

Account Reset Instructions

Banner Student

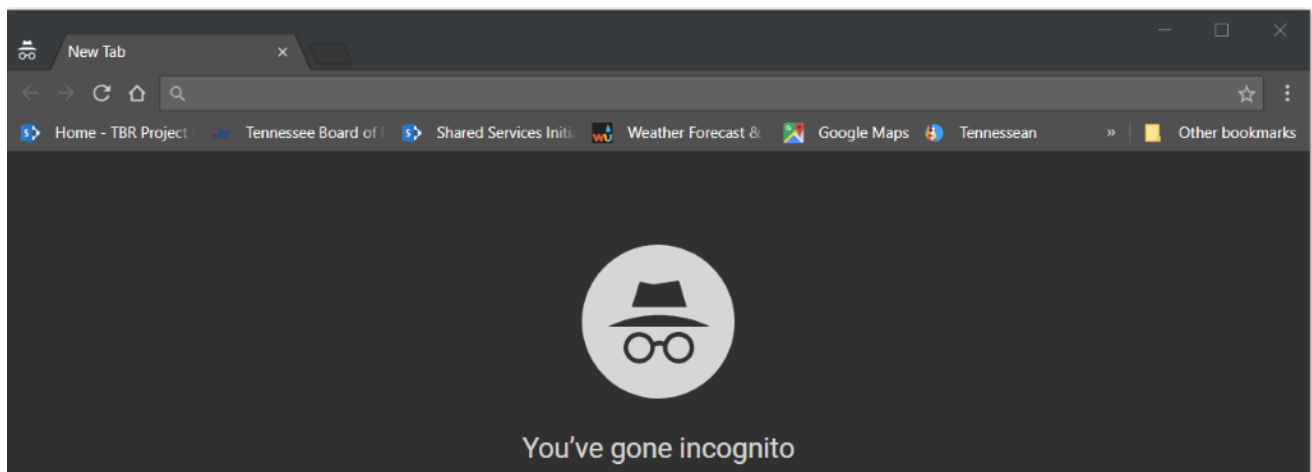
April 2, 2019

SELF SERVICE ACCOUNT RESET INFORMATION

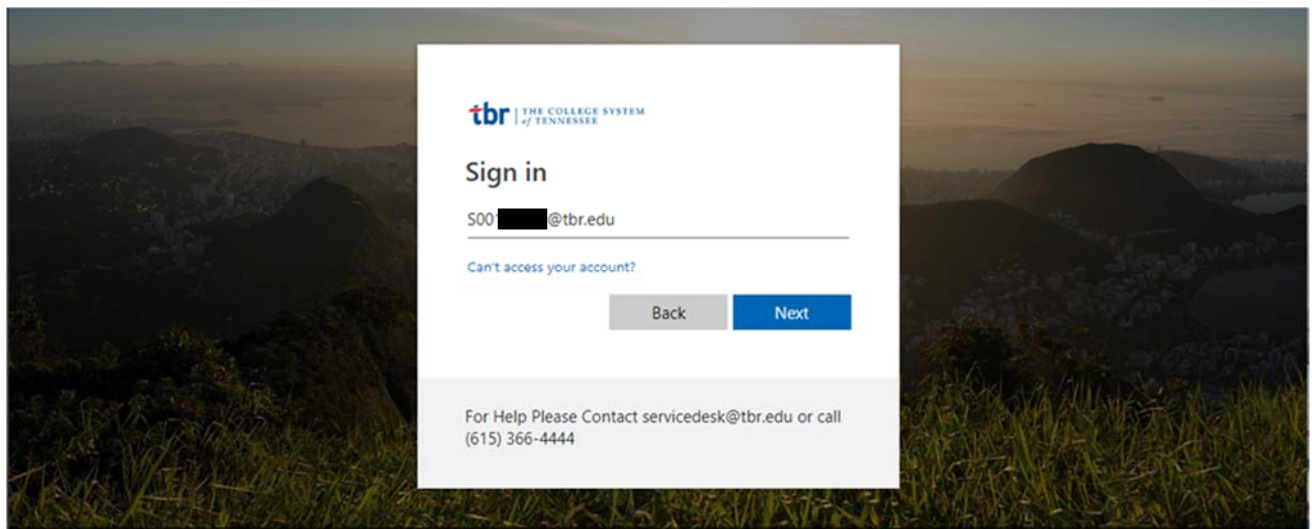
This guide makes the assumption that you have already established and logged into your account at some point in the past. You should have received your login credentials from TBR in the format of S00xxxxx@tbr.edu. If you have forgotten your S00XXXXX number, the staff at your TCAT can provide it to you.

