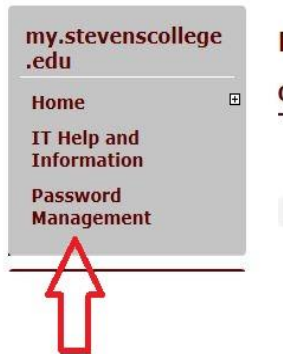


When trying to log into the My.StevensCollege.edu portal, you find that you are not able because you have either forgotten your password or the password you are entering is not being accepted. For you to continue, you would need to contact the TSCT CNS Department either in person or by phone to receive a new password.

Beginning October 14th, 2014, you will be able to reset your own password anytime without a need to contact the TSCT CNS Department. The link below has been added to the My.StevensCollege.edu portal home page on the left sidebar. This link will allow you to be able to reset your password if you have forgotten it, or once logged into the portal allow you to change your current password to a new one.



When you have forgotten your password, or it is not working, you can click on the above link. It will walk you through a process that upon completion, will allow you to enter a new password. However, for the process to work, you will need to have completed certain steps and have certain information available to you. That information is:

- Portal Username (username that you use to log into the My.StevensCollege.edu Portal)
 - For current TSCT students, this is the username assigned upon starting school and used to access the school PC, email, and portal
 - For people who have applied to Thaddeus Stevens, this would be the username that was sent to you in the 'Your MyStevensCollege account' email that contained your username and password for access to the portal
- Email address – email address Thaddeus Stevens College has on record for you.
 - For current TSCT students, this will be your Thaddeus Stevens College of Technology email address assigned to you during your orientation
 - Example: jasmith@stevenscollege.edu
 - For those who have applied to Thaddeus Stevens College of Technology but are currently not attending, the email address requested will be the current email address used by the college to contact you
 - Example: cwjones@yahoo.com
- Answers to three challenge questions which you will have previously chosen and provided answers to

Once the information above is answered correctly, you will be allowed to create a new password.

Remember: For you to be able to complete the steps above, you must log in with your username and current password to the my.stevenscollege.edu portal and provide answers to three different challenge questions which you must choose from a list provided.

Choosing and Answering Your 3 Challenge Questions

To create your list of challenge questions and answers, complete the following steps after logging into the my. Stevenscollege.edu portal:

1. Log into the portal using your portal username and current password.
2. If you have not completed choosing and answering challenge questions, you will come to the Login –Modify Challenge Questions page.
3. From the list available for each question, choose one from the list. Provide an answer to each challenge question.

Login - Modify Challenge Questions

Please create your challenge questions in the event you ever forget your password. Select a question from each drop down and give a unique answer for each question. If you would like to do set up your challenge questions later, click the Later button and you will be asked the next time you log into the portal.

In what city or town did your mother and father meet?	▼
XXXXXXXXXX	
In what city or town was your first job?	▼
XXXXXXXXXXXX	
Where were you when you first heard about 9/11?	▼
XXXXXXXXXXXX	
<input type="button" value="Continue"/>	<input type="button" value="Continue and Answer Questions at Next Login"/>

Make sure that you record the questions and make sure that you record your answers given for each challenge question. Record your answers exactly as you type them in when answering, including any spaces and punctuation if used.

For example, if you answer a question with the text in this order (including space and punctuation):

Lancaster, PA

You must enter it in exactly the same way whenever you answer the question. If you enter the answer as:

Lancaster PA

The password program will not accept this as a correct answer. The comma and space between Lancaster and PA must be there.

When you forget your password, you will need to know the answer to these questions, so that the portal will allow you to reset your password.

If you do not pick and answer the 3 challenge questions, you will not be able to reset your password on the my.StevensCollege.edu Portal.

It is very important that you complete the process.

Once you have completed this process, the challenge question page will no longer appear when logging into the portal. However, at any time, you will be able to change/choose new questions/answers.

4. After answering the three questions, click the Continue button.
5. You will continue to the home page of the TSCT Portal.

Your questions and answers will be saved and recorded.

When you are Unable to Log into the my.StevensCollege.edu Portal

You are trying to log into the portal, and you are unable to gain access using what you believe is your password. As long as you know your username and email and you have completed the challenge question section above, you will be able to reset your own password.

