

TECHNOLOGY ACCESS

Students and Staff will now access resources via the **mySTC portal** with a **single-sign-on** to all resources using the Southeastern Technical College (STC) Student ID Username and STC password. This login will be used for resources such as BannerWeb, Blackboard, Student Office 365 Email, Remote Lab Access (Citrix), Galileo, STC Facebook, YouTube, Twitter, among other informational links.

New Students are given an **initial** Southeastern Technical College (STC) Student ID (9xxxxxxx) and STC password in the mailed acceptance letter to use for login. If you do not have the acceptance letter or know your student ID number then you will need to see Admissions. Initial passwords for New Students will be \$TC-MMDDYY.

Mandatory: Students will need to login to Office 365 student email **first** to setup their personalized security questions in order to recover or reset the STC password before logging into BannerWeb, Blackboard, or other resources. For your security, after you change your STC password no faculty, IT, Blackboard Coordinator, Student Affairs personnel, etc., will know or be able to access your password. You will use the security questions you setup to recover or reset your own password; therefore, it is vital that you remember your information. **Students should not share login credentials with others. Students should ensure passwords meet password complexity and regularly change passwords as requested periodically to maintain security.**

Logging In to Computers on STC Campuses

Username: students\9xxxxxxx

Password: Insert your STC password

mySTC

(<http://www.southeasterntech.edu/about-stc/MySTC.php>)

To access mySTC, complete the following steps:

- Go to **mySTC** (<http://www.southeasterntech.edu/about-stc/MySTC.php>) to go directly to the web page OR go to www.southeasterntech.edu and click mySTC at the top right of the web page. You may also click the **Current Students link** or **Quick Links** on the [Southeastern Technical College](http://www.southeasterntech.edu) (STC) website at www.southeasterntech.edu to access mySTC.
 - Click the resource needed (**Student Email – Office 365, Blackboard, BannerWeb, Remote Lab**) and login
 - **Username:** 9xxxxxxx (insert your student id number)
 - **Password:** Insert your STC password
-

Student Email (Office 365)

[Office 365 Portal Login \(https://portal.office.com\)](https://portal.office.com)

Mandatory: When you **first** access the Office 365 email, you will need to setup up your security questions, phone access, and email before being able to login. Login as follows.

Office 365 Username: 9xxxxxxx@students.southeasterntech.edu

Office 365 Password: Insert your STC password

You will need to use **your named email account** (3rd party id) from STC to send email from this point forward. You can find your third-party email address in the email portal by clicking the icon in the upper right corner - click view account - click personal information. You will then see your email address with your named email address on the right. (i.e. jdoe1@students.southeasterntech.edu). Write your new college email address down.

For Instructors Only

Instructor Username: (instructor email address is FLast@southeasterntech.edu)

Instructor Password: (insert your computer network password)

[To install Office 365 on your home machine](https://support.office.com/en-us/article/Download-and-install-or-reinstall-Office-365-or-Office-2016-on-a-PC-or-Mac-4414eaaf-0478-48be-9c42-23adc4716658?ui=en-US&rs=en-US&ad=US)

(<https://support.office.com/en-us/article/Download-and-install-or-reinstall-Office-365-or-Office-2016-on-a-PC-or-Mac-4414eaaf-0478-48be-9c42-23adc4716658?ui=en-US&rs=en-US&ad=US>)

In order to have a version of Word, Excel, PowerPoint, Outlook, etc., on your home machine you can download and install Office products using your school email address.

Direct Links

When mySTC or the STC webpage is not accessible, students **can access the resources directly** using the listed external links:

[BlackBoard](https://southeasterntech.blackboard.com)

(<https://southeasterntech.blackboard.com>)

[BannerWeb](http://www.southeasterntech.edu/about-stc/MySTC.php)

(<http://www.southeasterntech.edu/about-stc/MySTC.php>)

Username: 9xxxxxxx (insert your student id number)

Password: Insert your STC password

For Instructors Only

Instructor Username: (fill in with your regular computer login name)

Instructor Password: (insert your regular computer password)

Remote Lab

<https://apps.southeasterntech.edu>

Student Username: students\9xxxxxxx (insert your student id number)

