

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.](http://www) prior to account.tctc.edu will **not** work.

- 3.) The below screen will appear:



account.tctc.edu/showLogin.cc

TriCounty TECHNICAL COLLEGE

Please Sign In To Change Your Password Or Update Your Account Information

Sign in

User Name:

Password:

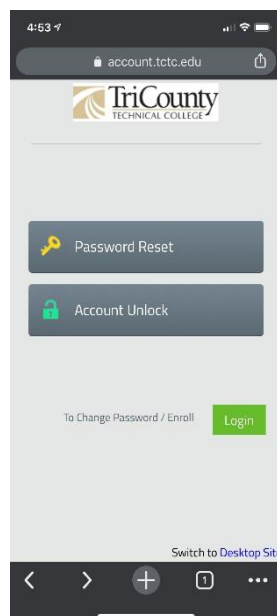
Login

Forgot your password?
Click Forgot your password if you have forgotten your password

New Students:
Your initial password is your T-Number and two digit day of birth. For example, if your T-number is T12345678 and your birthday occurs on the 5th of the month, your initial password would be T1234567805

Current Students:
If you missed your password expiration deadline, your expired password may still be used to login to this site. When asked for your old password you will use the same password that you just used to login.

- 4.) If accessing via a mobile device, such as a cell phone or tablet, the below screen will appear:



4:53

account.tctc.edu

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Password Reset

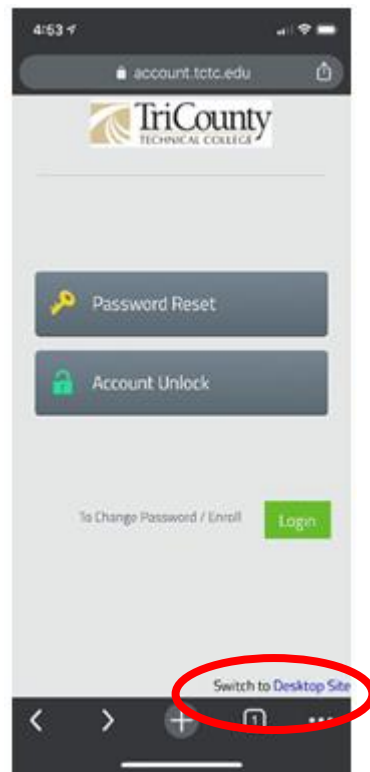
Account Unlock

To Change Password / Enroll Login

Switch to Desktop Site

Technology Tip Sheet

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:

Old Password :

New Password :

Confirm New Password :

- Your password's minimum length must be at least "10"
- Your password must contain at least one of the following special characters ! # % ^ * - + { } / ? _ . You must use at least "1"
- Your password must contain both UPPER and lowercase characters
- Your password must contain at least one number. The minimum amount of numerals is "1"
- Your password must NOT contain more than five consecutive characters from your username
- Your password must NOT contain restricted characters or patterns from the following [List](#)
- Your password's maximum length should not exceed "16"

Technology Tip Sheet

- 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