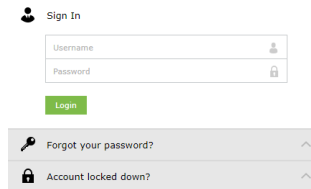


How to Setup your Self Service Password Reset Tool

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

Username

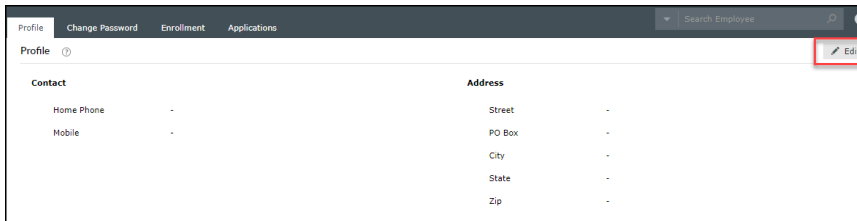
Password

Login

Forgot your password? ^

Account locked down? ^

3. Click on the **Edit** button to fill in all the information.



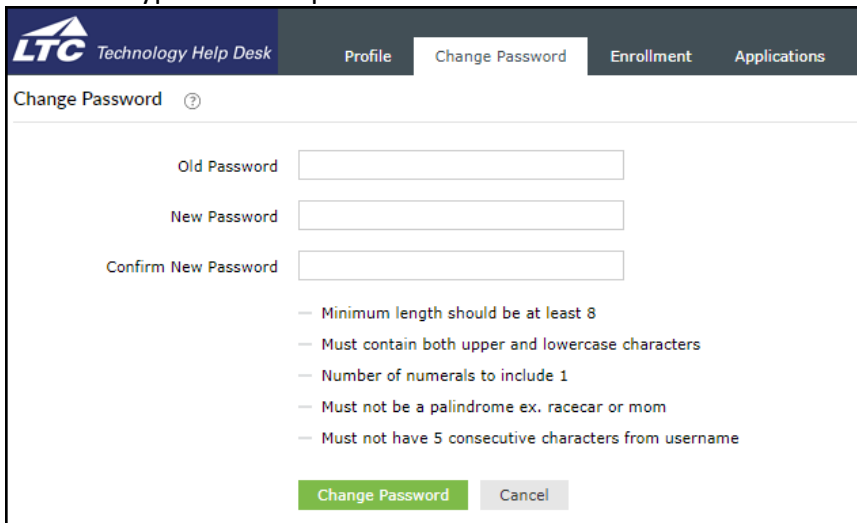
Profile Change Password Enrollment Applications

