



TechCentral – LTC Staff

Required Browsers: Any browser will work

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.

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

- [Click here to navigate to TechCentral](#) or copy the following URL in a browser address bar:
<https://TechCentral.gotoltc.edu>

Log in with your LTC

computer/network username.

Staff Username: 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.

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.** (Example: Abab1234Abab1234). If your password does not work in three tries, contact the LTC Helpdesk 920-693-1767 or view the “How to Setup your Self Service Password Reset Tool” document.

- First-time users will be prompted to **Please re-enter your password**; click **Sign in**.



Figure 1 - TechCentral Home Page Image



- 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:

- 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.
- Email Recovery** – allows you to specify one email address where you may receive verification codes.
- Phone Recovery** – allows you to specify one mobile phone number where you may receive verification codes via text.

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

- Choose the option you prefer.

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.

- Click on **Please select a question**; select which question you would like to answer.
- Enter the **Answer** to the question you selected (case sensitive).
- Repeat Steps 1 & 2 for additional questions/answers.
- Click the **Submit** button when finished.

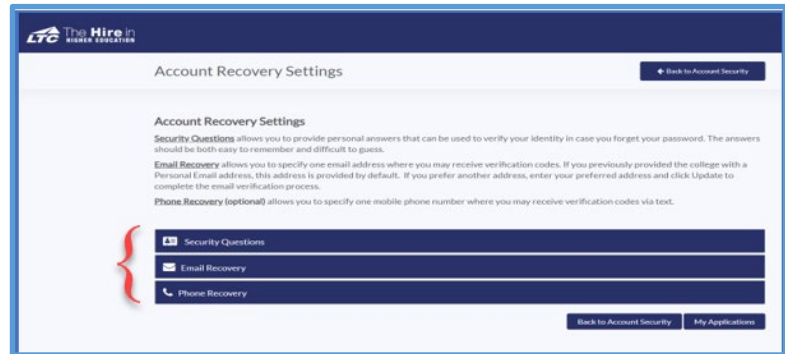


Figure 2 - Account Recovery Settings Image

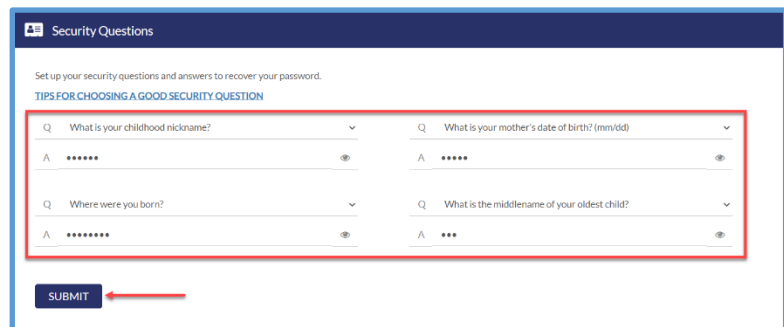


Figure 3 - Set Up Security Questions Image



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**.

Figure 4 - Email Recovery Image

3. You will be sent a one-time code to the email address you identified.
Note: If you are receiving the verification code via a smart phone, you may need to open the message to see the verification code.
4. Enter **Verification Code** in the text box; click **Submit**.

Figure 5 - Email Verification Image

5. You will receive a confirmation message stating: **“Verified”** that lists the recovery email address.

Figure 6 - Email Recovery Image



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**.

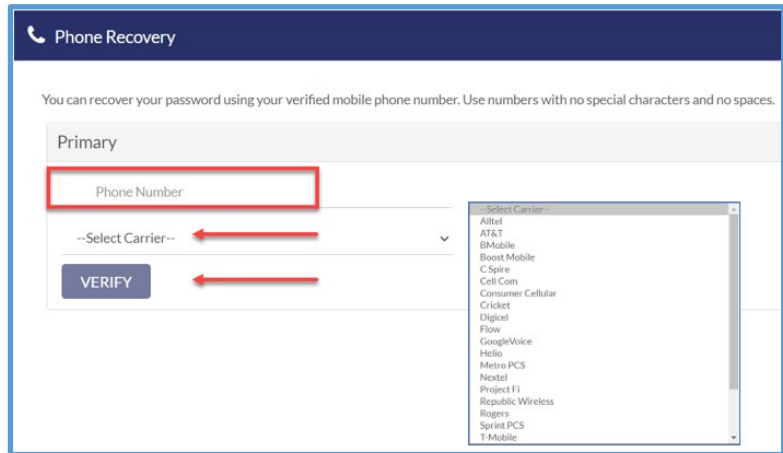


Figure 7 - Phone Recovery Image

4. A Verification Code will be sent via text message to your phone. It may take up to one minute to receive the code.
5. Enter the **Verification Code**; click **Submit**.

Note: When receiving the verification code via text message, you may need to open the message to see the verification code.

