LC Self-Service Password Change & Reset Tool Instructions
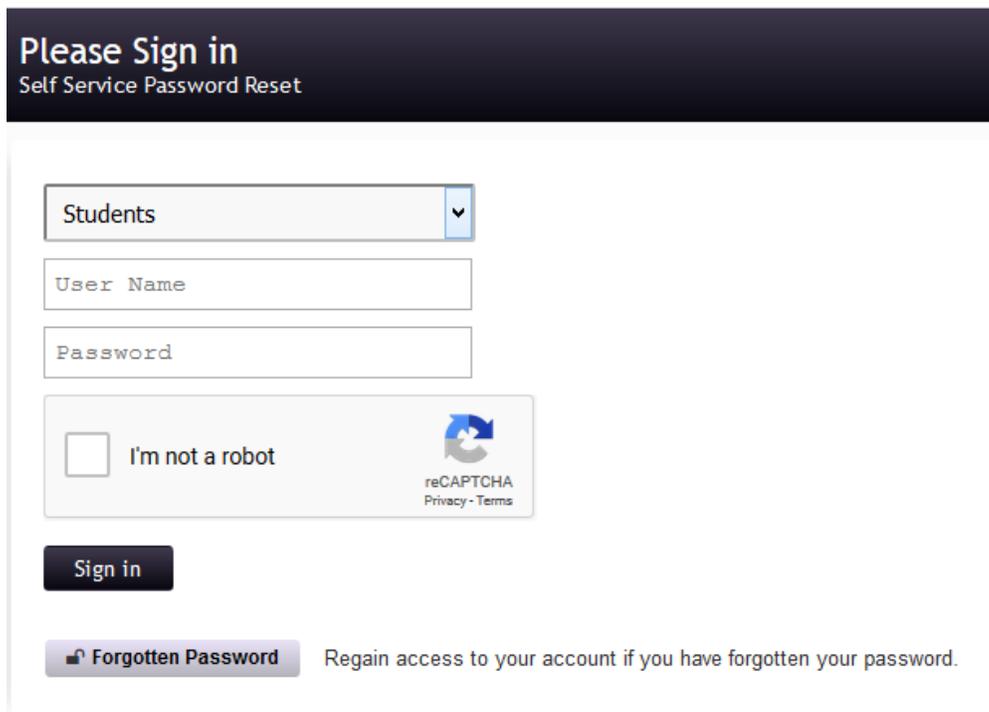
I.   You will need to go through the following process to setup your account. From the LC homepage, click on the link under your appropriate user group to access the portal and follow these instructions:

      *Note: This link is also posted on the Blackboard sign-in page, named "Forgot Your Password?" and works the same.

Step 1: Select the appropriate user role (FacStaff or Students) from the dropdown menu.

Step 2: Input your username (Student ID or AD Username) and password

Step 3: Check the reCaptcha box and click "Sign in".

Step 4: Select and answer three security questions from the dropdowns below. Click "Save Answers" and move on to the confirmation page.

*Note: These <u>must</u> be answered to properly setup your account in order to readily change your password in the future.

Setup Security Questions
Self Service Password Reset

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If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

❯

— Please select a question item from the list —

❯

— Please select a question item from the list —

❯

▸▸ Save Answers

Step 5: After confirming that your security questions are saved… click on "Continue" on the following page.

Success
Self Service Password Reset

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Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

▸▸ Continue

The process is completed.

II.   If you have forgotten your password and have a current phone number on file. You will click on "Forgotten Password" from the "Sign in" page and follow the prompts.

*Note: If you don't have a current phone number on file (i.e., you do not receive a validation code on your phone). Please call the following number for help: (704) 216-6241.