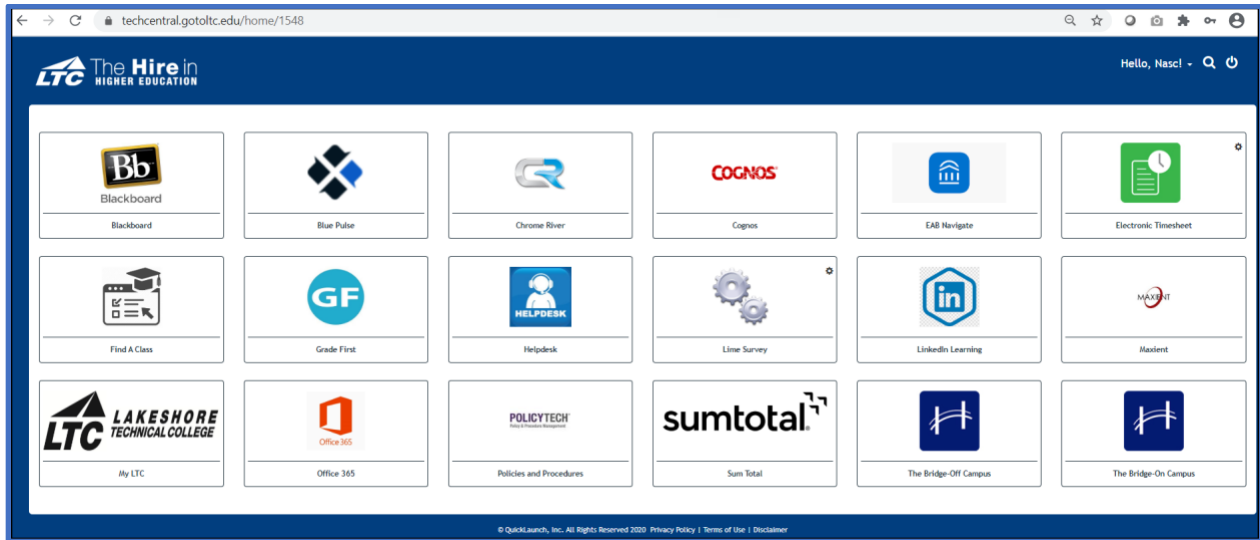

TechCentral – LTC Staff

TechCentral provides easy access to college applications from a single location. Applications include: Blackboard, Blue Pulse, Cognos, EAB Navigate, Electronic Timesheet, Help Desk, LinkedIn Learning, MyLTC, Office 365, Percipio. SumTotal, the Bridge, and more.



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TechCentral Setup

As a first-time user of TechCentral, you will need to complete a brief setup.

1. Click [HERE](#) to navigate to TechCentral or copy the following URL in a browser address bar: <https://TechCentral.gotoltc.edu>.
2. Enter Log In credentials: **Username** and **Password** (same as network login credentials).
3. First-time users will be prompted to **Please re-enter your password**; click **Sign in**.



Figure 1: Login Screen

4. To complete the enrollment process for TechCentral you will be prompted to configure Account Recovery Settings.

You may select one of three methods for your account recovery:

- a. **Security Questions** – allows you to provide personal answers that can be used to verify your identity in case you forget your password. The answers should be both easy to remember and difficult to guess.
- b. **Email Recovery** – allows you to specify one email address where you may receive verification codes.
- c. **Phone Recovery** – allows you to specify one mobile phone number where you may receive verification codes via text.

Note: You will need to complete at least one of the three methods to access your applications, however, you can setup one, two, or all three methods if desired.

