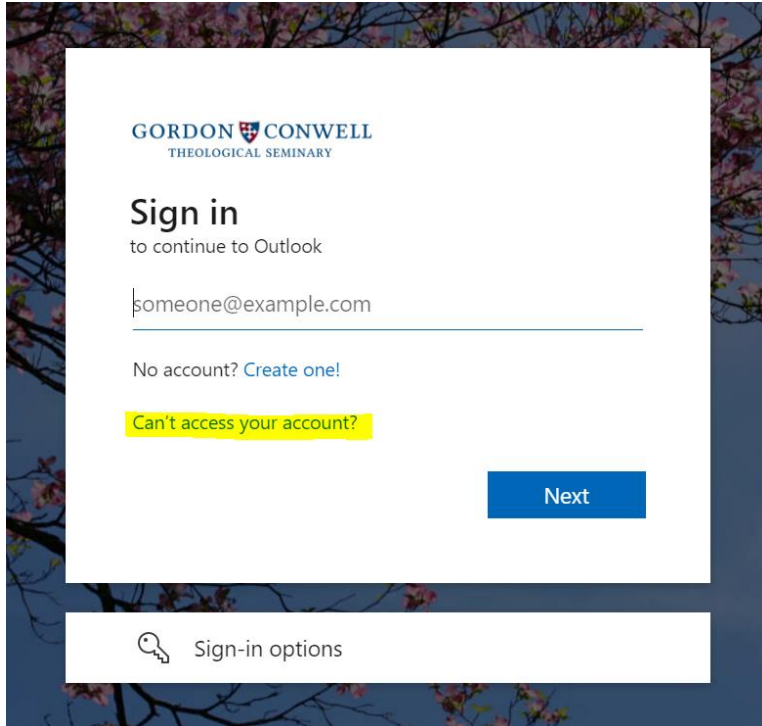
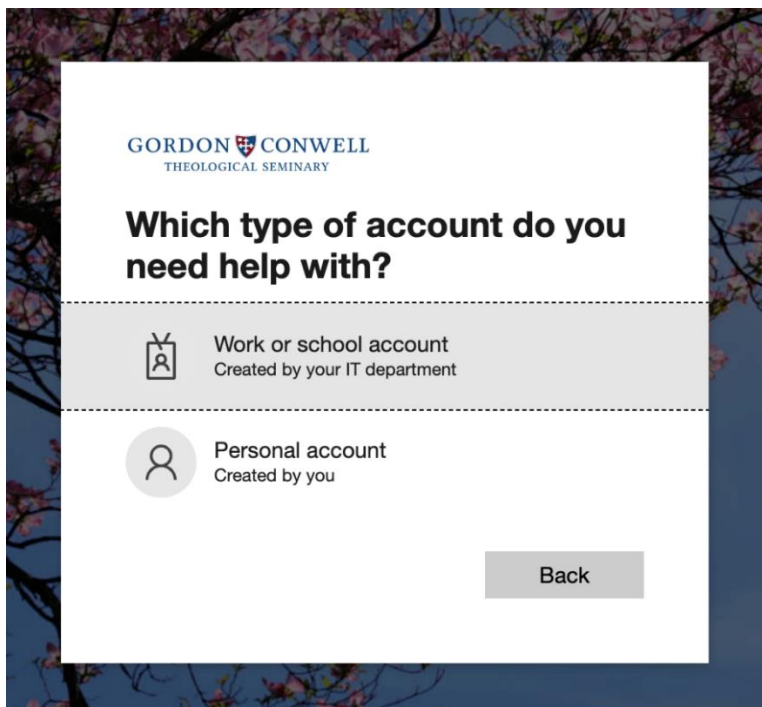


How to Reset your GCTS Password

1. Go to mail.gcts.edu.
2. Click **Can't access your account?**



3. Choose **Work or school account**.



4. Enter your **gordonconwell.edu email address** in the box provided.
5. Enter the characters shown in the picture for verification and click **Next**.



Get back into your account

Who are you?

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

Email or Username: *

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



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

Next

Cancel

6. Select **I forgot my password** and click **Next**.
 - a. Please choose this option even if you know your password and are just resetting it before it expires.
 - b. Select **I know my password, but still can't sign in** only when unlocking your account due to too many failed login attempts.



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

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

7. Choose a **verification/contact method** from the list on the left side of the page and click **Next** or **Email**. Any of the available options are fine to use.
 - a. The **Email** option will email the non-GCTS email address which Microsoft has from your Multi-Factor Authentication settings. If you do not have an address set up, you will be prompted to enter one. Follow the directions in the email you receive at your non-GCTS email address.
 - b. The **Text/Call my mobile phone** option will send you a code to input in the box provided.
 - c. For the **Authenticator app code** option, please open your Microsoft Authenticator app on your mobile phone, tap on your GCTS account, and input the 6-digit code you see under **One-time password code**.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email <input type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone <input type="radio"/> Enter a code from my authenticator app	<p>You will receive an email containing a verification code at your alternate email address (te*****@gordonconwell.com).</p> <p style="text-align: center;">Email</p>
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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input type="radio"/> Email my alternate email <input type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone <input checked="" type="radio"/> Enter a code from my authenticator app	<p>Enter the code displayed in your authenticator app.</p> <div style="border: 1px solid #ccc; padding: 5px; width: 250px; margin-bottom: 10px;">Enter your verification code</div> <p style="text-align: center;">Next</p>
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8. Enter your new password according to the requirements below.

- Password is case-sensitive.
- Must be **12-24** characters long.
- No complexity requirements (only letters needed but can use numbers or symbols as well). Easy-to-remember phrases (such as a Bible verse, song lyrics, etc.) encouraged.
- Must not include any of the following: password, test, Jesus, Bible, GCTS
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters (e.g., 123 or 111).
- Must not reuse a password that you have used in the past.

9. Enter a second time to verify. Click **Finish** to complete the password change.



Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel