BELLEVUE COLLEGE

Welcome Students!

Here are some items related to helping you get connected to the college's network, technology use, and setup.

How do I setup my logon credentials?

- Create a NetID and password. To do so you must first be issued an SID (system identification number) and PIN (Personal Identification Number).
- The knowledge base (KB) article identified below provides "how-to" steps for creating your NetID and password. Please note that it can take up to 24 hours for your NetID login to become active.
  - https://bellevuecollege.teamdynamix.com/TDClient/KB/ArticleDet?ID=23240

How do I connect to BC's network?

- The college uses two wireless networks, one called 'BC' and the other 'eduroam.' The following KB explains the difference and how to connect to each.
  - https://bellevuecollege.teamdynamix.com/TDClient/KB/ArticleDet?ID=22648
- We recommend you use eduroam as your primary wireless network, as it is secured through the use of your NetID. An added benefit to configuring your devices to use eduroam is that your BC credentials will work to log into the network of any college or university campus in the world, which also uses eduroam.
  - See https://www.eduroam.org/ for more information.
- We recommend any guests needing wireless access use 'BC', which is an open, unsecure network that does not require a NetID. You may use 'BC' as well, however the network is not secured.

How do I setup up my printer?

- If you have your own personal printer you may set it up on BC's wireless network. It is your responsibility to configure your computer to be able to use your printer.
  - You are also responsible for your own printer paper for printers in your room.
- Please know that if you decide to configure your printer on the wireless network, all others using the network will be able to see your printer, and be able to print to it.
  - We recommend that you turn off your printer when not in use to prevent this.
- You may also connect your printer directly to your computer with a cable. We suggest using the USB connection to print, if at all possible.

Where can I print on campus?

- There are several locations where student printing is available. These include computer labs such as N250 and D101; the library media center (D126); public kiosks; and the PALS Center (C105). The following KB provides the availability times for each of these locations.
  - https://bellevuecollege.teamdynamix.com/TDClient/KB/ArticleDet?ID=24665

How do I get technology help?

- Information Technology Services (ITS) operates a Service Desk (SD) for technology support.
  - The SD may be reached at **425-564-4357**. You can also visit the SD in person in room **A109**.
  - Standard operating hours are:
    - **MON – THU 7 a.m. – 7 p.m.**
    - **FRI 8 a.m. – 4 p.m.**
  - Operating hours during finals and between quarters are noted on the TeamDynamix (TDX) portal noted below.
- You can also submit an issue to BCs TDX ticketing system in 2 ways:
  - Through the TDX Client Portal at https://bellevuecollege.teamdynamix.com/TDClient/Home
  - By sending an email to servicedesk@bellevuecollege.edu

What else should I know?

- Please do not remove, dismantle, adjust or otherwise tamper with any of the Wireless Access Points (WAPs) that are located throughout the residence halls.
- Please do not set up any networking devices anywhere in the residence halls such as switches, routers or modems as they will interfere and potentially disrupt the wireless networks.
- In situations where the above are not followed, and damage or equipment loss occurs, the offending person(s) may be subject to replacement expenses and other possible disciplinary actions.

Thank you, and welcome once again to Bellevue College!