

## Managing your account with Mypassword.gtc.edu

Gateway has implemented a new password management system for staff called “My Password”. This system is for staff/faculty to change their GTC password, reset it if it’s forgotten or to unlock their account using a series of security questions. This document will cover setting up your security questions as well as resetting/changing your password.

### Account Setup

- 1 To access the MyPassword system open a web browser and go to <https://mypassword.gtc.edu>
- 2 There’s 3 options on the MyPassword page: Forgotten My Password; Unlock My Account; My Account. To initially setup your security questions click “My Account”.



Gateway Technical College

#### ***Forgotten My Password***

Forgotten Your Password? Set a New One Here

#### ***Unlock My Account***

If Your Account is Locked Unlock it Here

#### ***My Account***

View Your Account Details

- 3 When you click My Account you’ll be asked to login. Use the same credentials that you use to login to your GTC workstation (your lastname first initial login). ***If you don’t know these credentials contact the Gateway Technology Support Center at x3695***

or (262)564-3695.

Nervepoint Access Manager - User Portal Login  
To manage your personal information enter your Active Directory authentication credential

User Name:

Password:

- 4 After you login successfully you'll be presented with a list of 8 questions. You can optionally create up to 3 custom questions as well. To activate your account you must answer at least 5 questions between the default system questions and custom questions. We recommend that you answer all 8 default questions.
- 5 Simply type the answers to the questions and click the "Save" button.

What is the name of the street you lived on in third grade?

What is your grandmother's first name?

What is your mother's middle name?

What was the name of your elementary / primary school?

What is the street number of the house you grew up in?

What was your high school mascot?

What are the last 5 of your Social Security number?

Where did you vacation last year?

- 6 To add a custom question, type the questions in the box on the right and click "Add". This will add your custom question to the list, then answer your new question and click "Save"

You may add your own custom questions for additional security or if the administrator supplied ones are not appropriate for you.

- 7 Once your security answers you'll now be able to reset your password using the MyPassword system.

## Changing Your Password

We now recommend that all staff change their password using the MyPassword system. These instructions will show you how to change your password using the <https://mypassword.gtc.edu> website.

- 1 Open a web browser and navigate to <https://mypassword.gtc.edu>
- 2 Click the “My Account” button and login (see steps 2 and 3 in the “Account Setup” section above).
- 3 In the top center portion of the screen click the “Password” button.



Your Answers Password

- 4 Type your current password into the “Old Password:” field. Then type what you would like your new password to be in the “New Password:” field and the “Confirm New Password:” field. Click “Save”

Password

You can set your current **Password** here. This is the password use for the account Nervepoint is managing.

Old Password: <input type="password"/>	<b>Password Rules</b> Minimum length:7 Maximum length:127 Dictionary words are allowed May not contain your username
New Password: <input type="password"/>	
Confirm New Password: <input type="password"/>	

- 5 Your password has now been changed.

## Forgotten Password

There will be two ways for staff and faculty to reset their password in case they forget, the first way is via the MyPassword webpage.

- 1 Open a web browser and navigate to <https://mypassword.gtc.edu>. (If you are in a situation where you can not login to your computer to get to the webpage you can use a co-workers computer, a personal device, or see the below instructions for resetting your password via the login page)

- 2 Click the “Forgotten My Password” button.



- 3 Enter your username and click “Next”

**Enter Your User Name**

To be able to reset your password, your user account name is required. Please type it in below.

User Name:

- 4 Answer your questions and click “Next”.

**Answer Your Personal Questions**

You must now provide correct answers to all 2 of the following questions.

Show answers on screen

1 Where did you vacation last year?

2 What was your high school mascot?

- 5 Enter your new password and confirm it, then click “Finish”
- 6 You should receive a message that your password was reset successfully. Click “Close”

**Resetting Password**

 Complete

-  Starting password reset.
-  Retrieving identity
-  Synchronizing identity
-  Verifying your details
-  Resetting password
-  Emailing password change confirmation
-  Password reset completed successfully

- 7 You will also receive an email message from “[mypassword@gtc.edu](mailto:mypassword@gtc.edu)” informing you that your password has been reset.