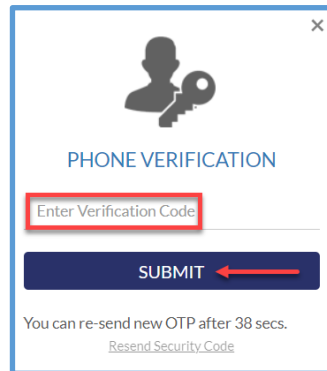


Figure 8 - Phone Verification Image

6. You will receive a confirmation message stating: **“Verified”** that lists the recovery phone number.

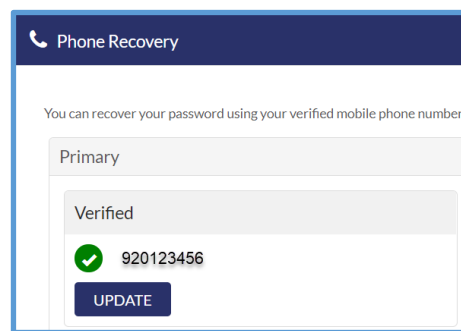


Figure 9 - Phone Recovery Verified Image



Application Access

Once you have completed the Account Recovery Setup, click on **My Applications** to access the applications screen. You will receive a pop-up notification “Are you sure? Please ensure that your changes are saved. Click “yes” to continue.”

1. Click on the **My Applications** button to return to the applications screen.

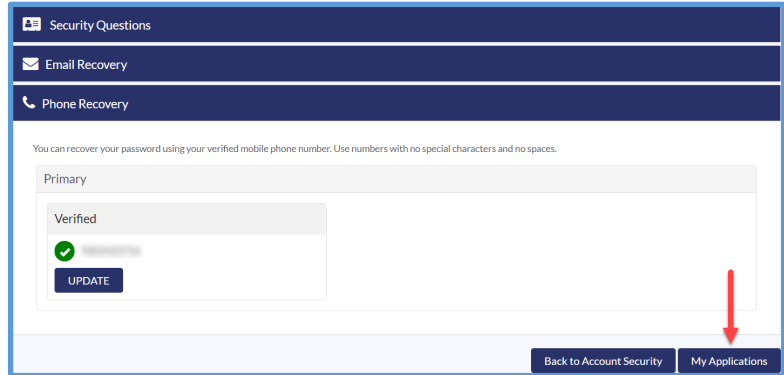


Figure 10 - Application Access Image

2. The applications that are available will appear and click on an application to access it.

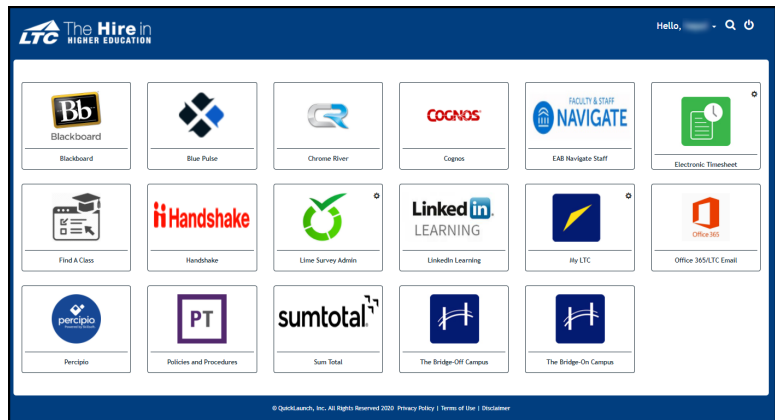


Figure 11 - TechCentral Application Image

Forgot your password?

1. On the TechCentral login page, click on the **Forgot Password** link.

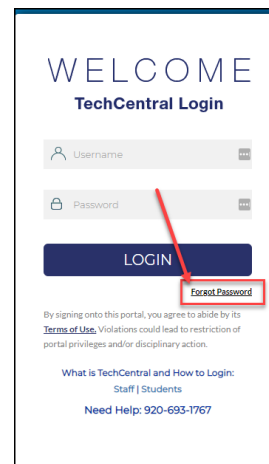


Figure 12 - TechCentral Login Image



2. Type in your username (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) and then click the **Submit** button.

Figure 13 - Reset your password image

3. Depending on the Account Recovery Settings that you chose, you will need to go through them.

Figure 14 - Reset your password Account Recovery image

4. After completing the steps for your Account Recovery Settings, type in a new password. When you are done, click on the **Submit** button.

NOTE: You have 2 minutes to complete the fields before it clears the password you typed.

New passwords must meet the following policy conventions:

1. The last ten versions of your password cannot be reused.
2. Passwords cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters.
3. Passwords must be at least fifteen characters in length.
4. Passwords must contain characters from at least three of the following four categories:
 - English uppercase alphabet characters (A–Z)
 - English lowercase alphabet characters (a–z)
 - Base 10 digits (0–9)
 - Non-alphanumeric characters (for example, !\$#,%)

Figure 15 - Create new password image

Nine failed attempts will create a temporary lock on your account, such that you will need to wait 15 minutes before retrying.



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5. After you click the submit button, you will see the following screen. You can now log into TechCentral with your new password.

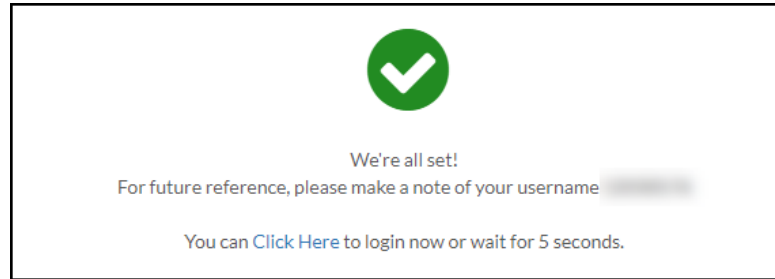


Figure 16 - Password reset all set image

For questions or additional information regarding TechCentral, contact the LTC Technology Helpdesk at ltchelpdesk@gotoltc.edu or 920-693-1767.