



Help!
I need to reset
my Network
Password!

Self Service Password Reset is Easy!

The ITS department is pleased to announce the availability of a web based Password Reset Tool! With this tool you will be able to change or reset your network password yourself from any computer with an internet connection.

Where do I go?

At Home: You can reset your BTC network password from the link located at the BTC homepage <http://www.blackhawk.edu> or by going directly to the website located at <https://pwreset.blackhawk.edu>

Central Campus: At Central Campus, you can reset your BTC network password from any *kiosk* computer on campus. There are 2 computers located in the Commons (1400), 2 computers located in the Student Services Area by the Information desk, 2 computers located at the Help Desk, and 1 computer located in the Library. You may also reset your password from a colleague's computer providing they are logged on and willing to allow you to access the BTC Internet or Intranet Web page.

Monroe Campus: At Monroe Campus, you can reset your BTC network password from the *kiosk* computer located in the student lounge near the vending machines. You may also reset your password by using the generic log in credentials at one of the public accessible computers in the Learning Resource Center (LRC). Ask your LRC representative about using the generic log credentials. You may also reset your password from a colleague's computer providing they are logged on and willing to allow you to access the BTC Internet or Intranet Web page.

From the Center for Transportation Studies, Beloit Center, Aviation Center, and the Rock County Job Center, you may use a *public use* computer to access the BTC Internet Web page <http://www.blackhawk.edu>.

Accessing a Kiosk to Reset Your Password is Easy!



When using a kiosk, you may need to login.

1. First, press [Ctrl-Alt-Delete] to begin
2. You will then be presented with the screen below.



1. Type *kiosk* in the "User name" field
2. Leave the "Password" field blank
3. Click on the [Okay] button

Use your Internet browser to you can access the tool on the main page of the Blackhawk the Internet site at <http://www.blackhawk.edu>. Faculty and staff also have the option to access the password reset tool from the Intranet website at <http://intranet/default.aspx>, or you can link directly by using <http://pwreset>.

How to Use the BTC Self Service Password Reset Tool

The ITS department is pleased to announce the availability of a Web based Password Reset Tool. This tool will allow student, faculty, and administrators to change or reset your password yourself from any computer with an Internet connection.

From an off-campus location, you can access the tool on the main page of the Blackhawk Technical College Internet site at <http://www.blackhawk.edu> or you can link directly by using <https://pwreset.blackhawk.edu>.

From the on campus BTC network, you can access the tool on the main page of the Blackhawk Intranet website at <http://intranet/default.aspx>, the Internet site at <http://www.blackhawk.edu>, or you can link directly by using <http://pwreset>.

You will be able to change your password on your first visit to the website; however, ITS recommends that you visit the website and set your challenge question and answer before the situation arises and you need to reset your password.

The first page is shown below:



The screenshot shows the Blackhawk Technical College logo with the tagline "Opening Doors to Life-long Learning". Below the logo is the title "Active Directory Password Reset Tool" and a warning: "This tool will not reset Banner passwords!". There are two radio buttons: "Student" (selected) and "Faculty/Staff". Below these are two input fields: "User Name:" and "Student/Employee ID:". A "Log In" button is located to the right of the second input field.

1. Select either *student* or *faculty/staff*
2. Enter your username and your employee or student ID
3. Click [Login]

The first time that you log in, you will be directed to a Web page to select your challenge question and answer.

1. Select your challenge question from the drop-down menu.
2. Type your answer in the field provided.
3. Click [Submit]

Please set a challenge phrase that will be used to authenticate your identity before resetting your password in the future.

What was the color of your first car? ▼

Submit

On subsequent visits to this website [after you have selected your challenge question and answer], you will be directed to answer your challenge question when you log in.

1. Type your answer in the field provided
2. Click [Submit]

What is your fathers middle name?

Submit

You will then be directed to choose a new password. You will also need to comply with current password guidelines or you will see an error message stating that your password does not comply.

Please choose a new password for Active Directory.

Password:

Retype Password:

Reset Password

1. Type your new password in the password field.
2. Tab to or Click on the retype password field.
3. Retype your new password.
4. Click [Reset Password]

If the change is successful, you will receive a message stating that your password has been reset and you may close the browser and immediately begin using your new password.

Password reset successfully.

Special Note: The password reset tool allows you to change your BTC Network password for your computer and email. You cannot reset you Banner or WebCT password with this utility.