



**Please read this entire document as it contains important information regarding your ability to log into the technology systems at HCC.**

**Overview**

The Office of Information Technology (OIT) has created a new solution for managing your access to technology at HCC. Previously, you were using several accounts across separate systems. In other words, you had different user ID and password for Online@HCC, Hawkmail, and another for Web registration. This meant that you were required to manage two, or perhaps three different username/password combinations (also known as credentials).

At the beginning of the Summer 2011 semester, OIT has implemented a User Account Management system called Active Directory. This system will give you access to the new Blackboard system called My HCC.

At the beginning of the Fall 2011 semester, Active Directory will be used not only to log into My HCC (the new Blackboard), but also Wireless, email, WebAdvisor, SmarThinking and other future technologies at HCC.

Your user information has been moved into the Active Directory system; however, you will be required to register in our Active Directory Password Reset Portal. This portal will allow you reset your password, unlock your account, and register your secret questions. **IT IS IMPORTANT THAT YOU ACCESS THIS SITE TO REGISTER YOUR ACCOUNT; OTHERWISE YOU MAY NOT BE ABLE TO ACCESS ONLINE RESEOURCES. YOU WILL NOT BE ABLE TO LOG INTO MY HCC, the new Blackboard, UNTIL YOU REGISTER YOUR ACCOUNT.**

You will be required to change your password. Then, in the fall semester you will be asked to change your password again. After you reset your password at the beginning of the Fall 2011 semester, students will have to reset their passwords every 180 days. Faculty and staff will reset their passwords every 90 days. This can be done using the Active Directory Password Manager and the procedures outlined below.

***Please note:***

Once you register your account through the Active Directory Password Manager, you will be:

- Able to reset your password whenever you need to without waiting for assistance or putting in a help ticket through the help desk system, HCC Live;
- All part of the same network domain;
- ***If you do not register your account*** through Active Directory Password Manager you will have to put in a help ticket through HCC LIVE, the HCC Help Desk;
  - You will have to wait for assistance;
  - You will not be able to reset your password yourself;
  - You will not be able to access My HCC (the new Blackboard system);
  - You will still be responsible for your course work and associated due dates..

**Account Information**

Your log in and password will now be referred to as your **HCC NetID**. This ID is your username/password (credentials) that you will use to access MY HCC (the new Blackboard) in the Summer 2011 semester and in the Fall 2011 My HCC, Wireless, Email, Web Registration etc., at HCC. Your username is the same as it was previously. However, your password has been reset to a default password:

- Uppercase initial of your FIRST NAME, the lower case initial of your LAST NAME, plus your seven (7) digit HCC ID.
- If your HCC ID is less than seven (7) characters, add the required number of zeros to the beginning of your HCC ID to make it seven (7) characters long.



Please observe the examples below.

First Name	Last Name	Student ID	Initial Password
Jane	Doe	9876	<b><i>Jd0009876</i></b>
Sally	Smith	0123456	<b><i>Ss0123456</i></b>

If you do not know your **HCC NetID**, you will be able to look it up using the Active Directory Password Manager.

You can find your student id in one of three ways:

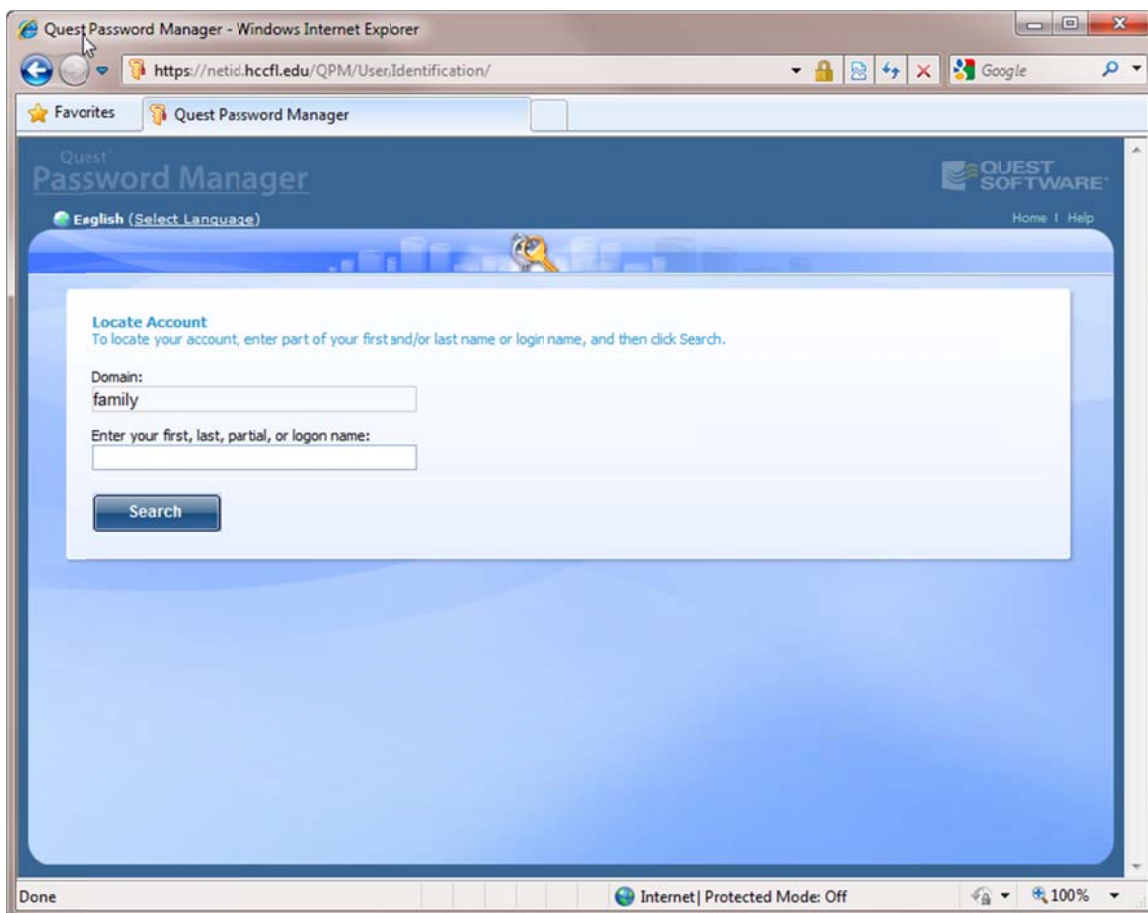
- Referencing your welcome letter sent to you by HCC's Student Services department;
- Showing your photo ID at any campus Admissions, Records, and Registration office;
- Calling HCC LIVE and answering a series of security questions.

Staff and faculty can obtain their employee ID through their supervisor or Dean.

The information below is a guide for how to access the portal and register your account.

### **Registering with Password Manager**

1. Open your browser and navigate to **https://netid.hccfl.edu**. The page below will be displayed.





2. Enter your username to locate your account. If you do not know your username, you can type in your name (First Name Last Name) and click **SEARCH** to search for it.

**Locate Account**  
To locate your account, enter part of your first and/or last name or login name, and then click Search.

Domain:  
family

Enter your first, last, partial, or logon name:  
test

**Search**


Search Result


3. The system will search for your account and a list of possible matches are listed. Select your name from the list by clicking on it.


 **accounttestuser**  
First name: Account  
Last name: Testuser  
User logon name: accounttestuser@family.hccf.edu

4. The Password Manager will require you to register. If the account referenced is not yours, click the link to be taken back to the previous step. To register with Password Manager, click **Register With Password Manager**.

**Welcome, Testuser, Account. If you are not Testuser, Account, [click here](#).**  
Register with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.

 **Register with Password Manager** If you are a new user, you must register with Password Manager.

 **I Have a Passcode** If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode.

 **Disabled Tools**



- At this point, you must authenticate with the Password Manager to continue. You will need to enter your password to authenticate. Your password will either be your initial password as outlined above (if this is your first time registering) or your current password (if you have changed it before).

**Registration with Password Manager (Testuser, Account)**

**Steps to complete:**

- Identity Verification
- Q&A Profile

**Enter Your Password**  
To proceed, enter your password.

Domain:  
family

User name:  
accounttestuser  
[If you are not Testuser, Account, click here.](#)

Password:  
●●●●●●●●●●

Next Cancel

Click **NEXT** to continue.