Student Password: Insert your STC password

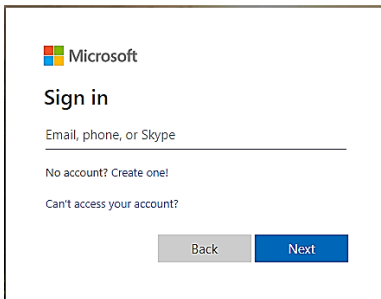
For Instructors Only

Instructor Username: stc\

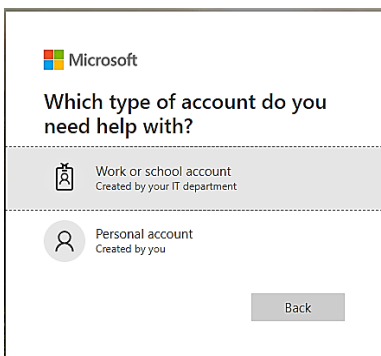
Instructor Password: (insert your computer network password)

SETUP SECURITY QUESTIONS FOR PASSWORD RECOVERY/RESET

1. Go to portal.office.com and click the “Can’t access your account?” link



2. Click on Work or school account



3. Enter your User ID:
 - a. Students: 9xxxxxxx@students.southeasterntech.edu
 - b. Faculty/Staff: Your STC Email Address
4. Enter the CAPTCHA, Top row first left to right and it is case sensitive. See my example below.
5. Click Next


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.

6. Choose a verification method from the left and follow instructions on the right.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (*****45) below. You will then receive a text message with a verification code which can be used to reset your password.

7. Enter verification code from previous step and click next.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Call my office phone

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

8. **If prompted**, choose a second verification method from the left and follow instructions on the right.

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (bj*****@grahamweb.net).
<input type="radio"/> Call my office phone	

Email

9. Enter verification code from previous step and click next.

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	We've sent an email message containing a verification code to your inbox.
<input type="radio"/> Call my office phone	

Enter your verification code

Next

10. Now you can reset your password. This will reset your BannerWeb, and Blackboard SSO passwords as well. This is an instant change and your password will be changed across all these applications immediately. You will need to meet the password complexity rules. Passwords will expire on a rotation and will require changing as necessary.

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

11. If you are unable to reset your password, please email helpstu@southeasterntech.edu for assistance.

Set/Modify Two Form Authentication Options

1. Login to Security portal using this link
(<https://account.activedirectory.windowsazure.com/passwordreset/register.aspx>)
2. Once Logged in you will be at the following page:

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

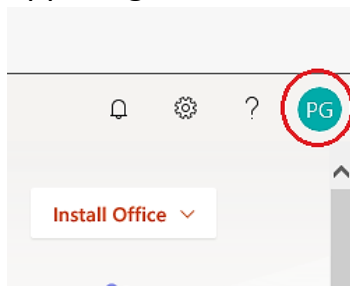
- ❗ Office phone is not configured. This information is managed by your administrator.
- ❗ Authentication Phone is not configured. Set it up now
- ❗ Authentication Email is not configured. Set it up now
- ❗ Security Questions are not configured. Set them up now

finish cancel

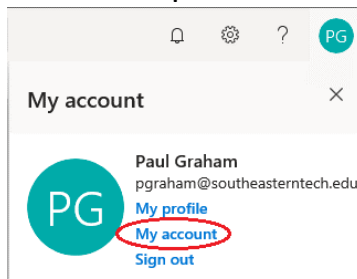
3. Click and complete all the “Set it up now” options. By setting these options you will be able to recover your account or reset a forgotten password.

Changing your STC Password

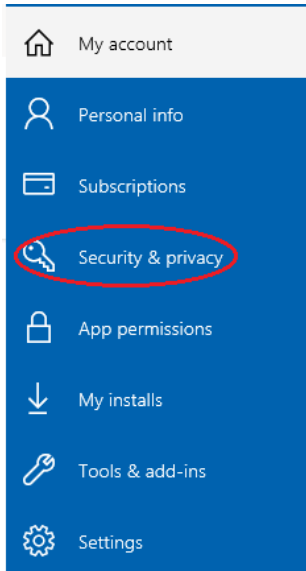
1. Login to the O365 Portal (<https://portal.office.com>) and Click on your Profile icon in the upper right corner circled below. Yours may have different initials.



