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## GTC DASHBOARD

### 1.0 BRIEF OVERVIEW

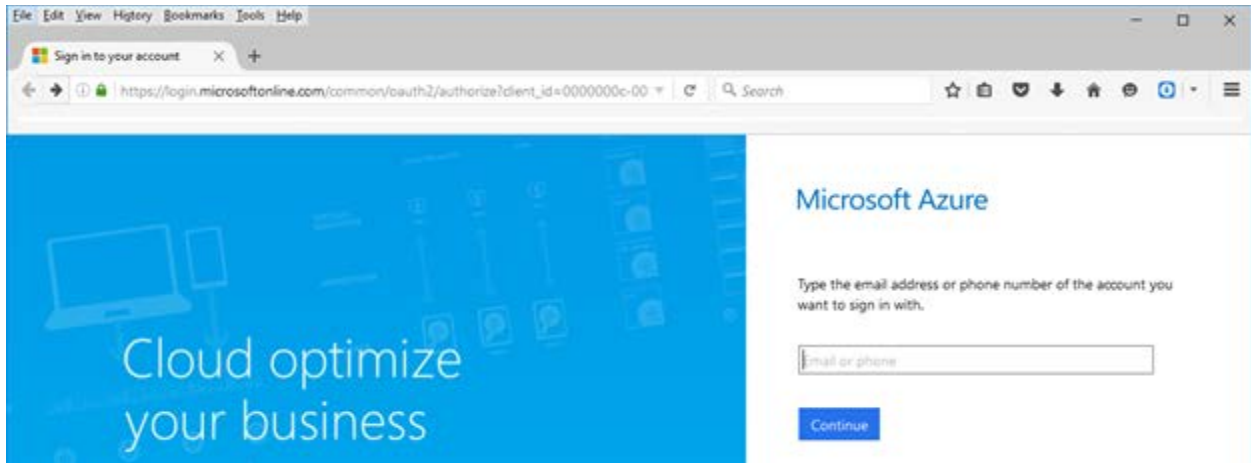
The GTC Dashboard will be replacing the old MyCampus portal as Gwinnett Technical College’s new solution. This product offers a streamlined experience and much better password reset functionality.

