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

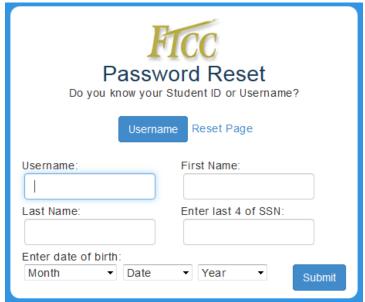
• The employee can reset it by going to: https://my.faytechcc.edu/PassReset/ and click on one of the two options.

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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:

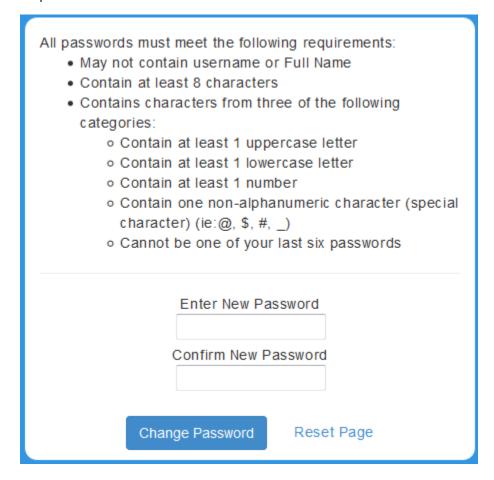
- May not contain username or full name
- Contains at least 8 characters
- Cannot be one of your last 6 passwords
- Contain at least 1 uppercase letter

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



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.

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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