- The registration process will require you to submit answers to several questions as well as create a few questions of your own. Additionally, you will need to provide a Verification word that will be used when calling to HCC LIVE to reset your account. They will use this word to ensure they are speaking to you.

When creating answers, please remember that your answers are **case-sensitive**, so capitalization and spacing DO matter. The following illustrates how spacing and capitalization influences password verification.

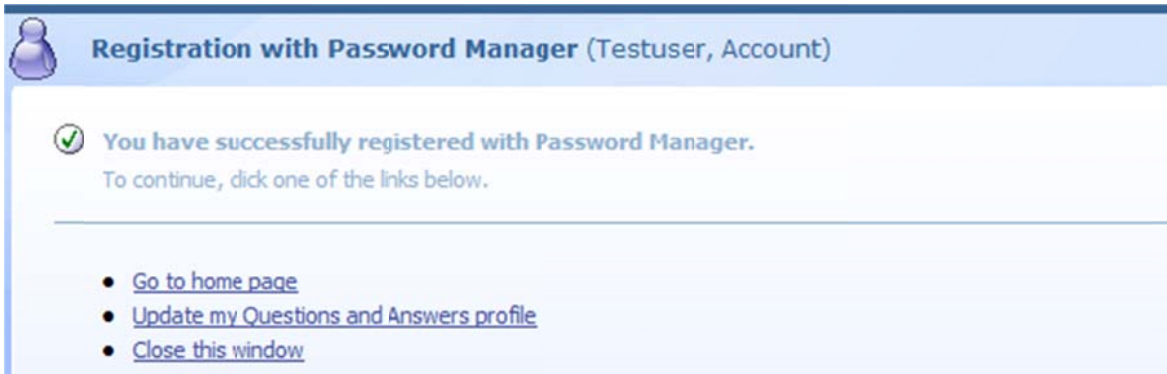
Original Password	This is my answer
DOES NOT MATCH	THIS IS MY ANSWER
DOES NOT MATCH	thisismyanswer

Note that when creating your questions, the answers cannot be part of the question and cannot be the same as other answers. You will be alerted if your answers don't match, meet the length criteria, etc.

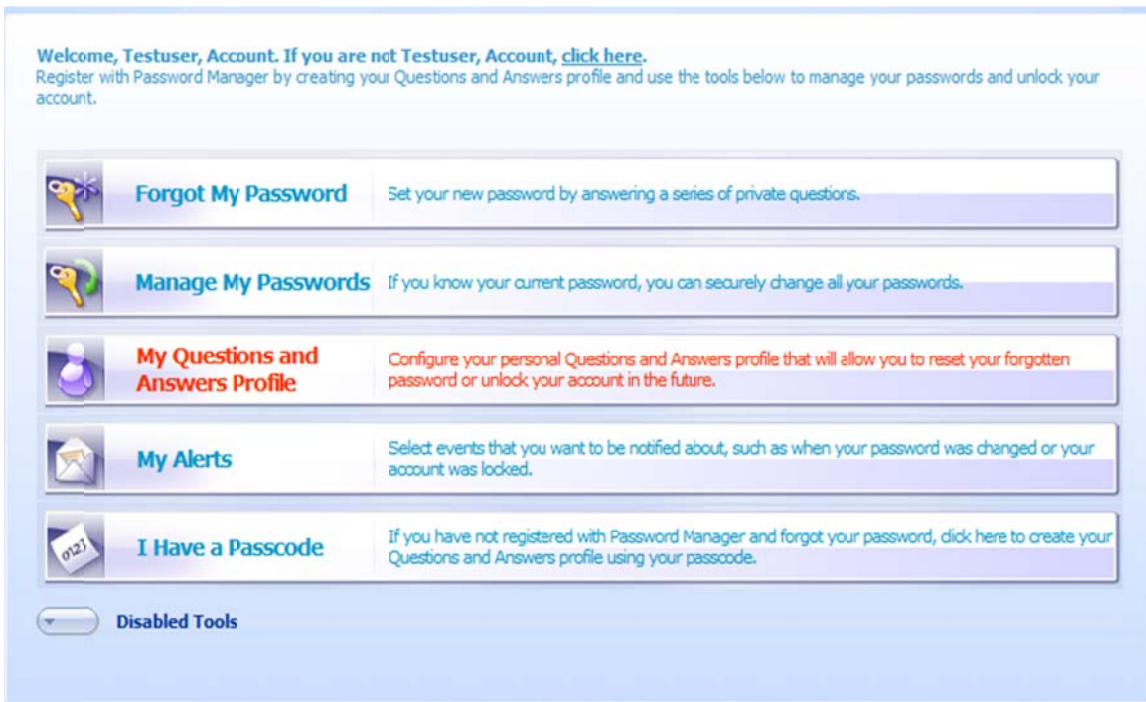
Click **FINISH** when you are done.