### 1.1 LOGIN PAGE

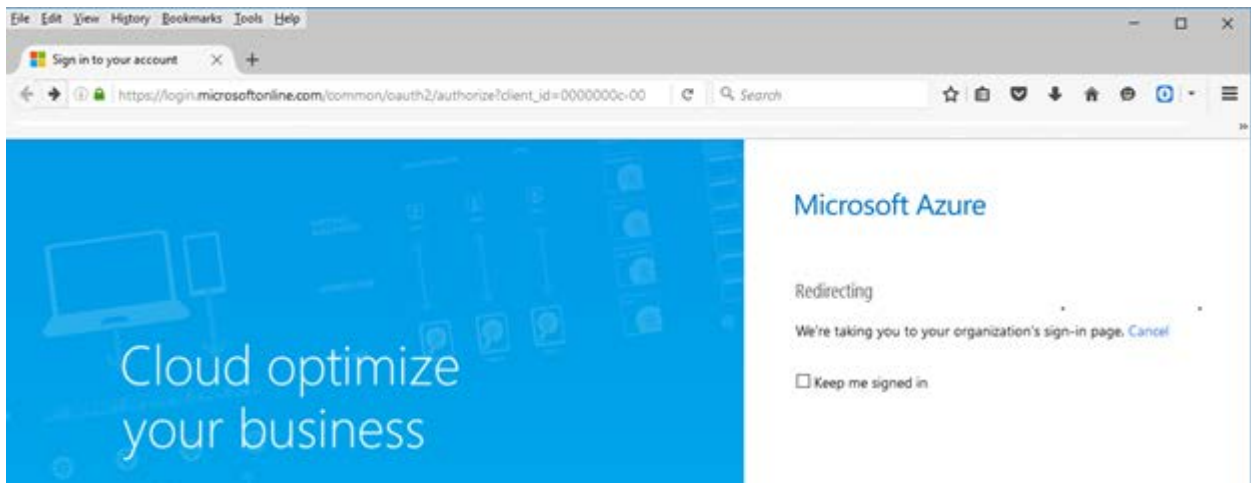
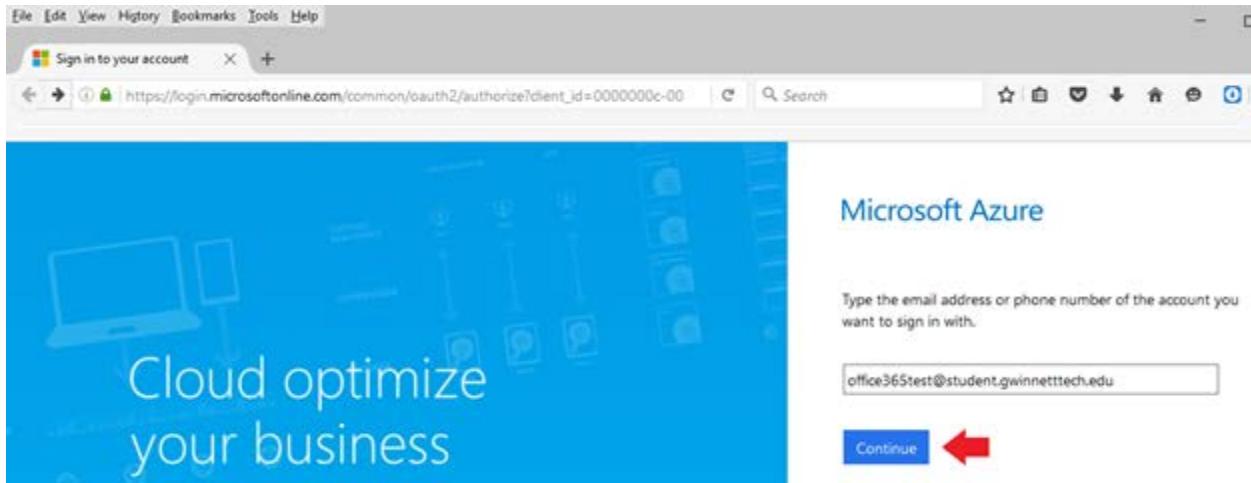
To begin using the new GTC Dashboard, head to <http://www.gwinnettech.edu/dashboard/>:

The screenshot shows the Gwinnett Technical College website with the GTC Dashboard login page. The browser address bar shows [www.gwinnettech.edu/dashboard/](http://www.gwinnettech.edu/dashboard/). The navigation menu includes: About Us, Admissions, Academics, Student Life, Career Services, Business & Industry, Community, Campus, and Foundation. The main content area features a red button labeled "APPLY TO GWINNETT TECH" and contact information for the Admissions Office: 678-226-6616, [admissions@gwinnettech.edu](mailto:admissions@gwinnettech.edu), and the address: GTC Admissions Office, 100 Building, 5150 Sugarloaf Parkway, Lawrenceville, GA 30043. A blue button labeled "CONTACT US ONLINE" is also present. The dashboard content includes a banner with the text "Think it. Live it. Make it so. Start your journey at Gwinnett Tech!" and a section titled "Dashboard" with the following text: "GTC Dashboard", "To access your dashboard, you need to know your GTC student email which follows this format: FLLLLLxxxx@student.gwinnettech.edu. (first initial, up to 6 characters in last name, last 4 of student ID number)", "Your initial password is gtc and your birthday: gtcmmddy", "Click on the link below to sign in.", a link labeled "Dashboard", and a note: "A comprehensive guide for the dashboard can be found [here](#)."

