SMART Credentials

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Summary

SMART Credentials (Self Managed Account Recovery Tool) enables two-factor authentication for BC WebCentral password and ACCESS-CODE changes. It is currently required for all new WebCentral accounts and opt-in for existing WebCentral accounts and ACCESS-CODES. Once enrolled in SMART Credentials, a verification code is sent to one of your verified account recovery options via text or email. You need to successfully enter this verification code, in addition to your EMPL ID and Date of Birth, to reset or change your password.

Getting Started (Enrolling in SMART Credentials)

1) Log in to WebCentral (https://portal.brooklyn.edu) and look for “SMART Credentials” in your “Home” tab.

2) Click the “Manage Account Recovery Options” button.

3) Add and verify your new recovery phone and email options (SMART uses these to verify your identity). All new recovery phone numbers and email addresses need to be verified (the application walks you through this brief verification process).
How do SMART credentials work once enrolled?

1) If you forget your password or attempt to change your password, SMART will send a verification code to one of the your verified contact options.

2) You are required to enter the verification code to verify your identity and change your password.

**Benefit**: Even if someone obtains access to your EMPL ID and Date of Birth, they are unable to change your password (without access to your phone or email). It's an additional layer of security.
Are SMART Credentials required?

Enrolling in SMART Credentials is currently required for new WebCentral accounts, but opt-in for existing accounts and ACCESS-CODES. It will become mandatory for all WebCentral accounts in the near future.

How do I change or remove my recovery phone number or email address?
Log in to WebCentral (https://portal.brooklyn.edu) and look for "SMART Credentials" in your “Home” tab and click the “Manage Account Recovery Options” button. From there you can add or change your recovery phone and email address. All new recovery phone numbers and email addresses need to be verified (the application walks you through this brief verification process).

What if I lose access to my verified contact options?

You will need to come in-person to Brooklyn College ITS to verify your identity with a valid photo id.

How do SMART Credentials work with ACCESS-CODES?

SMART credentials are currently optional for ACCESS-CODES. Faculty/staff members enrolled in SMART credentials will be sent a verification code when changing their ACCESS-CODE.

I still have questions?

Please call WebCentral support at: 718-951-4357 for assistance.