

Online User Accounts for [Reconnect Portal](#)

*This is a guide for the user(s)** on how to have their online user profile set up for them, have accounts created for them, access/view their online user profile, and how to reset their password.*

****Note that all Boston College Students, Faculty/Staff, and on-campus personnel already have an account. Login to the portal using your AGORA PORTAL credentials.**

Step 1: Call Member Services at 617.552.0797

- They will create your online user profile
- An **online user profile** allows folks to register for programs on our [reconnect portal](#)

Step 2: Notify Member Services Attendant that you *“need to create an online account to register for programs”*

Step 3: Provide YOUR name to the Member Services Attendant

- If you (or your youth) has been involved with Campus Recreation previously, you will already have an account created
 - Involvement may include, but is not limited to:
 - Being a former member of the Boston College community (Student/Fac/Staff/etc...)
 - Youth Swim Lessons or Recreational Day Camp
 - Purchased a guest pass
 - Master’s Swim Program
- If you or your youth(s) do **not** have an account created, we will have to create them
 - Please be prepared to share the following to create the account:
 - First Name
 - Last Name
 - Date of Birth
 - Gender
 - Phone Number
 - Email Address

Step 4: Member Services Attendant will assign your email address as your [reconnect portal's](#) “username” and the system default password as your “password”

- **If you have any issues with the default password, you can click on “Trouble signing in?” and enter your email address to reset the password**
- The system default password is “BC_Campus_Rec1”
 - You are prompted to change your password upon initial login.

Step 5: You now have access to the [reconnect portal](#), and can register for eligible programs!

For additional information regarding the reconnect portal, please take a look at the following page!

Additional Info!

User Profile

- Top right corner has username with a photo (if applicable), so click the photo and “Profile”
- Profile: Can view date of birth... gender... email address... phone number... family members (if applicable)
- Memberships, Facility Access: Any membership or facility access history (if applicable)
- Orders: Past orders you have made (if applicable)
- Invoices: Invoices from the orders (if applicable)

To View and Register for Programs

- User (parent/guardian of youth) can register for programs
- Find program
- Click **REGISTER** - If you have multiple “Family Members”, you will have to **select one**
- Click **CHECKOUT**
- In “Proceed to Checkout” window, click **CHECKOUT**
 - If >\$0, you will be brought to a **secure checkout page** to complete the sale
 - Email confirmation will be sent upon checkout
 - If a \$0 program, you will receive an email confirmation

Password Resets*

- Visit reconnect.bc.edu
- Click **Sign In**
- Enter **Username**
 - Email address associated with the account and online profile
- On the **Welcome Back!** window, click **Trouble signing in?**
- Enter **Email Address**
- Click **Reset Password**
- Go to your email and follow the reset instructions
 - If you do not receive the email within a few minutes, check your **SPAM** folder as well, just in case the email was sent there
 - New password requires:
 1. Minimum EIGHT characters
 2. At least ONE upper case letter
 3. At least ONE lower case letter
 4. At least ONE non-alphanumeric character
 5. At least ONE number

**You can also reset your password by contacting Member Services at 617.552.0797*