6. Once the Password Manager has accepted your answers, you will be presented with the screen below. Click on the link to **Go to Home Page** to continue.



7. After registering your questions, you must reset your password. Click on **Manage My Passwords**.





8. Enter your current password. This is the same password you entered in step 5. Click on **NEXT**.

The screenshot shows the 'Manage My Passwords (Testuser, Account)' window. On the left, under 'Steps to complete:', 'Identity Verification' is checked, 'Target systems' is partially checked, and 'New password' is not checked. The main area is titled 'Enter Your Password' with the instruction 'To proceed, enter your password.' It contains three input fields: 'Domain:' with the text 'family', 'User name:' with the text 'accounttestuser', and 'Password:' with masked characters. A link below the user name field reads 'If you are not Testuser, Account, click here.' At the bottom are 'Next' and 'Cancel' buttons.

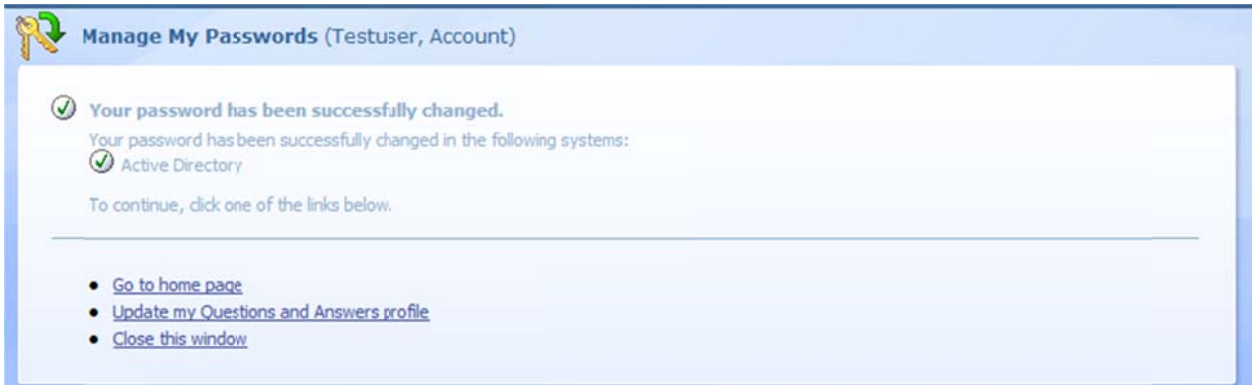
9. Enter your new password into the New Password and Confirm New Password fields. Your new password must meet the following requirements:
- At least nine (9) characters long.
  - Contain characters from three out of the following four categories:
    - English uppercase characters (A through Z),
    - English lowercase characters (a through z),
    - Base 10 digits (0 through 9),
    - Non-alphabetic characters (for example, !, \$, #, %).
  - Must not contain any part of your name or username.

The screenshot shows the 'Manage My Passwords (Testuser, Account)' window. On the left, 'New password' is checked under 'Steps to complete:'. The main area is titled 'Enter New Password' with the instruction 'Your new password must comply with the password policy. To see the password policy, click here.' It contains two input fields: 'New password:' and 'Confirm new password:', both with masked characters. At the bottom are 'Finish' and 'Cancel' buttons.

Click **FINISH** to continue.



10 Your password has successfully been reset.



If you are done, click the link **Close this window**.

**Support**

If you have any questions, please contact HCC Live

Web Address	http://hcclive.hccfl.edu
Telephone	1-877-736-2575