5. Choose the option you prefer and follow the steps on the next page to complete the enrollment process.

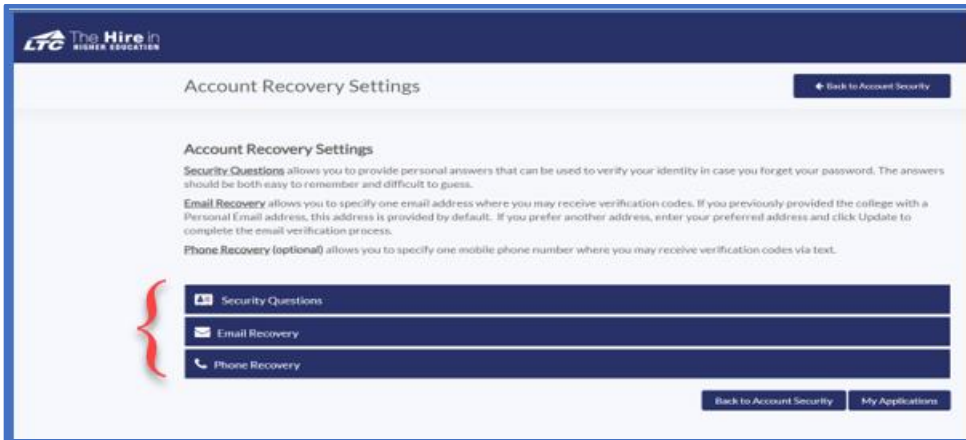


Figure 2: Account Recovery Settings

Security Questions

Provide personal answers that can be used to verify your identity in case you forget your password. The answers should be both easy to remember and difficult to guess.

1. Click on **Please select a question**; select which question you would like to answer.

Figure 3: Account Recovery - Security Questions

2. Enter the **Answer** to the question you selected.
3. Repeat Steps 1 & 2 for additional questions/answers.

Email Recovery

Specify one email address where you may receive verification codes.



Do Not use your LTC email address as your recovery email as you will NOT be able to access your email if you are locked out of your account to retrieve the one-time passcode!

1. Enter the email address you would like to use for account recovery.
2. Click **Verify**.

Email Recovery

You can recover your password using your verified email address.

Primary

Email Address

VERIFY

3. You will be sent a one-time code to the email address you identified.
4. Enter **Verification Code** in the text box; click **Submit**.
5. You will receive a confirmation message stating: “**Verified**” that lists the recovery email address.

EMAIL VERIFICATION

The security code has been sent to
schreiter.nadine@gmail.com

Enter Verification Code

Submit

You can re-send new OTP after 52 secs.
[Resend Security Code](#)

Email Recovery

You can recover your password using your verified email address.

