This is an internal doc intended to IT Services to assist GC student logging into Handshake website. GC Career Planning department partnered with Handshake to provide this resource to GC matriculated and Alumni students only. Permit students are not eligible.

How to login to Handshake website

1. Navigate to https://gccuny.joinhandshake.com/edu

2. Select the “The Graduate School and University of the City University of New York Sign On” option; see screenshot
3. Enter your GC Network username (1st letter of your first name and full last name) and password:

If you received an incorrect user ID or password, you can reset your GC password via self-service tool; [https://passwordreset.gc.cuny.edu](https://passwordreset.gc.cuny.edu)

Incorrect user ID or password. Type the correct user ID and password, and try again.

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ge\mchoon.test
```

Password

Click Sign in

Please sign in with your GC network account.

4. After a successful login, you will get to the landing page. Select “Set Up Single Sign On” option.
5. A dialog box will prompt you to enter your email address, use your @gradcenter.cuny.edu email address. Then an activation passcode will appear:

6. Check your email via [http://office.portal.com](http://office.portal.com). After you successful logged in your email, you will receive the following notification from Handshake. Select “Click Here“ to proceed:

7. Enter the passcode you received from Step#3, and click on “Finish SSO Setup”

8. You will be redirect back to landing page with “SSO Setup completed...”
9. A dialog to check your email will appear after you sign-in

![Check your email](image)

10. Go to your Handshake email and “Confirm Email”

![Handshake email](image)

11. Congratulations! You have completed the setup, now you can start using Handshake by creating your profile

![Glad you're here, Mark!](image)
Troubleshooting:

1. Email address is not listed.
   (a) If your email address has not registered in Handshake, you will get the below email in Step 4 in the Handshake notification.

   ![Handshake email notification]

   We recently received a request to set up SSO for your email address, zhoom@ac.com. However, the email address listed does not yet have an account set up.

   You can set up your account by registering here.

   If you did not request a password reset, simply ignore this email.

   (b) Select register here in the Handshake notification email, and proceed to “Add your school”

   ![Add your school]

   c. Click on “Next” and process to create your profile:
2) **Logged in with an incorrect GC credentials**

(a) You can cancel SSO configuration and start over

![SSO Configuration](image)

**Note:**

- Only GC Matriculated & Alumni are eligible for this service. Permit students will not have access.

- Escalation contacts:
  - GC Career Planning Admin Coordinator - Annabella Bernard, [careerplan@gc.cuny.edu](mailto:careerplan@gc.cuny.edu)
  - GC IT Systems lead engineer for SSO - Yiu Ming Cheung, [ycheung@gc.cuny.edu](mailto:ycheung@gc.cuny.edu)