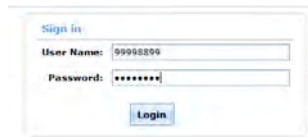


# How to Setup your Self Service Password Reset Tool

Use these instructions to set up your Self Service Password Reset Tool for the first time.  
NOTE: When setting up this tool for the first time you will need to know your current LTC computer/network user name and password.

1. Go to: <https://selfservice.gotoltc.edu>
2. **On Campus:** If you are logged in on a campus computer with your LTC credentials you will automatically be logged into the Password Reset portal, Proceed to Step 3.  
**Off Campus:** Sign in with your LTC network/computer user name and password.

**User Name:** Your network/computer user name  
**Password:** Your network/computer password

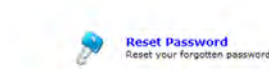


Sign In

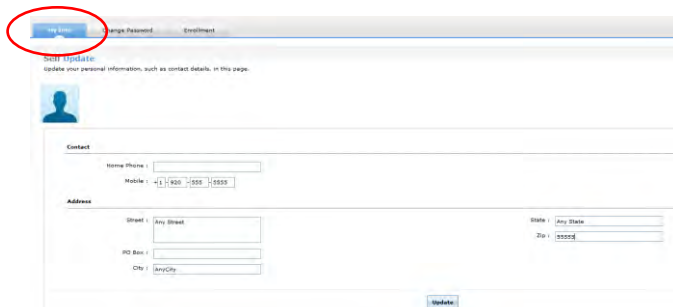
User Name:

Password:

Login



3. On the **My Info** tab fill in all the information.



My Info | Change Password | Enrollment

Self Update  
Update your personal information, such as contact details, in this page.

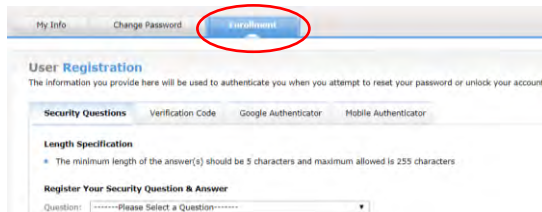
Contact  
Home Phone:   
Mobile:

Address  
Street:  State:   
PO Box:  Zip:   
City:

Update

NOTE: Fill in the mobile number section for simple and quick password self-resets.  
You can receive verification codes to your mobile phone through text message to easily reset your password.

4. When finished click **Update**
5. SKIP the Change Password tab – This is only used to change your current password.
6. Click on the **Enrollment** tab



My Info | Change Password | Enrollment

User Registration  
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions | Verification Code | Google Authenticator | Mobile Authenticator

Length Specification  
• The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Question & Answer  
Question:

7. Under the Enrollment tab you can register for different options on how you prefer to receive verification to reset your password. Your choices include:
  - Security Questions
  - Verification Code
  - Google Authenticator
  - Mobile Authenticator

You will need to **do at least one** of the these, but you can setup as many as you want.

8. Click on the tab you would like to register for (*Security Questions, Verification Code, Google Authenticator, or Mobile Authenticator*)
9. Fill in all the information for that tab (*see below for information on how to fill in each tab*)
10. When finished filling in the information for that tab, click **Update**
11. Once you click Update it will say you have “Successfully Updated the Registration”. To register for additional options click on the Enrollment tab and follow steps 8-10 again.

### Security Questions:

Choose and answer a question for the first 2 questions and the 3<sup>rd</sup> question you will make yourself.

### Verification Code:

Enter a mobile number and an email address other than your @gotoltc.edu, that a verification code can be sent to, to reset your password.

## Google Authenticator

Is an App that you can install on your phone. The App will give you the steps for your particular phone model.

User Registration  
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions Verification Code **Google Authenticator** Mobile Authenticator

You have already enrolled for Google Authenticator.

**Install Google Authenticator**

- The Google authenticator can be used with Android / iPhone / BlackBerry phones. [Install Google Authenticator](#)

**Configure Google Authenticator**

- Open the app, and tap = to add an account.
- Using the app, scan the barcode image given below.

[Have problem in loading the image ?](#)

3. Enter the code generated by your authenticator app.

[Update](#)

## Mobile Authenticator

Is an App that can be installed on your mobile phone. This is an App version of our Self Service Site. <https://selfservice.gotoltc.edu>

My Info Change Password **Enrollment** Helpdesk

User Registration  
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions Verification Code Google Authenticator **Mobile Authenticator**

You have already enrolled for Google Authenticator.

**Install ADSelfService Plus Mobile App**

- The ADSelfService Plus Mobile app can be used with Android and iPhone phones. [Install ADSelfService Plus Mobile App](#)

**Enrolling from ADSelfService Plus Mobile App**

- Open ADSelfService Plus mobile app and log in with your Windows username and password.
- Select the methods you want to enroll and Click Enroll/Update

12. When finished with your set up process, click **Sign Out** at the top of the screen.

HELP: Please contact the LTC Technology Help Desk with any questions, 920-693-1767