

Technical Support

Course Continuity Resources for Faculty and Staff

Accessibility– How to make your online class accessible to students with special needs. Especially due to the recent changes in instructional modality due to COVID-19, students registered with our office have needed their reasonable accommodations transferred to online instruction. This page is amazingly helpful in providing information to help make this transition for these students. Please also feel free to contact our office, specifically Kokou Doumassi, our Assistive Technology Specialist, at Kdoumassi@bmcc.cuny.edu

Blackboard Support - now available to assist students and faculty after hours with a pressing Blackboard question. Blackboard support will be available by telephone (646) 664-2024

Weeknights – between 8 p.m. and 8 a.m. the next morning

Weekends – all day and night on Saturdays and Sunday

Zoom Web Conferencing

- For Zoom technical support call: (212) 220-8379 or Email: servicedesk@bmcc.cuny.edu
- For support on using *Zoom* in the classroom Email: elearning@bmcc.cuny.edu

Workshops and Training

- E-Learning and CETLS are conducting workshops and training sessions. [See full schedule](#)
- [Book your private consultation](#) with an ELC Instructional Designer.

Virtual Service Desk

- The Service Desk has now gone virtual. For assistance call: (212) 220-8379. To submit a request or ask a question email: servicedesk@bmcc.cuny.edu.

IT Services site

- Where you can submit a ticket and check the status of your request
- Find answers to common technology questions including: how to download and install Office 365, set up BMCC email on your mobile device and much more.