Profile ⓘ Edit

Contact	Address
Home Phone -	Street -
Mobile -	PO Box -
	City -
	State -
	Zip -

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



LTC Technology Help Desk Profile Change Password Enrollment Applications

Change Password ⓘ

Old Password

New Password

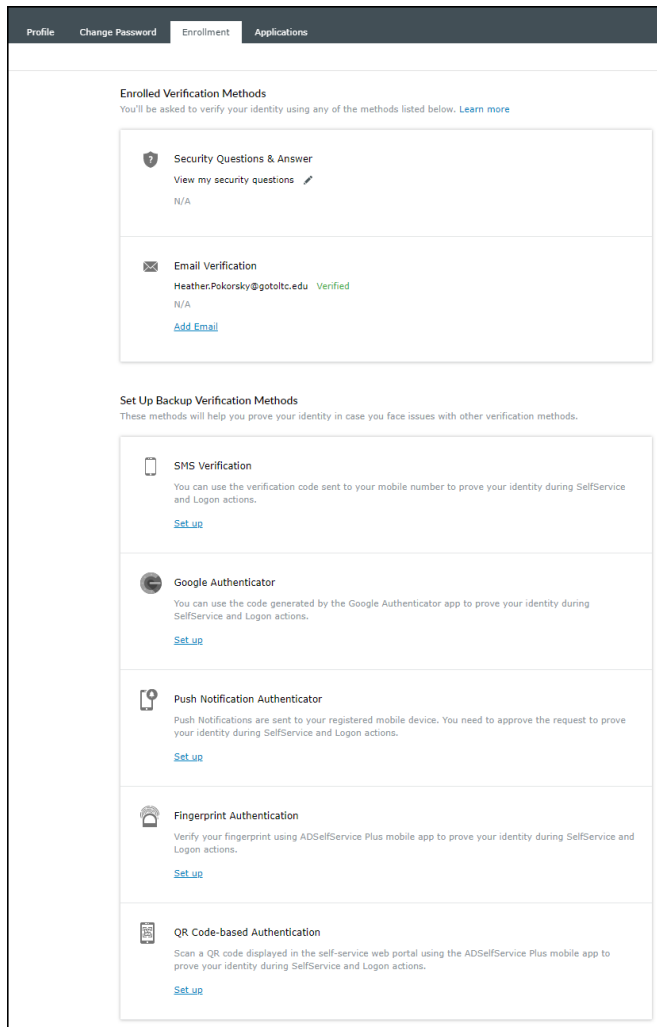
Confirm New Password

- Minimum length should be at least 8
- Must contain both upper and lowercase characters
- 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 Cancel

6. Click on the **Change Password** button.

7. Click on the **Enrollment** tab.



8. 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.

9. 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.

Security Questions

Question : Who is your childhood hero ?

Answer Confirm Answer

Question : What is the first name of your eldest nephew/ niece ?

Answer Confirm Answer

Hide Answer(s)

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

Update

Email Verification Code:

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

Email Verification

Enter the email address where you want to receive the verification code

Enter Email address Send Code

Enter the code that you received via email

Enter verification code Verify Code

SMS Verification

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

SMS Verification

Enter the mobile number where you want to receive the verification code

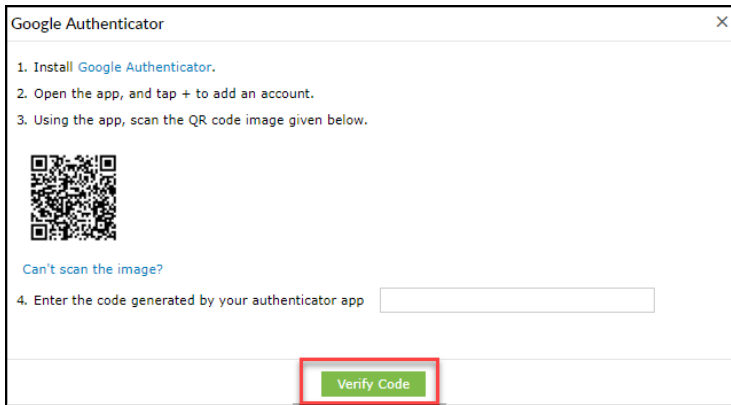
+ x xxx xxx xxxxx Send Code

Enter the code that you received in your mobile

Enter verification code Verify Code

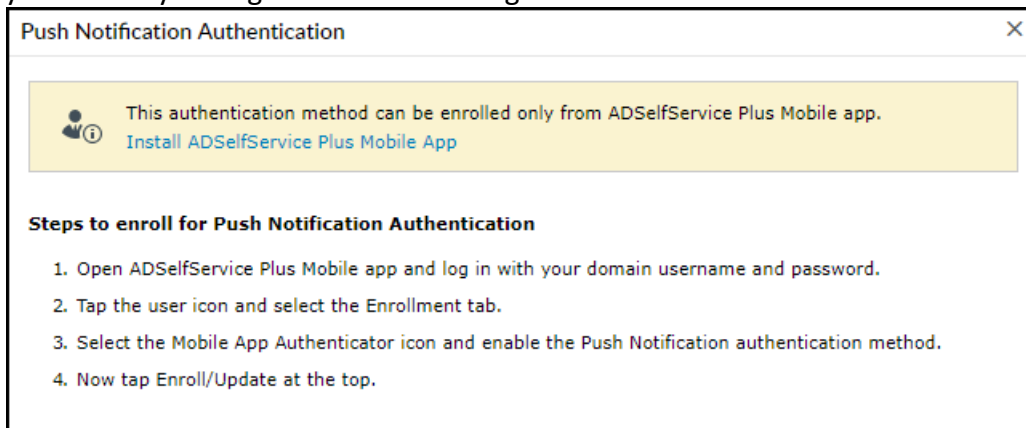
Google Authenticator

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.



