

STUDENT LOGIN & SELF-SERVICE PASSWORD RESET



To find out your email address, go to <http://mygntc.gntc.edu>. Click 'Enter MyGNTC'. Provide your Student ID Number or SSN in the 'User ID' field, as well as your PIN number (this is NOT your email password), and click on the log-in button. Click 'Personal Information'. Click 'View Email Addresses'. Your new email will be displayed. The new format will be your first initial, part of your last name, and a random number. It will be marked as preferred and say 'O365 AD Connect Sync Email'.

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: <https://login.microsoftonline.com>. **Log-in** with your GNTC credentials. You should receive a notice that additional information is required. Click **Next**.
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).

For more information about technology available to you, please visit:
<http://www.gntc.edu/email>

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
866-983-4682