Clicking on the “Dashboard” link will then take you to the initial Microsoft login page:



Enter your full student e-mail address and hit "Continue" to proceed. You will be redirected to our internal login page to enter your password (or choose to reset their password if it isn't known):





Welcome to Gwinnett Technical College's QuickLaunch portal. Please sign in with your student e-mail address and password below.

[Sign in](#)

Forgot your password? Click [here](#) to reset it.

© 2013 Microsoft

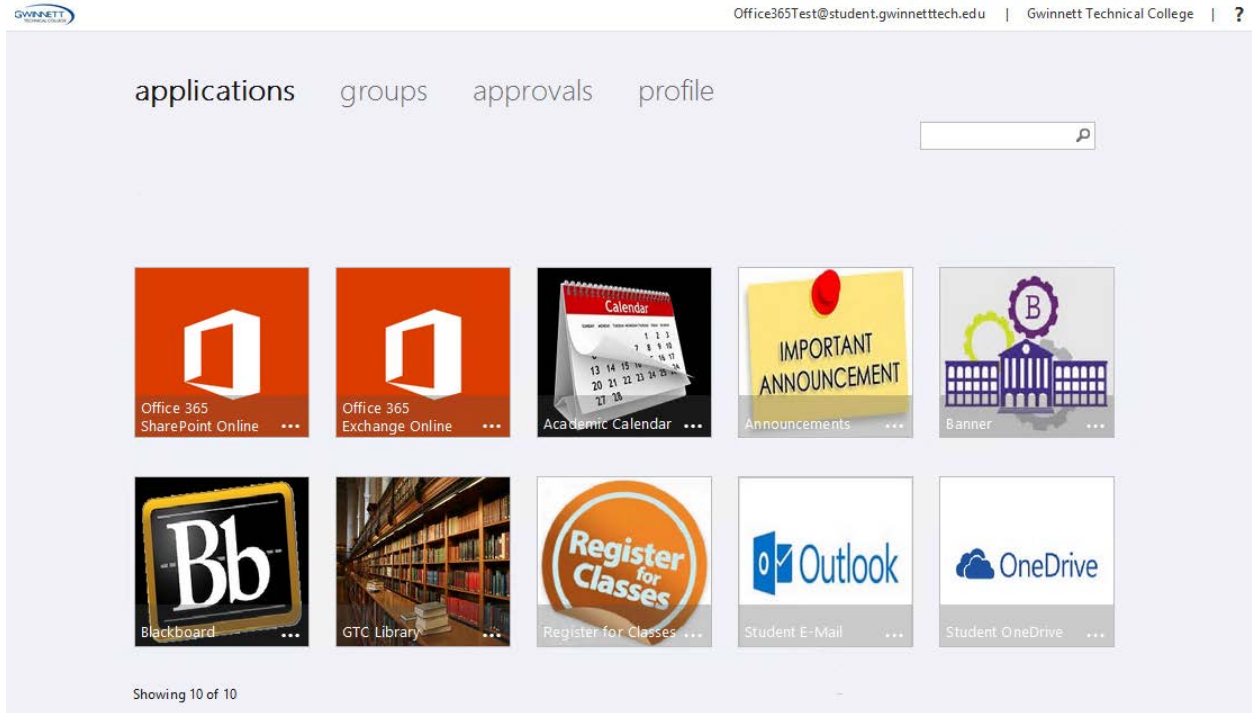


Welcome to Gwinnett Technical College's Dashboard portal. Please sign in with your student e-mail address and password below.