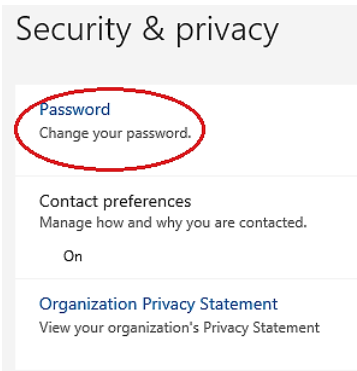
2. On the drop down screen click the “My Account” link circled below.



3. On the My Account page click the “Security & privacy” link from the left hand navigation column circled below.



4. On the Security & privacy page click the “Password” link circled below.



5. Fill out the appropriate information and click submit. This will change your STC Password. Your password should meet the following complexity rules:
- At least 8 characters long
 - Use at least 3 of the following types of characters:
 - uppercase letters
 - lowercase letters
 - numbers
 - special characters

User ID
pgraham@southeasterntech.edu

Old password

Create new password

Confirm new password

TECHNOLOGY ISSUES

We strongly encourage all students to **NOT** use Internet Explorer.

How to clear Browser History

If you receive error messages during Logins, you may need to clear your browser's cache.

- **Chrome** – Click the 3 dots at the top menu – Click **Settings**, Click **Advanced**, Click **Clear Browsing data**, and click **clear data**. Close your browser and reopen.
- **Firefox** – Click the 3 lines at the top menu – Click **Options**, Click **Privacy & Security**, Click **Clear your recent history**, click **Clear now**. Close your browser and reopen
- **Internet Explorer** – Click **Tools** (gear symbol), Click **Internet Options**, Click Privacy Tab, Click **Clear Sites**, Click **ok**. Close your browser and reopen.

Pop-Up Blocker

Are you clicking on a website, Cengage, MathXL, MindTap, SAM, etc. link in your Blackboard Course and nothing seems to be happening? Does it feel like it resembles a 'Failure to Launch'?

Don't be worried! This is an easy fix and it's simply your Pop-Up Blocker.

Pop-up blockers work in the background while you browse the Internet. When they detect a pop-up window that may be an unwanted advertisement, they automatically close the window. This can prevent your browser from performing properly.

While using Firefox, Chrome or Internet explorer if you are unable to view discussion postings, quiz windows, and download links, then you **need to disable pop-up blocking by adding the web address into the Exceptions List**. For more information about turning off pop-up blocker on your machine, please select your current web browser:

- **Chrome** – Click the 3 dots at the top menu – Click **Settings**, Click **Advanced**, Click **Content Settings**, click **Pop-ups and redirects**, Under Allow section click **Add**, Enter the web address that is being blocked. Some addresses are listed below for most courses. Close your browser and reopen.

[*.]southeasterntech.blackboard.com

[*.]cengage.com

[*.]ng.cengage.com

[*.]testout.com

- **Firefox** – Click the 3 lines at the top menu – Click **Options**, Click **Privacy & Security**, Scroll down to Block pop-up windows, Click **Exceptions**, click Enter the web address that is being block. Some address are listed below for most courses. Click **Allow**, *repeat for each address*, click **Save Changes**, Close your browser and reopen
- **Internet Explorer** – Click **Tools** (gear symbol), Click **Internet Options**, Click Privacy Tab, Click **Settings**, Enter the web address that is being block. Some address are listed below for most courses. Click **Add**, *repeat for each address*, click **Close**, Close your browser and reopen.

Websites to add to Pop-Up Blocker Exceptions Lists

Students will need to add the following address to the Pop-Up Blocker Exceptions list for Southeastern Technical College, Cengage, Mindtap, and SAM. Any other books/products that require blocked websites will need to be added.

- <http://ng.cengage.com>
- <https://southeasterntech.blackboard.com>
- <https://mail.southeasterntech.edu:443>
- <https://www.southeasterntech.edu>
- <https://sam.cengage.com>
- <https://cengage.com:80>
- <http://www.cengagebrain.com>
- <http://testout.com:80>

For more troubleshooting information per browser, click the links below.

- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Google Chrome](#)
- [Safari](#)