Step 1: Navigate to login screen, enter S00XXXXX@tbr.edu account

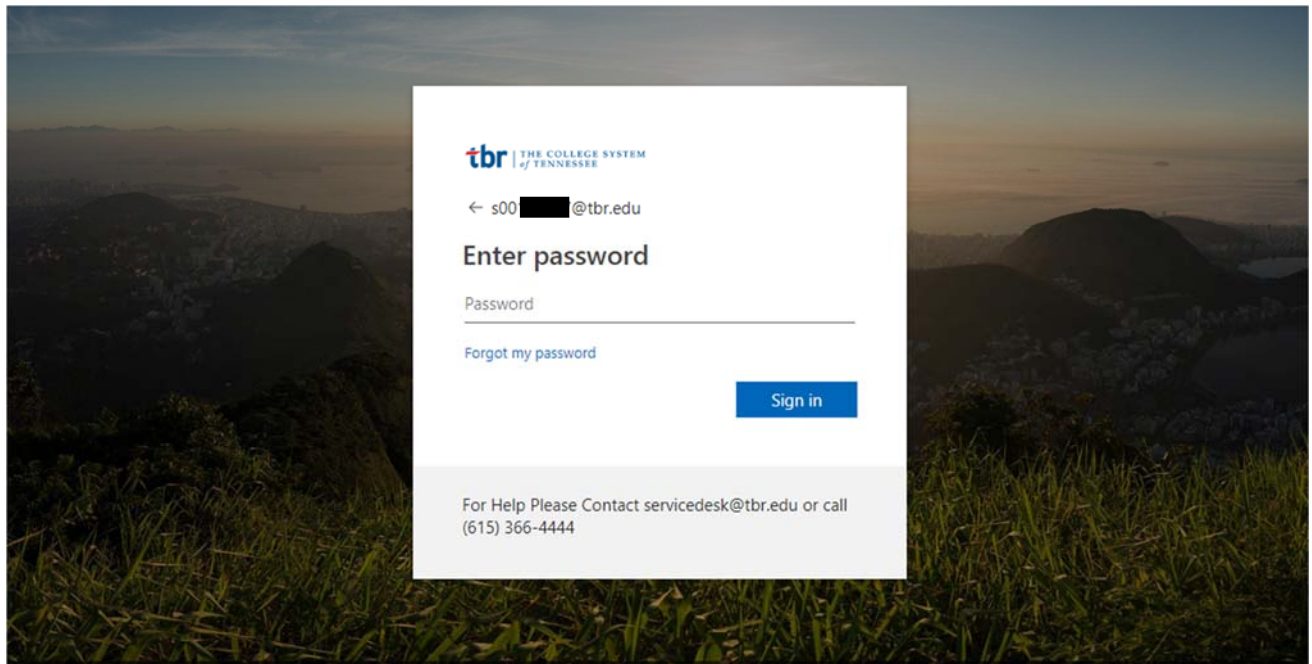
Navigate to the <https://portal.tbr.edu> website in a new or incognito browser. You will need a fresh browser session so you do not pass your existing account information to the system.



Enter or cut and paste the web address above. You should see the following screen. Enter the S00xxxxx@tbr.edu you were provided.



You will be prompted for your password. If you have forgotten the password you established on your first login, please select the **Forgot my password** link under the password field.



Step 2: Forgot My Password Process

You will be navigated to the account reset screen. Your user ID will be brought over from the initial login screen. Enter the characters displayed. Select **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.

Next Cancel

You will be directed to the **Verification Step 1**. You will have the option to either send a text or email to your recovery preference selected in your initial account setup. Select **Email**. In, is there an option here??