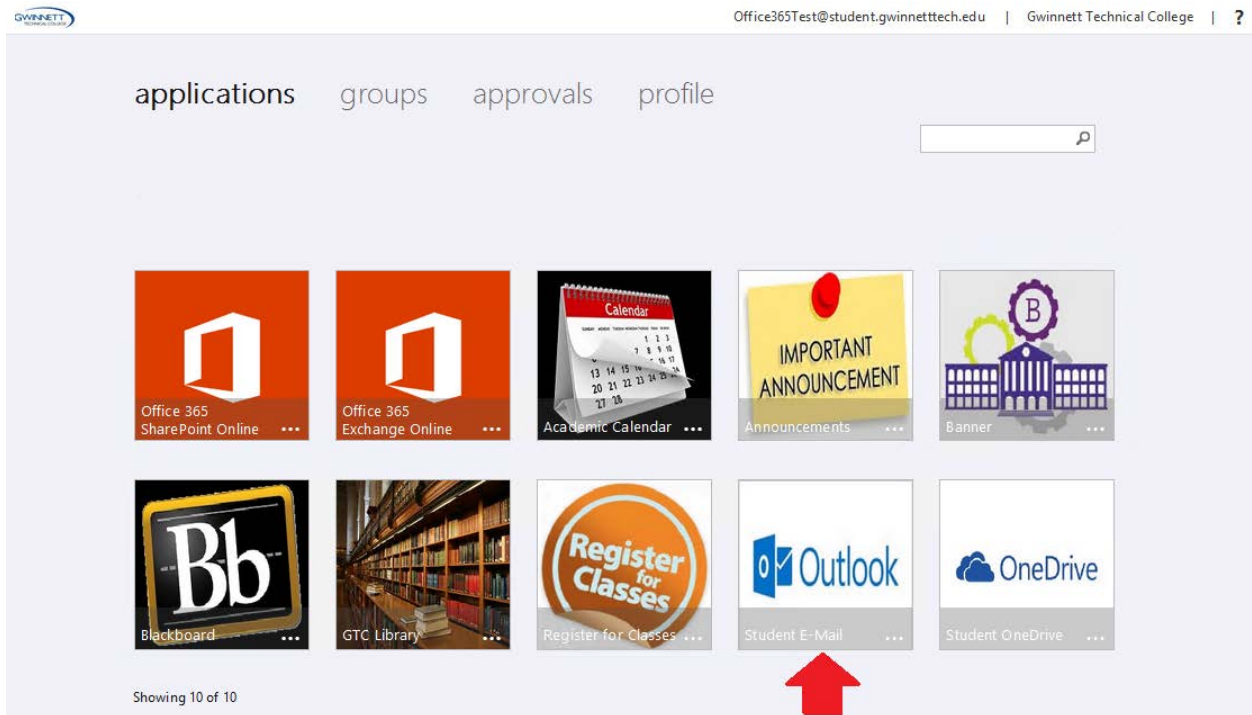
[Sign in](#)

Forgot your password? Click [here](#) to reset it.

Once logged in, you are presented with the following quicklaunch landing page that will give you access to your different applications:



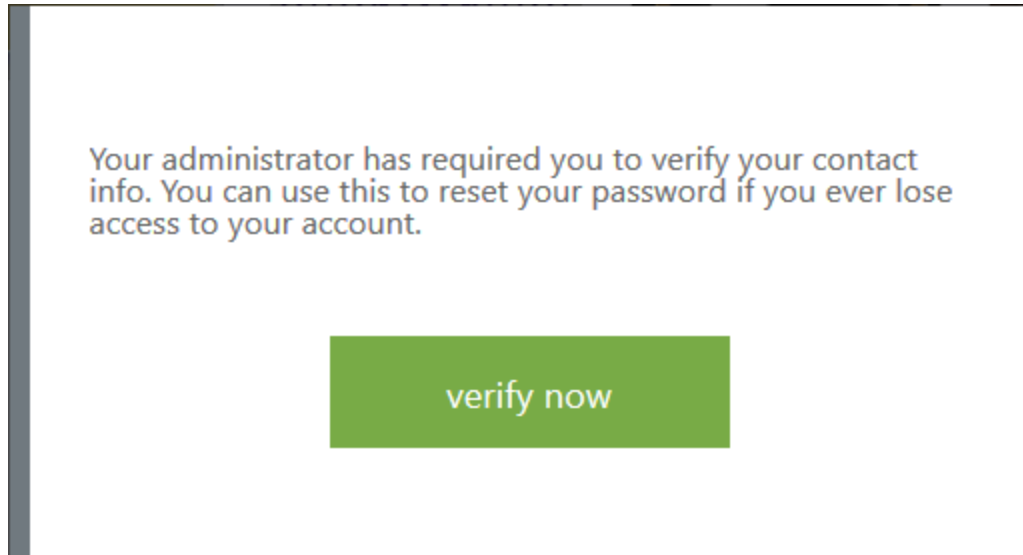
To access your student e-mail in Outlook, click on the "Student E-Mail" icon as shown here:



