gmail.com

Once at the log in screen for Gmail type your BridgeValley student email. Your student email can be found on your MyBridge in the “Personal Information” tab under the “View E-Mail Address” link.

Click “Next” and type your password. **The password for your student email is the same as the PIN used to access your MyBridge. If you just reset your MyBridge PIN please allow 15 minutes for the password to sync between the MyBridge system and your student email account.**

If you have a personal Gmail account that is already signed in, you will be taken to that mailbox when you click the link in MyBridge or go to gmail.com. Having multiple Gmail accounts logged in is perfectly fine. To access your student email all you need to do is click the circle in the top right corner of the webpage and click “Add account”. The circle may have a picture you uploaded or the first letter of your name.

Google Drive and Docs

Not only do you have access to Google’s email you also have access to Google Drive, which is cloud storage, and access to Google Docs, which is online word processing. These services are offered free of charge to you as a student of BridgeValley CTC.

<u>More Information</u>	
Google Drive: http://bit.ly/2oguUYQ	Google Docs: http://bit.ly/2h8mFqK

Office 365 Online

As of the creation of this document, BridgeValley does not offer Office 365 to students. However, Microsoft does offer free online based access to the Office 365. Therefore, as long as you have an active internet connection you will have access to Word, Excel, PowerPoint, etc. To create an account simply follow the link below and sign up using your student email account. During the sign up process, you will be asked to enter a verification code that is sent to your student email. Make sure that you can access your student email.

Link to Office 365 Online: <http://bit.ly/1rakeYy>

Accessing College Computers

The computer login process is very simple. To login you must know two things, the username of your email and the PIN for your MyBridge. If you are observant you will see “Log onto: my” under the password field in any student computer lab. This is the student domain and that determines where the computer sends the login request. If “my” is not below the password field, please type your full email in the username field.

Example Email: astudent@my.bridgevalley.edu
User: astudent Pass: ••••••••

Tip: Utilize Google Drive for storing your class work and sharing easily with instructor and fellow students.

Should you need assistance with any of the above information please feel free to contact the friendly IT Department.

Phone Support	Helpdesk
304.205.6600 or 304.734.6600	helpdesk@bridgevalley.edu
Select Option 3 then Option 1, 2, or 3	Email helpdesk with question/issue

TL;DR Bullet Points
<ul style="list-style-type: none">• The MyBridge is very important, become familiar with it.• MyBridge PIN resets: call 304.205.6600 or 304.734.6600 and follow prompts• Student email is hosted via Gmail• Student email password is the same as MyBridge PIN• Blackboard is the LMS for all online classes• Microsoft provides free online based Office Suites to all students• Computer lab login is email username and PIN used for MyBridge• Every student has cloud storage provided via Google Drive