1. On the left sidebar of the login screen of the portal home page, click on the Password Management Link.
2. You will come to the Password Management screen with the Forgot My Password link. Click on this link.
3. You will be asked for your username and your email address.

For those who are currently attending classes at TSCT, your username will be your TSCT username and your email will be your TSCT email address in the format username@stevenscollege.edu

For those who have applied but are not yet attending TSCT, the username you enter will be the one sent to you in the 'Your MyStevensCollege account' email. The Email address will be the email address currently on record with Thaddeus Stevens College of Technology. This is usually the email address you entered when filling out your college application.

Password Management



Password Management - Forgot My Password

Enter your username and email address and then you will be taken to the challenge page.

Username:

Email Address: Invalid format for email

4. Click the Continue button.
5. If you have entered the username/email information correctly, you will come to a screen that will ask you to answer the challenge questions previously chosen. Enter the correct answers to the questions, and then click the Continue button.

Password Management - Challenge Questions

Answer the challenge questions below to continue

In what city or town was your first job?

In what city or town did your mother and father meet?

Where were you when you first heard about 9/11?

Continue

6. If the Challenge questions were answered correctly, you will come to the Password Management – Change Password screen. Enter and confirm your new password. Click Continue.

Remember the following rules when entering a new password:

- Your password must have a minimum of 8 characters.
- You may not use a previous password.
- Your password must not contain parts of your first, last, or logon name.
- You may not use a previous password.
- Your password requires a minimum of 3 of the 4 types of characters below:
 - 1 upper case character (A-Z)
 - 1 lower case character (a-z)
 - 1 numeric character (0-9)
 - 1 special character (!~@#%&* _-+=?)
- You may not reuse any of your previous passwords

When you receive the message saying You can now use your new password to login, your new password has been accepted.

Password Management



Password Management

You can now use your new password to login

[Forgot My Password](#)

Go back to the home page and log into the portal with your new password.

NOTE: If you are a TSCT current student and you change your password on the My.Stevenscollege.edu portal, remember, you will now use this password to log into PCs on the TSCT network and log into your TSCT email.

Changing Challenge Questions

Should you at some point wish to change the answers to your challenge questions, or change the challenge questions you have chosen, do the following:

1. Log into the My.StevensCollege.edu portal
2. On the left sidebar, under my.stevenscollege.edu, click the Password Management link.



3. In the Password Management page, click on the Change Challenge Questions and Answers link.

Password Management

- Change Password
- Change Challenge Questions and Answers

4. The Password Management – Modify Challenge Questions page opens. Make any necessary changes to question/answers.
5. Click the Continue button. In the Password Management page, you will see the message Your challenge questions and answers have been updated.

Password Management

Your challenge questions and answers have been updated

- Change Password
- Change Challenge Questions and Answers

6. Continue to the portal.

Remember, if you make any changes to questions/answers, record them for future reference.

Change your Password If Current Password is known

If you know your TSCT password, and you would like to change it, follow the steps below. You will not need answers to your challenge questions. You will only need to enter your current password.

1. Enter your username and password and log into the TSCT Portal.
2. On the left sidebar, click on the Password Management link.



3. Clicking the link will take you to the Password Management page.
4. Click on the Change Password link.
5. In the Old Password box, enter your current password.
6. In the Enter New password and Enter new Password again, enter your new password.
7. Remember the following rules apply when creating your new password:
 - Your password must have a minimum of 8 characters.
 - You may not use a previous password.
 - Your password must not contain parts of your first, last, or logon name.
 - Your password requires a minimum of 3 of the 4 types of characters below:
 - 1 upper case character (A-Z)
 - 1 lower case character (a-z)
 - 1 numeric character (0-9)
 - 1 special character (!~@#\$\$%^&* _-+=?)
 - You may not reuse any of your previous passwords.

Old Password:

Enter new password:

Enter new password again:

8. After entering your old and new passwords, click the Continue button. If all the information is correct, and the new password entered meets the above requirements, you will receive a message saying your password has been updated.

Password Management



Password Management

Your password has been updated

[Change Password](#)

9. If you enter the old password incorrectly, you will see the message:
 - Unable to reset password. Old password is wrong.
10. If your new password does not meet the requirements listed above, you will get the error message:
 - Password not set: There was a problem setting the password entered. Please try another password.

Repeat the steps above until you receive the message saying your password has been updated.