

SELF-SERVICE PASSWORD RESET



Self-Service Password Reset (SSPR)

It's Good News! We have worked with TCSG in order to get licenses to provide everyone the ability to recover their own password, but in order to use this service, you **must first** setup an alternative identification method. That is, a personal email, phone number, or security questions that you can use in order to reset your password.

Setting up an Alternative ID with SSPR

1. Access your account via the online [Office 365](#) portal. Log-in with your GNTC credentials. You should receive the notice "Additional info required". Click Next. (Note: if you do not see the "Additional info required" notice, you may have registered already and will need to [change your registration information](#).)
2. You will be asked to configure at least **two** alternative identification method, which could be your cell phone, personal email address, or security questions. Select your preferred methods and click the link 'Set it up now' beside your choice.
3. **For phone** verification: Select United States from the first drop down. Then, enter your required phone number (without dashes), then click 'text me' or 'call me'.

For email verification: Enter your alternative email address (do not enter your GNTC email address here). Click 'email me'.

You will be sent a verification code for each of these methods that you selected (call/text/email). You will then enter this code back on the Office 365 page. Then click verify. For security question verification: You will be asked to select five security questions. You must enter three correctly to verify.

4. Once verified, you will see a green check beside the methods you used. Click finish.

Please Note: You will be prompted to reconfirm your alternative ID selections every 115 days (once a semester).

LOG OFF!

*Since we use individual accounts, it is **CRITICAL** that you always be sure to **LOG OFF** when you leave the computer!*

Use your student login for:

- Computer Login
- Student Email
- Office 365
- MyGNTC App
- Student Wireless

Having Issues?

Contact the Student Help Center at
844-348-7659

For more information about technology available to you, please visit the [Email](#) page on the GNTC website.