Primary

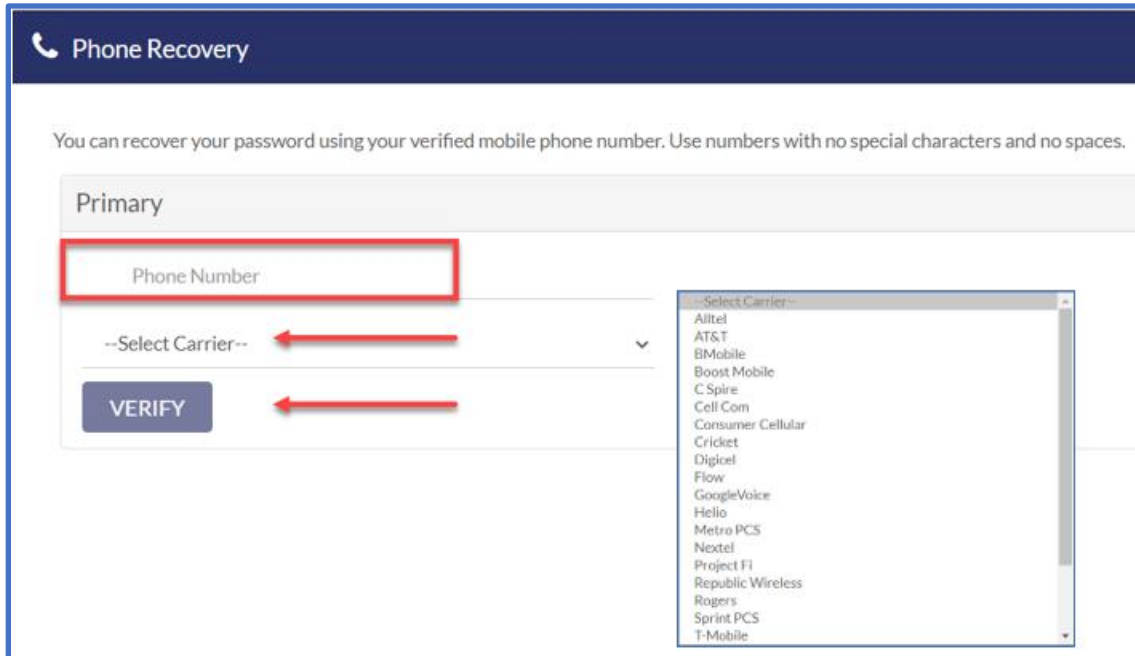
Verified

UPDATE

Phone Recovery

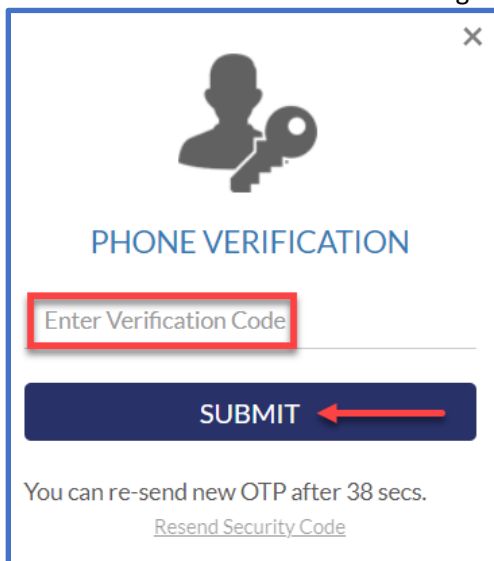
Specify one mobile phone number where you may receive verification codes via text.

1. Enter the **Phone Number** you wish to use for account recovery.
2. **Select Carrier** from the drop-down menu.
3. Click **Verify**.

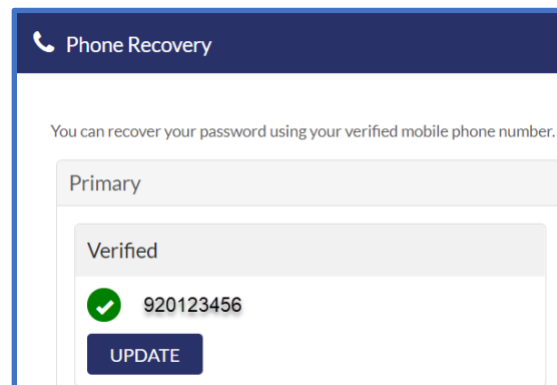


The screenshot shows the 'Phone Recovery' interface. At the top, it says 'Phone Recovery' with a phone icon. Below that, a message reads: 'You can recover your password using your verified mobile phone number. Use numbers with no special characters and no spaces.' The form is titled 'Primary' and contains three main elements: a 'Phone Number' input field (highlighted with a red box), a '--Select Carrier--' dropdown menu (with a red arrow pointing to it), and a 'VERIFY' button (with a red arrow pointing to it). A list of carriers is shown in a dropdown menu, including AT&T, Boost Mobile, and T-Mobile.

4. A Verification Code will be sent via text message to your phone.
5. Enter the **Verification Code**; click **Submit**.
6. You will receive a confirmation message stating: "**Verified**" that lists the recovery phone number.



The screenshot shows the 'PHONE VERIFICATION' screen. It features a user icon and a key icon. Below the icon, the text 'PHONE VERIFICATION' is displayed. There is an input field labeled 'Enter Verification Code' (highlighted with a red box) and a 'SUBMIT' button (with a red arrow pointing to it). At the bottom, it says 'You can re-send new OTP after 38 secs.' and provides a link for 'Resend Security Code'.



The screenshot shows the 'Phone Recovery' confirmation screen. It says 'Phone Recovery' at the top. Below that, it reads: 'You can recover your password using your verified mobile phone number.' The form is titled 'Primary' and shows a 'Verified' status with a green checkmark and the phone number '920123456'. There is an 'UPDATE' button below the number.

Application Access

Once you have completed the Account Recovery Setup, click on **My Applications** to access the applications screen. Some application are single-sign on, while others will require you to login; follow additional prompts for applications as applicable.

Security Questions

Email Recovery

Phone Recovery

You can recover your password using your verified mobile phone number. Use numbers with no special characters and no spaces.

Primary

Verified

UPDATE

Back to Account Security My Applications

The Hire in HIGHER EDUCATION

gatoic.wps.org

Hello, [User] - [Search] [Settings]

Blackboard	Blue Pulse	Chrome River	Cognos	EAB Navigate	Electronic Timesheet
Find A Class	Grade First	Helpdesk	Line Survey	LinkedIn Learning	Maxient
My LTC	Office 365	Policies and Procedures	Sum Total	The Bridge-Off Campus	The Bridge-On Campus

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