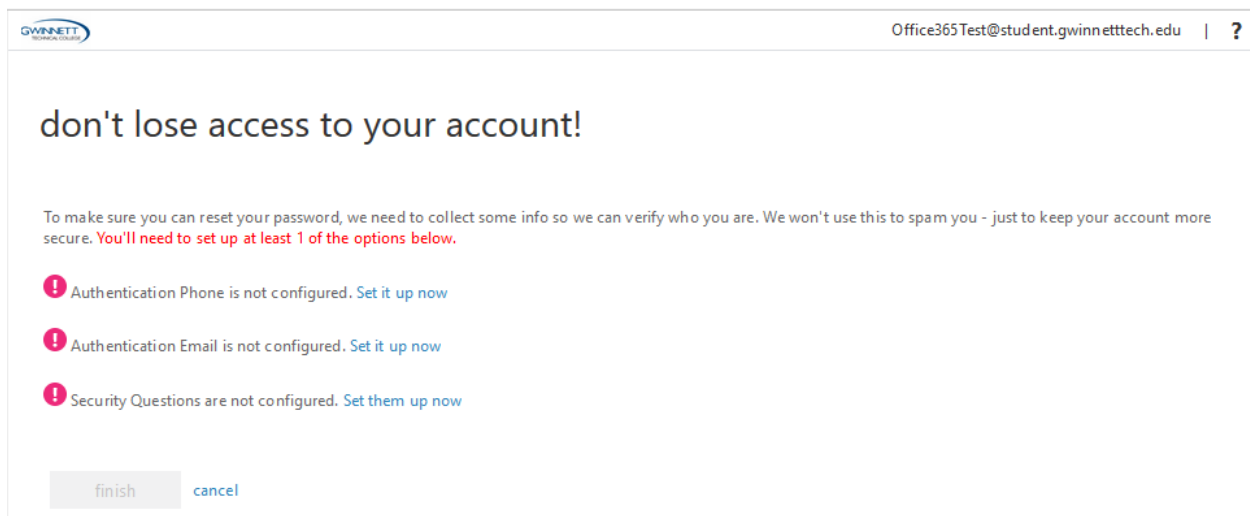
## 1.2 FIRST TIME LOGON/PASSWORD VERIFICATION OPTIONS

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The very first time you log into the portal, you will be presented with a pop-up notification that states you must setup verification methods to be used with a password reset:




Upon clicking the “verify now” button you will be redirected to the following screen where you are presented with 3 verification methods to choose from:



The options are “Authentication Phone” (text or call), Authentication Email, or Security Questions. I will run through setting up each one now:

- **Authentication Phone:**


1. Start by hitting the “Set it up now” link:

! Authentication Phone is not configured. [Set it up now](#) 

2. You will need to choose your country or region, enter your phone number, and then choose either “text me” or “call me” as an option:

Please verify your authentication phone number below.

Authentication phone

Select your country or region 


Enter your authentication phone number

text me

call me

Please verify your authentication phone number below.

Authentication phone

Select your country or region 

 #1

Enter your authentication phone number


 #2


text me

call me

Please verify your authentication phone number below.

