Changing an Expired Password

Due to cyber-security best practices, your password automatically expires every 6 months. As you approach the expiration date, a reminder will be sent to your TCTC email account to change your password.

Try It Out

1.) Open the web browser of your choice.

2.) In the address bar at the top of the screen, type account.tctc.edu

Please note: Typing www. prior to account.tctc.edu will not work.

3.) The below screen will appear:

4.) If accessing via a mobile device, such as a cell phone or tablet, the below screen will appear:
5.) Due to nuances specific to the mobile website, the TCTC IT Team highly recommends utilizing the “Switch to Desktop Site” option. This function is completed by clicking the button at the bottom right of the mobile website screen.

6.) Log in with your username, which is the first part of your Tri-County Email. (Ex: kbaggett)

7.) Your password will be the most recently used password.

8.) Once your log in information has been authenticated, the below screen will appear:
9.) Enter your most recently used password in the “Old Password” field.

10.) When entering your new password in the respective fields, make sure to follow the listed guidelines for minimum length, capitalization, numbers, and special characters.

11.) Be sure to avoid utilizing a password you have used before, or a password that contains any personal information, when selecting your new password. An error message will be received if a previously used password is entered.

If you have followed these steps and you are still having issues resetting your password, please contact the Service Desk at 864-646-1779 or email ServiceDesk@tctc.edu