

## PASSWORD RESET FOR FACULTY/STAFF

Date of Current Revision: March 2020

Primary Responsible Officer: AVP for MIS



### 1. PURPOSE

The purpose of this document is to define the procedures of Fayetteville Technical Community College (FTCC) Management Information Services (MIS) staff on assisting Faculty/Staff with resetting their password.

### 2. SCOPE

These procedures apply to all MIS staff, whether full- or part-time, paid or unpaid, temporary or permanent, volunteers. In the event that any particular information at FTCC is governed by more specific requirements under other College policies or procedures the more specific requirements shall take precedence over these procedures to the extent there are any conflicts.

### 3. ACRONYMS / DEFINITIONS

**FTCC.** Fayetteville Technical Community College.

**MIS.** Management Information Services.

**WEBADVISOR.** Is a secure web interface and an online location for students to add and drop classes, look at their unofficial transcript, class schedules, check grades, check financial aid, pay fees, and see their account profile.

**DATATEL.** Ellucian Colleague. Is the database used to verify Faculty/Staff/Student information.

**OUTLOOK EMAIL.** Outlook is an email software program by Microsoft that enables users to send and receive email on their computer.

**BLACKBOARD.** Is a tool that allows Faculty to add resources for students to access online. PowerPoint, Captivate, video, audio, animation, and other applications are created outside of Blackboard and added into Blackboard courses for students to enhance teaching and learning efforts.

### 4. PROCEDURES

#### 4.1 Password Reset Procedures for Faculty/Staff

- FTCC's single login system requires employees to only have one username and password to utilize multiple campus systems. The current systems that are included are:
  - Datatel
  - Outlook Email
  - Blackboard
  - Computer Labs
  - Wi-Fi Login
  - WebAdvisor

#### 4.2 If a password reset is required

- The employee can reset it by going to: <https://my.faytechcc.edu/PassReset/> and click on one of the two options.

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This is the initial selection screen for the password reset process. It features the FTCC logo at the top, followed by the title "Password Reset" and the question "Do you know your Student ID or Username?". Below this, there are two blue buttons: "Student/Employee ID Number" and "Username".

FTCC

### Password Reset

Do you know your Student ID or Username?

Student/Employee ID Number Username

This is the detailed input screen for the password reset process. It features the FTCC logo at the top, followed by the title "Password Reset" and the question "Do you know your Student ID or Username?". Below this, there are two buttons: "Username" and "Reset Page". The "Username" button is highlighted. Below the buttons, there are four input fields: "Username:", "First Name:", "Last Name:", and "Enter last 4 of SSN:". Below these fields, there is a section for "Enter date of birth:" with three dropdown menus for "Month", "Date", and "Year". A "Submit" button is located at the bottom right.

FTCC

### Password Reset

Do you know your Student ID or Username?

Username Reset Page

Username: First Name:

Last Name: Enter last 4 of SSN:

Enter date of birth:

Month Date Year

Submit

#### 4.2 After choosing an option

- The employee will fill out the correct information in the form.

#### 4.4 When the submit button is clicked you will be prompted to create a new password that meets the following criteria:

- May not contain username or full name
- Contains at least 8 characters
- Cannot be one of your last 6 passwords
- Contain at least 1 uppercase letter

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- Contain at least 1 lowercase letter
- Contain at least 1 number
- Contain at least 1 special character

All passwords must meet the following requirements:

- May not contain username or Full Name
- Contain at least 8 characters
- Contains characters from three of the following categories:
  - Contain at least 1 uppercase letter
  - Contain at least 1 lowercase letter
  - Contain at least 1 number
  - Contain one non-alphanumeric character (special character) (ie: @, \$, #, \_)
  - Cannot be one of your last six passwords

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Enter New Password

Confirm New Password

#### 4.3 When a new password is created, click the Change Password button

- The employee's password will then change for Datatel, Outlook Email, Blackboard, Computer Labs, Wi-Fi and WebAdvisor

## 5. EXCLUSIONS / EXCEPTIONS

No approved exceptions exist at this time.

## 6. RELATED COLLEGE DOCUMENTS, FORMS, AND TOOLS

## 7. DOCUMENT ADMINISTRATION

### 7.1 DOCUMENT OWNER

This document is owned by Management Information Services Office which is responsible for its content and maintenance. For questions or comments, please email [help@faytechcc.edu](mailto:help@faytechcc.edu).

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### 7.2 DOCUMENT REVIEW

This document is subject to periodic review to validate the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for MIS and ISE for review and comment prior to adoption.

### 7.3 CHANGE HISTORY

Version	Description	Author	Date
1.0	Initial publication	CM	03/2020

### 7.4 APPROVAL HISTORY

Version	Name	Title	Date
1.0	Cynthia Massie	Support Manager	03/2020

## 8. APPENDIX

N/A