Authentication phone

United States (+1) 

678226 

text me

call me

or

back

3. If you hit “text me”, a message displays letting you know that a verification code was sent to your phone via text message and a new box pops up asking you to verify that code. Enter the code to verify, and you are done:

text me

call me

We've sent a text message containing a verification code to your phone.

verify

We've sent a text message containing a verification code to your phone.

171625

verify

try again



## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to +1 678226-████ [Change](#)

! Authentication Email is not configured. [Set it up now](#)

! Security Questions are not configured. [Set them up now](#)

finish

cancel

4. Alternatively, you can also use the "call me" option and Microsoft will call the number listed and ask you to press the "#" key to verify your number:

text me

call me



We're calling your phone. Please answer it to continue.



- **Authentication Email:**

1. Start by hitting the "Set it up now" link:



 Authentication Email is not configured. [Set it up now](#) 

2. You will be taken to a window asking you to enter your e-mail address and then click the “email me” button:



## don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me



## don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me 

3. Once the “email me” button is clicked, a verification window will pop up and Microsoft will e-mail you a verification code to enter:

We've sent an email message containing a verification code to your inbox.

verify

[try again](#)





Tue 6/14/2016 11:46 AM

Microsoft on behalf of Gwinnett Technical College <msonlines@GwinnettTechnicalCollege.edu>  
Gwinnett Technical College account email verification code

To



## Verify your email address

Thanks for verifying your [Office365Test@student.gwinnetttech.edu](mailto:Office365Test@student.gwinnetttech.edu) account!

**Your code is: 849921**

Sincerely,  
Gwinnett Technical College

This message was sent from an unmonitored email address. Please do not reply to this message.



4. Enter the verification code and hit "verify" to complete the process:

We've sent an email message containing a verification code to your inbox.



verify

[try again](#)



## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✔ Authentication Phone is set to +1 678226- [Change](#)

✔ Authentication Email is set to @gwinnetttech.edu. [Change](#)

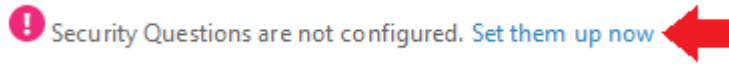
! Security Questions are not configured. [Set them up now](#)

finish

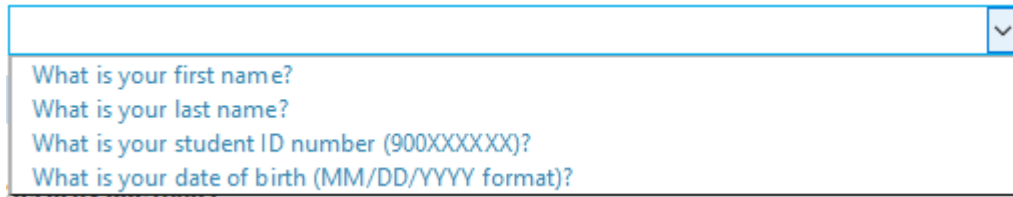
[cancel](#)

- **Security Questions:**

1. Start by clicking the “Set them up now” link:



2. You will be redirected to a window indicating that you must setup 4 security questions in total. There is a drop down menu to choose the questions from a list that only contains a total number of 4 questions:




3. Pick a question from each list and answer them until all 4 security questions have been filled out:

# don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.**


## Security question 1

What is your first name?

Test1  


## Security question 2

What is your last name?

Test2  


## Security question 3

What is your student ID number (900XXXXXX)?

900123456  

## Security question 4

What is your date of birth (MM/DD/YYYY format)?

01/01/1986  

[save answers](#)

[back](#)

4. Click the "save answers" button to finish the process:

#### Security question 4

What is your date of birth (MM/DD/YYYY format)?

