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.

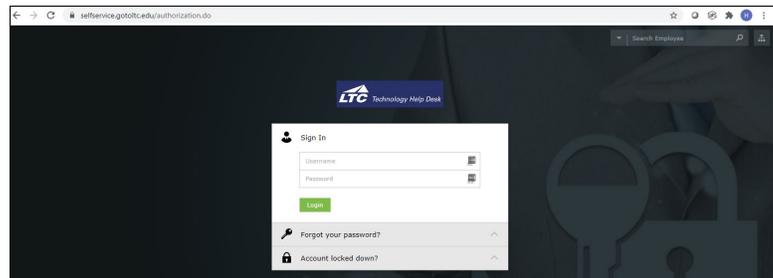1. Go to https://selfservice.gotoltc.edu/.

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.

Figure 2 - Log into Self Service Image

3. Under the **Profile** Tab, click on the **Edit** button to fill in all the information.
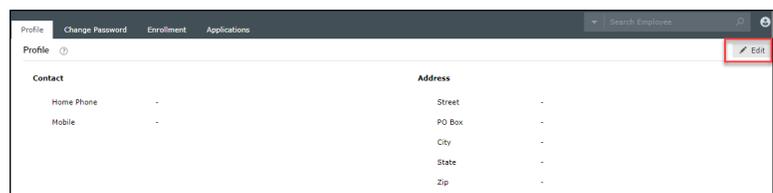
   Click the **Update** button when finished.

Figure 3 - Profile Tab Image

4. 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.

Figure 4 - Change Password Image

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.

Figure 5 - Enrollment Tab Image

6. 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.

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.

Figure 7 - Email Verification Image

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.

Figure 8 - SMS Verification Image

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.

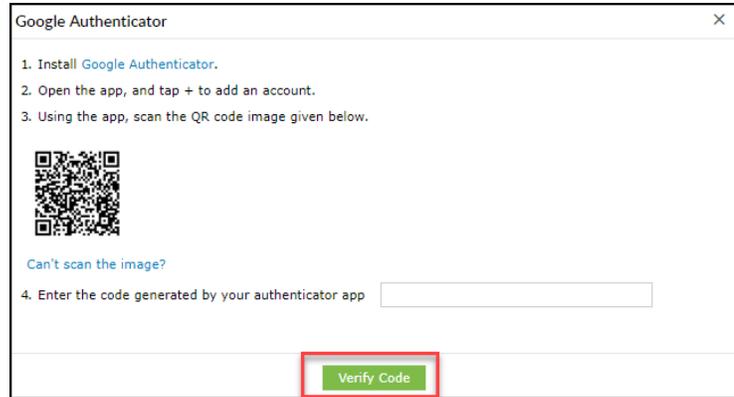Go through the steps and then type in the code. Click on the **Verify Code** button.

Figure 9 - Google Authenticator Image

Push Notification Authenticator (You will need to use the ADSelfService Plus Mobile App)
Push Notifications are sent to your registered mobile device. You need to approve the request to prove your identity during SelfService and Logon actions.
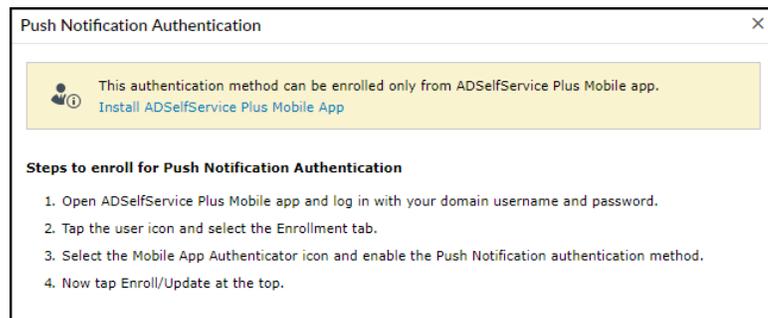

Figure 10 - Push Notification Authenticator Image

Fingerprint Authentication (You will need to use the ADSelfService Plus Mobile App)
Verify your fingerprint using ADSelfService Plus mobile app to prove your identity during SelfService and Logon actions.
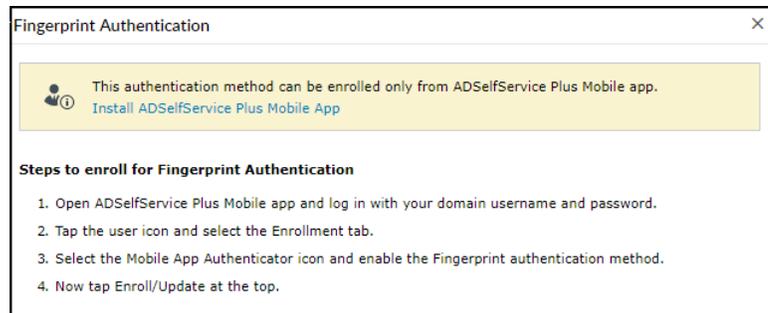

Figure 11 - Fingerprint Authentication Image

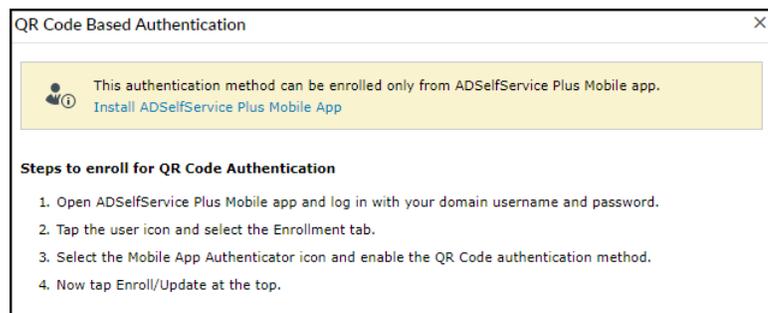**QR Code Based Authentication** (You will need to use the ADSelfService Plus Mobile App)

Figure 12 - QR Code Based Authentication Image

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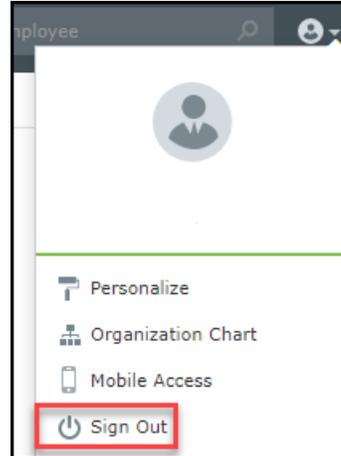   process, click **Sign Out** at the top of the
   screen.

Figure 13 - Sign Out Image

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 ltchelpdesk@gotoltc.edu or 920-693-1767.