

# Access your JCC computer accounts at: [www.sunyjcc.edu/myjcc](http://www.sunyjcc.edu/myjcc)

If this is the first time accessing your JCC computer accounts, please review following information.

If you do not know your username, you can retrieve it by going to the Banner home page.

## Banner (Course registration, student account/bill, financial aid, address/phone information)

- Go to: [www.sunyjcc.edu/myjcc](http://www.sunyjcc.edu/myjcc)
- Select: **Banner** button
- Select: **Enter Secure Area**
- Enter your **User ID** (or your username)  
Your social security number or J# (starts with **J00...**) will also work in the User ID field.
- Enter your **PIN** (password)  
**NEW students:** The first time you log in use your birthdate in **MMDDYY** format. (ex. 012490)
- Not sure what your User ID and PIN are?  
Select: [Click here.](#)
- Follow the prompts. Your username and PIN will then be emailed to you.

If you are a returning student and forgot your password, enter your social security number in the User ID field and click "Forgot PIN". If you have a security question setup, answer it and reset your PIN. If you can't remember the answer or you don't have a security question setup, **please call the Registrar's Office at 716.338.1018.** The Registrar's Office is the only office that can change your Banner PIN.

The image shows two screenshots of the Banner system. The top screenshot is a warning message: "Not sure what your User ID and PIN are? Click here." It includes input fields for "User ID" (containing "burbeydm01") and "PIN" (masked with dots), and buttons for "Login" and "Forgot PIN?". The bottom screenshot is the "Banner Home" page, titled "Welcome to Jamestown Community College". It contains a message: "Welcome to Jamestown Community College! This is the page where you can get access to your student accounts." Below this is a form for entering the "J-Number" (JCC ID number) and a "Go" button. There are also radio buttons for "What is my Username" and "Reset my Banner PIN".

## Your MyJCC login (Access your student Email, Blackboard, Starfish, Wifi, College computers)

- Go to: [www.sunyjcc.edu/myjcc](http://www.sunyjcc.edu/myjcc)
- Select: **Google Account/Email** button
- Enter your Username (i.e. smithab01)
- Enter your password. **NEW Students:** your initial password is your birthdate in **MMDDYY** format (ex. 012490).

## Forgot Your Password

- If you forgot your password, click on the **Forgot Password?** link

## Change Your Password

- Go to: [www.sunyjcc.edu/myjcc](http://www.sunyjcc.edu/myjcc)
- Select: **Username and Password** button
- Select: [Change your MyJCC password](#)
- Follow the prompts.

The image shows two screenshots of the MyJCC login interface. The left screenshot is titled "Enter your Username and Password" and shows input fields for "Username" (containing "smithab01") and "Password" (masked with dots). There is a "Forgot Password?" link and a checkbox for "Warn me before logging me into other sites." Below the fields are buttons for "LOGIN", "clear", and "Change Password". The right screenshot is titled "Change Your Password" and "Forgot Your Password". It contains "Login Directions" and a list of requirements for the username: "First 6 characters (or fewer) of your last name", "First character of the first name", "First character of the middle name (ONLY if you provided JCC with your middle name on your application)", and "A two digit number". An example is given: "Jane M. Anderson would be (andersjm01)". It also includes a "Password:" section with a requirement: "Your password is your birth date in the form: MMDDYY Example: January 7, 1989 would be 010789". At the bottom, there is a "Help is available!" section with a table of contact information.

Email	JCCHelpDesk@mail.sunyjcc.edu
Phone	716.338.1122 or 1.800.388.8557
Location	Hultquist Library
Online	<a href="https://jcchelpdesk.sunyjcc.edu">https://jcchelpdesk.sunyjcc.edu</a>

Confused? We are here to help! Please email or call us. Include your full name and phone number.

JCC Helpdesk

[JCChelpdesk@mail.sunyjcc.edu](mailto:JCChelpdesk@mail.sunyjcc.edu)

716.338.1122

**Other helpful numbers:**

Admissions 716.338.1001; Business Office 716.338.1003

Advisement/Counseling Center 716.338.1007; Financial Aid 716.338.1009; Registrar's 716.338.1018