01/01/1986



save answers



## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. CI

✓ Authentication Phone is set to +1 678226 [REDACTED] [Change](#)

✓ Authentication Email is set to [REDACTED]@gwinnettech.edu. [Change](#)

✓ 4 Security Questions are configured. [Change](#)

finish

cancel

You can change your answers to any of these questions by simply clicking on the “Change” link next to any of them:

✓ Authentication Phone is set to +1 678226 [REDACTED]. [Change](#)



Click “finish” and you will be redirected back to the main portal:

## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. CI

✓ Authentication Phone is set to +1 678226 [REDACTED]. [Change](#)

✓ Authentication Email is set to [REDACTED]@gwinnetttech.edu. [Change](#)

✓ 4 Security Questions are configured. [Change](#)



finish

cancel

### 1.3 PASSWORD RESETS

---

The process to reset a password through the GTC Dashboard is actually quite simple. Follow the steps below to reset a password:

1. On our login page, click the link to go to the password reset page:



Welcome to Gwinnett Technical College's Dashboard portal. Please sign in with your student e-mail address and password below.

Sign in



Forgot your password? Click [here](#) to reset it.

- This will then take you to Microsoft's self-service password reset (SSPR) page where you will need to enter your student e-mail address, a "captcha" security code, and hit next to proceed:

## Microsoft

# Get back into your account

## Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

\* User ID:



Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.



Microsoft

## Get back into your account

### Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

\* User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.



Next

Cancel

3. You will then be given an option to either reset your password, or unlock your account depending on which method you choose:





## Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

Next

Cancel



## Get back into your account

Why are you having trouble signing in?

I forgot my password

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

4. For this example, we will be resetting our password so we will hit "Next" here:



# Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in



Next

Cancel

5. You will now be presented with a screen offering you options to verify and reset your account:



# Get back into your account

**verification step 1** > choose a new password

---

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

You will receive an email containing a verification code at your alternate email address (jc\*\*\*\*\*@gwinnettech.edu).

Email

Cancel

If you setup all 3 verification methods, you will see a total of 4 different options (text/call each count as an individual option) to verify your account. However, if you only setup the minimum of 1 verification option, then that is all that will be available.

6. For this example, I am going to reset the account password using the security questions I previously setup:



## Get back into your account

**verification step 1** > choose a new password

---

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

What is your date of birth (MM/DD/YYYY format)?

What is your first name?

What is your last name?

What is your student ID number (900XXXXXX)?

Next

Cancel



# Get back into your account

**verification step 1** > choose a new password

---

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

What is your date of birth (MM/DD/YYYY format)?

01/01/1986

What is your first name?

Test1

What is your last name?

Test2

What is your student ID number (900XXXXXX)?

900123456

Next

Contact your administrator



[Cancel](#)

7. Once you hit "Next", your answers will be verified and then you are brought to another window to enter a new password:



# Get back into your account

verification step 1 ✓ > **choose a new password**

---

\* Enter new password:

\* Confirm new password:

Finish

Cancel

8. Hit “Finish”, and you see a new window letting you know that your password reset was successful:



# Get back into your account

✓ Your password has been reset

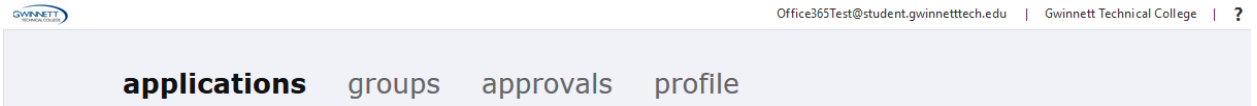
You will also receive an e-mail stating that your password was reset, but it *will not* contain the password within it.

