

How to Setup your Self Service Password Reset Tool

Required Browsers: Any browser will work

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 username and password. If you don't remember your password, please contact the LTC Technology Helpdesk (920-693-1767) and they will help you reset your password.

1. Go to <u>https://selfservice.gotoltc.edu/</u>.



Figure 1 - Self Service Reset Home Page Image

- 2. Log in with your LTC computer/network username. Staff: First two initials of first name and first two initials of last name OR first two initials of first name and first three initials of last name Students: Student ID number Password: Use current LTC email password or if you are a new user and never changed your password the default password is: First two initials of first name, first two initials of last name, last 4 of SSN or ID number, first two initials of first name, first two initials of last name, last 4 of SSN or ID number. Note: The first letter of your first name initial is capitalized. Click the Login button.
- 3. Under the **Profile** Tab, click on the **Edit** button to fill in all the information.

Click the **Update** button when finished.

	Technology Help Desk	
•	Sign In	
	P	
	Login	
<i>»</i>	Forgot your password?	~
A	Account locked down?	^

Figure 2 - Log into Self Service Image

Profile Change Passwor	d Enrollment	Applications			▼ Search Employee	
Profile 🕐						🖌 Edit
Contact			Address			
Home Phone			Street	-		
Mobile			PO Box	-		
			City	-		
			State	-		
			Zip			

Figure 3 - Profile Tab Image



 Click on the Change Password tab to change your password. Type in your old password and then type in a new password.

New Password Credentials:

- Minimum length should be at least 15 characters
- Must contain at least 1 upper case character(s)
- Must contain at least 1 lower case character(s)
- Must have at least 1 numerical character(s)
- Must not be a palindrome, ex: racecar or mom
- Must not have 5 consecutive characters from username

Click on the **Change Password** button when finished.

5. Click on the **Enrollment** tab.

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
- Email Verification
- SMS Verification
- Google Authenticator
- Push Notification Authenticator
- Fingerprint Authentication
- QR Code-based Authentication

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

L TC	Technology Help Desk			
Profile	Change Password	Enrollment		
Change Pa	assword (?)			
	Current Password	•••••		
	New Password	•••••	(P)	
	Confirm New Password	•••••	۹	
		 Minimum length should be at least 15 Must contain at least 1 upper case character(s) Must contain at least 1 lower case character(s) Number of numerals to include 1 Must not be a palindrome ex. racecar or mom Must not have 5 consecutive characters from username 		
		Change Password Car	icel	





Figure 5 - Enrollment Tab Image



 Click on the tab you would like to register for (Security Questions, Email Verification Code, SMS Verification, Google Authenticator, Push Notification Authenticator, Fingerprint Authentication, or QR Code-based Authentication)

Security Questions:

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

Click the **Update** button when done.

Question :	Who is your childhood hero ?	~	
	Answer	Confirm Answer	
Question :	What is the first name of your eldest nephew/ niece ?		
	Answer	Confirm Answer	

Figure 6 - Security Questions Image

Email Verification Code:

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

Click on the **Send Code** button. Once you receive the email type in the code and then click on the **Verify Code** button.

SMS Verification:

You can use the verification code sent to your mobile number to prove your identity during SelfService and Logon actions.

Type in your phone number and then click on the **Send Code** button. Once you receive the code typein the code and then click on the **Verify Code** button.

Email Verification				
Enter the email address when	e you want to receive the verification code			
Enter Email address	Send Code			
Enter the code that you receiv	red via email			
Enter verification code				
Enter verification code	Verify Code			

Figure 7 - Email Verification Image

SMS Verification				
Enter the mobile number where	you want to recei	ive the verification code		
+ x xxx xxx xxx	Send Code			
Enter the code that you received	d in your mobile			
Enter verification code	Verify Code			

Figure 8 - SMS Verification Image



App)

How to Setup your Self Service Password Reset Tool

Google Authenticator:

You can use the code generated by the Google Authenticator app to prove your identity during SelfService and Logon actions. The App will give you the steps for your particular phone model.

Go through the steps and then type in the code. Click on the **Verify Code** button.

Push Notification Authenticator (You will

need to use the ADSelfService Plus Mobile

approve the request to prove your identity

Push Notifications are sent to your registered mobile device. You need to

during SelfService and Logon actions.



Figure 9 - Google Authenticator Image



- 3. Select the Mobile App Authenticator icon and enable the Push Notification authentication method.
- 4. Now tap Enroll/Update at the top.

Figure 10 - Push Notification Authenticator Image

app.

Fingerprint Authentication (You will need	Fingerprint Authentication
to use the ADSelfService Plus Mobile App)	
Verify your fingerprint using ADSelfService	This authentication method can be enrolled only from ADSelfService Plus Mobile Install ADSelfService Plus Mobile App
Plus mobile app to prove your identity	
during SelfService and Logon actions.	Steps to enroll for Fingerprint Authentication

- 1. Open ADSelfService Plus Mobile app and log in with your domain username and password.
- 2. Tap the user icon and select the Enrollment tab.
- 3. Select the Mobile App Authenticator icon and enable the Fingerprint authentication method.
- 4. Now tap Enroll/Update at the top.

Figure 11 - Fingerprint Authentication Image

QR Code Based Authentication (You will need to use the ADSelfService Plus Mobile App)

QR Code Based Authentication

This authentication method can be enrolled only from ADSelfService Plus Mobile app. Install ADSelfService Plus Mobile App

Steps to enroll for QR Code Authentication

- 1. Open ADSelfService Plus Mobile app and log in with your domain username and password.
- 2. Tap the user icon and select the Enrollment tab.
- 3. Select the Mobile App Authenticator icon and enable the QR Code authentication method.
- 4. Now tap Enroll/Update at the top.

Figure 12 - QR Code Based Authentication Image



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



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For questions or additional information on the How to Reset your LTC Password using the Self-Service Password Reset Tool process, contact the LTC Technology Helpdesk at <u>ltchelpdesk@gotoltc.edu</u> or 920-693-1767.