

# Guide to Using Technology at Blue Ridge CTC

## I. Logging-On

To log-on to the computers at Blue Ridge CTC you must enter your User Name (it is six letters-usually composed of the first initial of your first name and the first five letters of your last name, plus two numbers) and your password. For example, if your name is, John Smith, your username may be jsmith01. Both your username and password can be retrieved from BRIDGE by going to: Personal Information, Password Management, Retrieve original password.

From a computer off campus, simply begin by accessing the college home page at [blueridgectc.edu](http://blueridgectc.edu).

## **II. BRIDGE**

**BRIDGE** is our self-service, information management system.

**Students** can register for classes, check grades, unofficial transcripts, and financial aid + more

**Faculty** can view class rosters, enter grades, and access advisee records + more

**Access BRIDGE** by following these 4 simple steps:

- 1. Go to [www.blueridgectc.edu](http://www.blueridgectc.edu)**
- 3. Click on “Log in to Bridge” in the *Quicklinks* box**
- 4. Enter your User ID (also called your Blue Ridge Student ID # or “C” number) and Pin and click on “Login”**

Your Pin # (6 digits) is originally set as your birthday – MMDDYY. Upon your first login, you will be asked to immediately change your PIN to a 6-digit number other than your birth date. Afterwards, your PIN will be the new 6-digit PIN that you entered. If you forget your new PIN, the staff in the Enrollment Management Office, can reset it to your birth date upon the presentation of a valid photo ID. You will then be forced to change your PIN the next time that you login.

BRIDGE requires you to enter a Login Verification Security Question and Answer. Enter question of your choice (such as, "What is your mother's maiden name?") and provide an answer that you can remember. If you then forget your PIN, click on the “Forgot PIN?” button and answer the question that you entered. You will then be asked to enter a New PIN (a 6-digit number other than your birth date). This number becomes your new login PIN. If you have problems logging into BRIDGE, contact the Help Desk.

### **Getting Locked Out:**

If an incorrect PIN is entered three times in succession, your BRIDGE access is disabled. The Enrollment Management Office, a Division Dean, or the office of Information Technology can reset your PIN number. You must present a picture ID for verification.

### **III. Blue Ridge EMAIL**

Once registered, an email account is assigned to each student. Faculty is assigned an email account when all paperwork has been completed through the Human Resources Department.

**Check your Blue Ridge email regularly for information concerning course assignments, communications, class registration, important deadlines, and more!**

You can find your Blue Ridge email account Username and Password by logging into BRIDGE – then click on “Personal Information” then “Password Management” and finally “Retrieve original password”.

For your Blue Ridge email account, use the username as found in BRIDGE, but add “*blueridgectc.edu*” to the end. For example, if your name is, John Smith, your BRIDGE username may be jsmith01, so your email username would be jsmith01@blueridgectc.edu.

Your email password (which is different from your BRIDGE pin#) is computer generated and determined for you. You can find your password by logging on to BRIDGE – then click on “Personal Information” then “Password Management” and finally “Retrieve original password”.

**Access your Blue Ridge Email** by following these 4 simple steps:

- 1. Go to [www.blueridgectc.edu](http://www.blueridgectc.edu)**
- 3. Click on “Log in to access Email” in the *Quicklinks* box**
- 4. Enter your Blue Ridge email User Name (i.e. jsmith01@blueridgectc.edu) and Password (found in BRIDGE)**

#### **Reading Email:**

Once you open your Blue Ridge email account, you open messages by clicking on the title in the “Subject” column. Then use the icons to take your chosen action.

#### **Attachments:**

If you have a pop-up blocker on your computer, you may have to hold down the “Control” key while you click on attachments to open them.

#### **Security:**

When sending email, keep in mind it is sent via an unprotected source and without encryption. Do not divulge personal, confidential, or financial information via email. This could result in an embarrassing situation or in your information’s confidentiality being compromised.

NEVER open an email from an unknown source. This is the trap that has caught many victims of recent email and attachment viruses. If you don’t know the source of the email, don’t trust its integrity. Delete the email without opening it.

#### **IV. WebCT – On Line Courses**

You may access WebCT from any computer with Internet access.

Your WebCT ID is your username as found in BRIDGE, typed in capital letters, preceded by “brs\_”. For example, if your name is John Smith and your user name is “jsmith01”, your WebCT ID would be “brs\_JSMITH01”. (The “brs” stands for Blue Ridge Student.)

You can find your user name and password by logging on to BRIDGE – then click on “Personal Information” then “Password Management” and finally “Retrieve original password”.

**Access WebCT** by following these 5 simple steps:

- 1. Go to [www.blueridgectc.edu](http://www.blueridgectc.edu)**
- 3. Click on “Log in to WebCT” in the *Quicklinks* box**
- 4. Click on “Log in to myWebCT”**
- 5. Enter your WebCT ID (i.e. brs\_JSMITH01) and Password (found in BRIDGE)**

Once logged in, WebCT will list course(s) for which you are registered. If you do not see your class(es) listed by the day all classes begin, students should contact the instructor immediately. Click on the course title to enter. Student must spend time becoming familiar with all the links and components of each WebCT course.

In addition to other communication options, WebCT contains an email component that is separate from your Blue Ridge email account. Note which method the instructor requires for that course. When using email through WebCT, continue to check your Blue Ridge Email account regularly.

## **V. Changing Passwords**

**Change your Network and Email Password** by following these steps:

1. Go to [www.blueridgectc.edu](http://www.blueridgectc.edu)
  3. Click on “Log in to Bridge” in the *Quicklinks* box
  4. Click on “Personal Information”
  5. Click on “Password Management”
  6. Click on “Change current password”
  7. Type in new password and verify
  8. Click on “Change password”
- Wait 15 minutes for the change to take effect.

**Need Help? Contact User Support/Help Desk: 304-260-4380 ext. 2238**

[support@blueridgectc.edu](mailto:support@blueridgectc.edu)