

## GTC SELF-SERVICE PASSWORD RESET TOOL USER GUIDE

GTC has implemented a **self-service password tool** that can be used by students and employees to reset these specific college passwords as shown below:

STUDENTS: passwords for GTC4me, Blackboard, and Office 365 (Gmail passwords are not included at this time.)

EMPLOYEES: Network password which includes Outlook/Webmail, GTC4me, Blackboard, and Office 365 (Gmail, Colleague and Kronos passwords are not included at this time.)

The link for the Self-Service Password Reset Tool is <https://account.gvltec.edu>.

### GETTING STARTED

If you have previously set up your password through this tool and need to recover it, or if you are told your account is locked, use one of the first two buttons:

***Forgot My Password***

Recover your FORGOTTEN Password

Use this option if you can't remember your password and want to reset it. (See next page for detailed instructions.)

***Unlock My Account***

If you are notified your account is locked

Use this if you receive a message your account is locked. (Follow on-screen instructions.)

If you are using this tool for the first time to register your password, whether you are a new student, returning student, or employee, use the last button (See below for detailed instructions.):

***Register/Change known PWD***

Provide your username WITHOUT gvl/ or gts/

**THIS IS THE FIRST STEP THAT MUST BE COMPLETED!**

Also use this option **if you want to change a KNOWN password or other account settings**, like alternate email or mobile number. (Follow on-screen instructions.)

**FOR ALL NEW/FIRST TIME USERS** (must be completed before you can use the tool to reset or recover password)

***Register/Change known PWD***

Provide your username WITHOUT gvl/ or gts/

1. Drag slider bar and click NEXT to prove you are a human:

I AM A BOT



I AM A HUMAN

2. Fill in your current, active username and password.
  - The username is the one you use to log into GTC4me/Blackboard (without the prefix of either "gts\" or "gvl") or the network (for employees).
  - For a new student account, the password is the last six digits of your social security number.
  - For returning students and employees, enter the same network password you currently use for logging into your accounts.
3. User Setup – Use the Next button and enter your mobile number (including your area code) and/or an alternate NON-GTC email address. **It is strongly recommended you include both, which will improve your ability to recover your password.** Use Contact Details to add or modify either the number or the address.

Now Complete

Mobile Numbers

4. When you see the following, click **Finish**:

Once you've finished using the Self-Service Password Reset Tool, be sure to log out of your account.

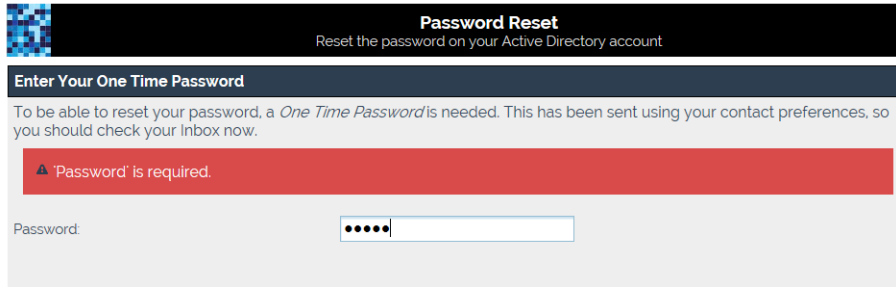
## Forgot My Password

Recover your FORGOTTEN Password

1. Drag slider bar and click NEXT to prove you are a human.



2. On the next screen, enter your username. A password recovery email will be sent to the address on your account as well as to your alternate email address if you have added one and to your mobile device (if you have texting enabled.)
3. Copy your **One Time Password** from your email (or text) and enter it in the Password field as shown below.



**Password Reset**  
Reset the password on your Active Directory account

**Enter Your One Time Password**

To be able to reset your password, a *One Time Password* is needed. This has been sent using your contact preferences, so you should check your Inbox now.

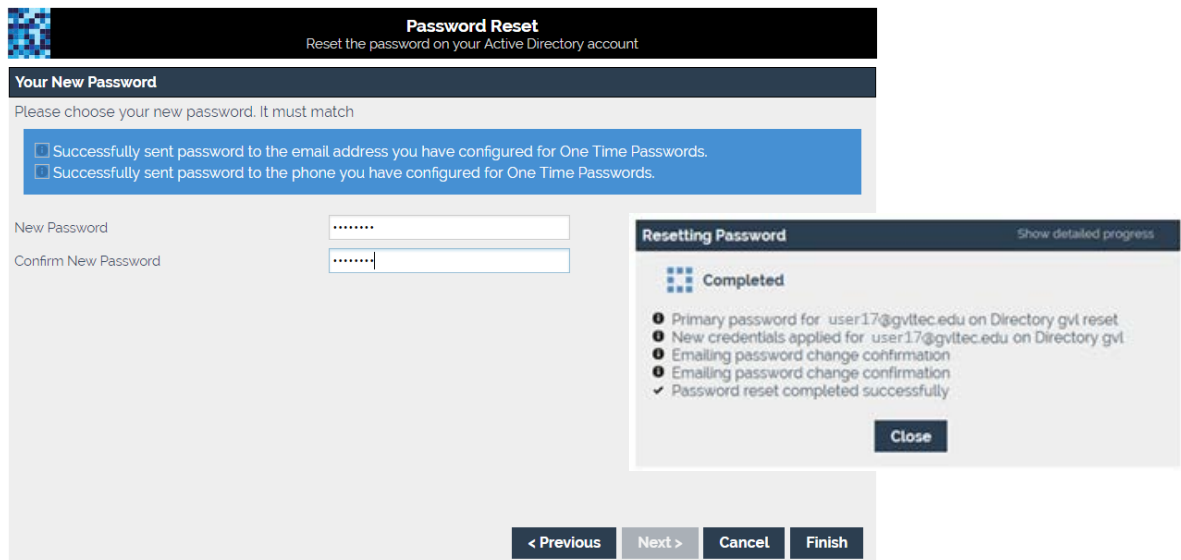
**▲ 'Password' is required.**

Password:

4. After you have entered the One Time Password correctly, you'll receive the message(s) shown in blue below.

- Successfully sent password to the email address you have configured for One Time Passwords.
- Successfully sent password to the phone you have configured for One Time Passwords.

5. On the screen shown below, you can create Your New Password. Click **Finish** when you have entered your new password in both of the password fields.



**Password Reset**  
Reset the password on your Active Directory account

**Your New Password**

Please choose your new password. It must match

- Successfully sent password to the email address you have configured for One Time Passwords.
- Successfully sent password to the phone you have configured for One Time Passwords.

New Password:

Confirm New Password:

**Resetting Password** [Show detailed progress](#)

**Completed**

- Primary password for user:17@gvttec.edu on Directory gvt reset
- New credentials applied for user:17@gvttec.edu on Directory gvt
- Emailing password change notification
- Emailing password change confirmation
- ✓ Password reset completed successfully

**Close**

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

Once you've finished using the Self-Service Password Reset Tool, be sure to log out of your account.