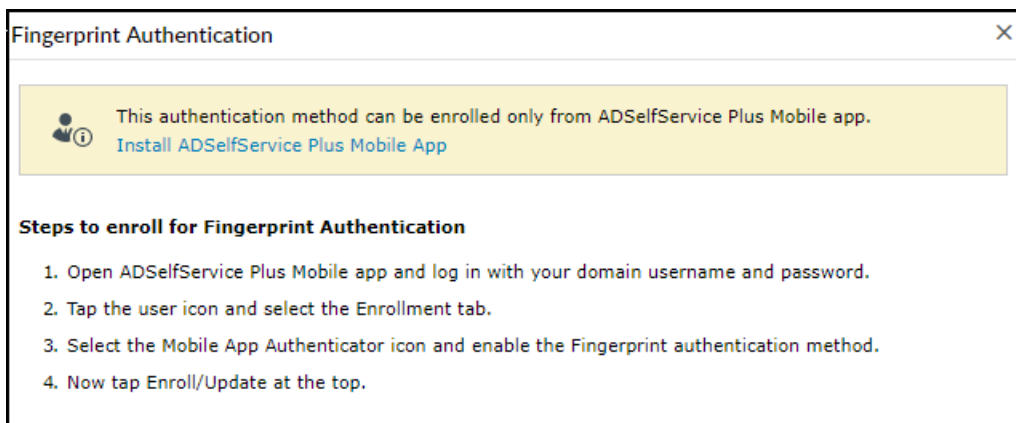
Push Notification Authenticator (You will need to use the ADSelfService Plus Mobile App)

Push Notifications are sent to your registered mobile device. You need to approve the request to prove your identity during SelfService and Logon actions.

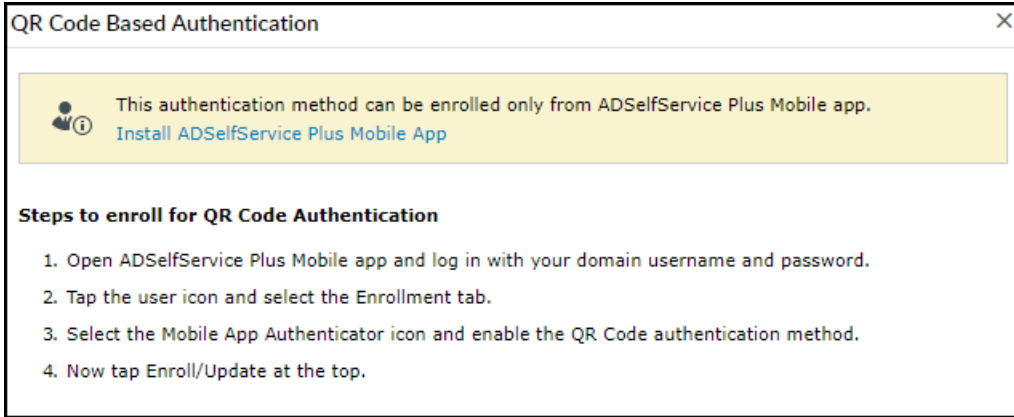


Fingerprint Authentication (You will need to use the ADSelfService Plus Mobile App)

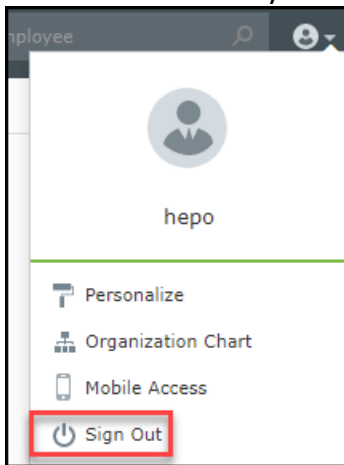
Verify your fingerprint using ADSelfService Plus mobile app to prove your identity during SelfService and Logon actions.



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



10. 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



LTC Technology Help Desk
Office: 920.693.1767 | 1.888.GO TO LTC
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