

Resetting your password

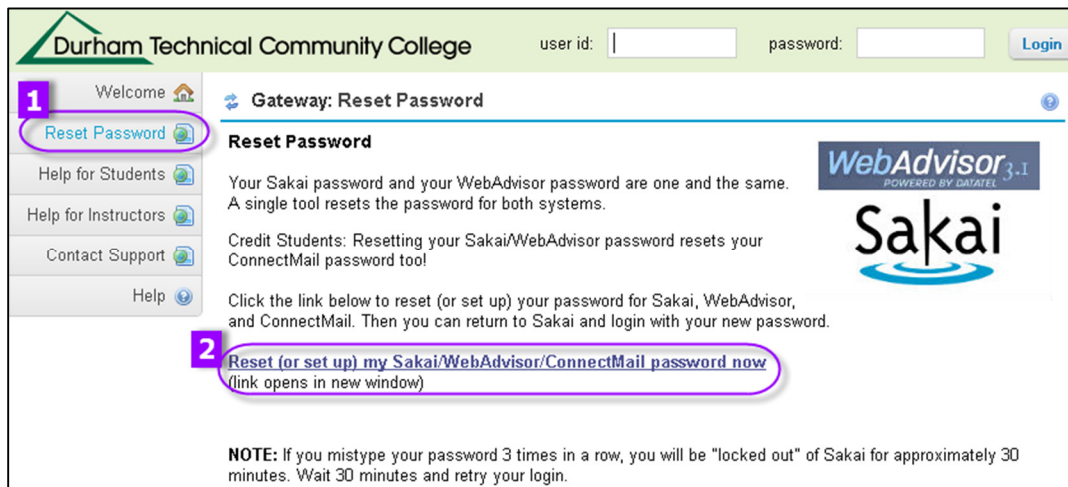
If you are unable to log in to Sakai, the solution is to reset your password.

IMPORTANT:

- If you mistype your password 3 times in a row when trying to log in, you will be "locked out" of Sakai for approximately 30 minutes. Wait 30 minutes and then retry your login. If it still doesn't work, then try resetting your password.
- Resetting your Sakai password also resets your password for other Durham Tech systems that share a common user name and password.
 - **Students:** Resetting your Sakai password also resets your password for WebAdvisor and ConnectMail
 - **Employees:** Resetting your Sakai password also resets your password for WebAdvisor, Exchange/Outlook, and Windows.

To reset your password from Sakai:

1. On the Sakai gateway page (<https://sakai.durhamtech.edu>), click the **Reset Password** button in the menu on the left.



2. A page appears with info about resetting your password. On this page, click the link that says "**Reset (or set up) my Sakai/WebAdvisor/ConnectMail password now**". This will take you to the password setup/reset program shared by multiple Durham Tech systems.
3. Follow the on-screen instructions to enter the required information, and click **Next** when you are done:
 - **DTCC User Name**
 - Format: last name + first initial + last 4 digits of your Durham Tech ID number (Example: doej1234)
 - If your last name is long, your user name contains only the first 15 characters
 - User names do not contain spaces, hyphens, or other special characters

- **DTCC ID Number**
 - A seven-digit number assigned to you by Durham Tech.
 - You can find your Durham Tech ID number on your student or employee ID card. It is also on college documents such as bills, receipts, welcome letters, etc.
 - Your DTCC ID number may begin with a zero. (Example: 0654321) If so, be sure to type any leading zeroes.
- 4. Enter the personal data requested, then click **Next**:
 - **Last 4 digits of SSN** (appears only if Durham Tech has a SSN on file for you)
 - **Birth date** (MM-DD-YYYY)
 - **Address zip code** (your 5-digit home zip code as listed in Durham Tech's records)
 - **Secret question**
 - If you set up your password previously, you will see the secret question you selected back then. Enter the answer to the question.
 - If you are setting up your Durham Tech password for the first time, you will see prompts to select a secret question and to enter an answer.
- 5. On the final screen, enter a **new password** and then type it again to **confirm**. (You can also update your secret question or answer, if needed.)
 - Passwords must be 8 to 20 characters and contain at least 3 of the following:
 - lower case character (a-z)
 - upper case character (A-Z)
 - numeric character (0-9)
 - special character (_!#\$%^+ .)
- 6. Click **Finished** to save your new password. Then return to Sakai and log in with your user name and new password.

Error Messages

If you receive an error message when resetting your password, note the text in red near the bottom of the screen. This can help you identify info that you may have entered incorrectly or that does not match Durham Tech's records. (Example: "**Zip was incorrect**" or "**Birthdate was incorrect**")

To resolve the error, you can click "Start Over" and try resetting your password again, or contact Durham Tech's IT help desk for assistance (see below).

Unable to reset your password? Contact Durham Tech's IT Help Desk:

- 919-536-7200 ext. 6111
- helpdesk@durhamtech.edu
- Durham Tech's IT help desk is open Mon-Fri, 8 am – 5 pm