## 1.4 CHANGING YOUR PASSWORD

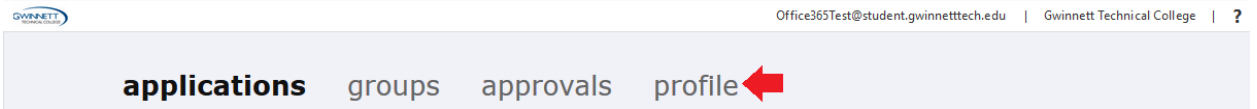
---

You can also change your password directly through the GTC Dashboard. To do this, follow the steps below:

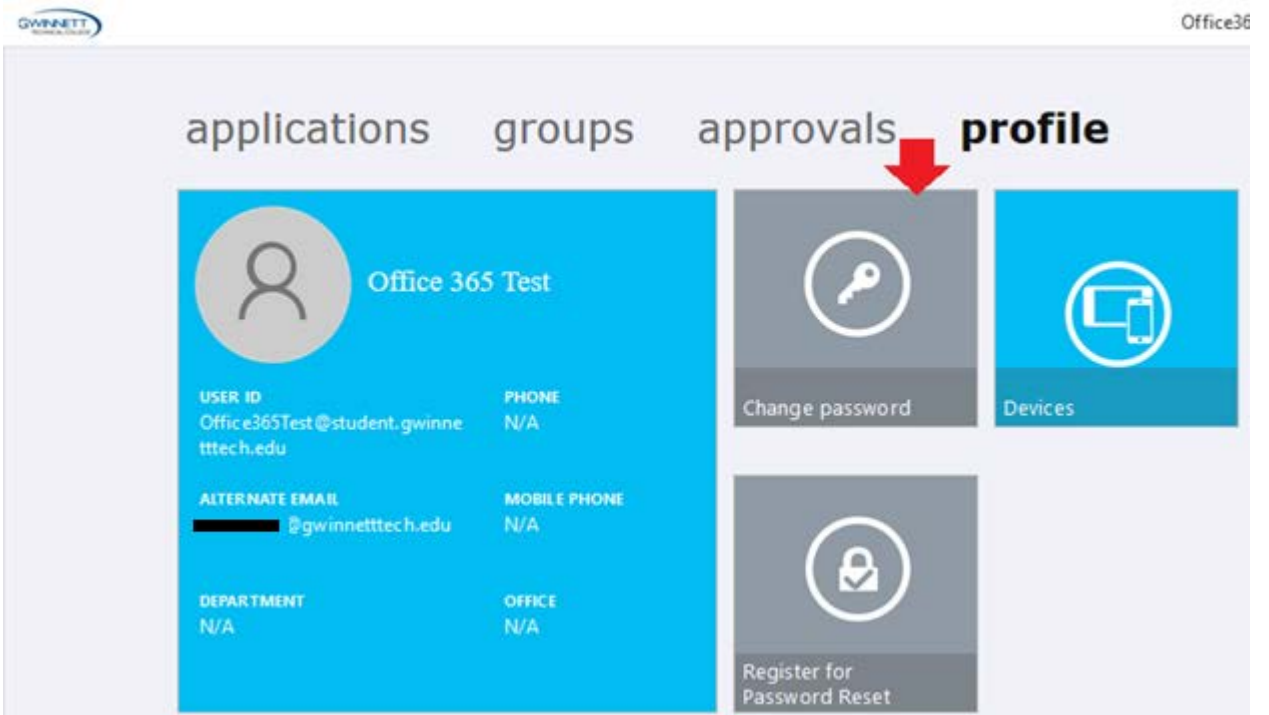
1. Login to the portal by going to <http://www.gwinnetttech.edu/dashboard/> and clicking on the “Dashboard” link or going directly to: <https://myapps.microsoft.com> and using the steps as outlined previously.
2. When the portal opens, you will see 4 options at the top, “applications, groups, approvals, & profile” as seen below:



3. Click the "profile" option:



4. Within the new window that opens up, you will see an option for "Change password". Click this to proceed:



5. You will now be taken to the "change password" screen where you will need to enter your old password, and then the new password (twice) and hit submit:

# change password

User ID

Office365Test@student.gwinnetttech.edu

Old password

Create new password

Confirm new password



6. Once you hit “submit”, your password will be changed and you will be taken back to the profile page.