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

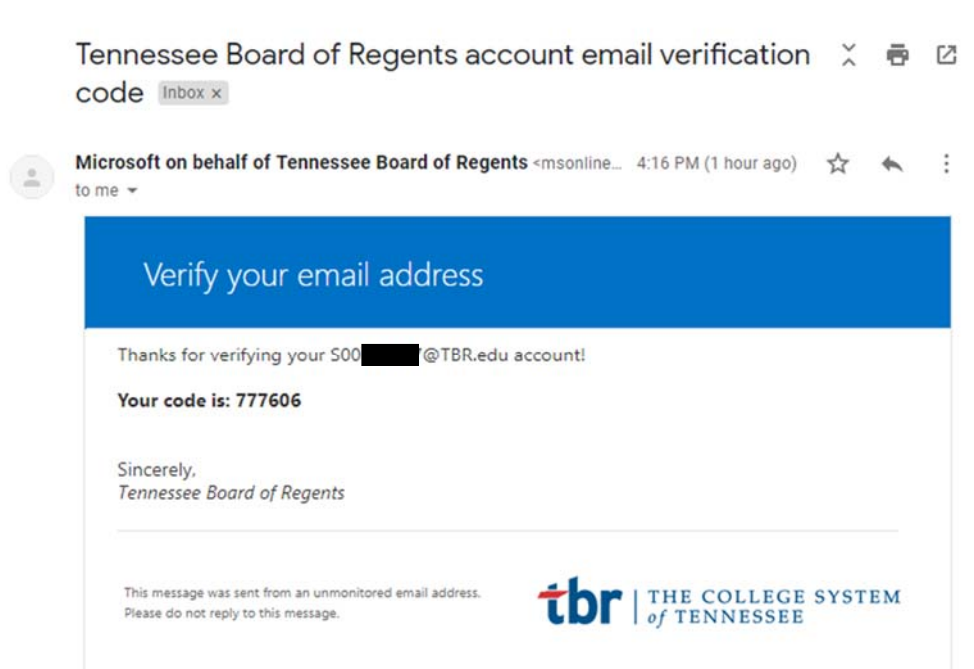
Email my alternate email

You will receive an email containing a verification code at your alternate email address (tb*****@gmail.com).

Email

Cancel

You will be prompted to enter the verification code sent to your personal email. Please log into your personal email account and retrieve the code. The recovery email will look something like the below message:



Enter the code and select **Next**



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	We've sent an email message containing a verification code to your inbox.
	<input type="text" value="777606"/>
	<input type="button" value="Next"/> Are you having a problem?

[Cancel](#)

You will be prompted to enter a new password. Please use a password that you will remember and that uses follows good password protocol including UPPER, lower, numbers**123** and special characters!! Select **Finish**.



Get back into your account

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

* Enter new password:

* Confirm new password:

[Cancel](#)

You will receive the following message and be prompted to sign back in at the **click here** link.



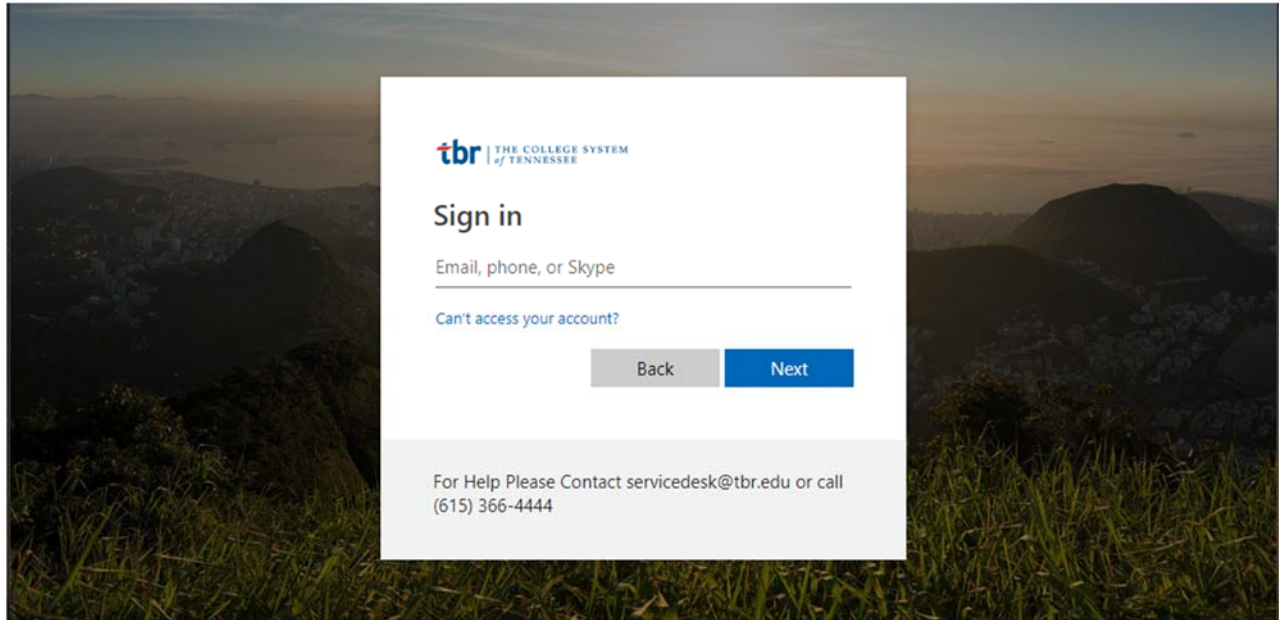
Get back into your account

Your password has been reset

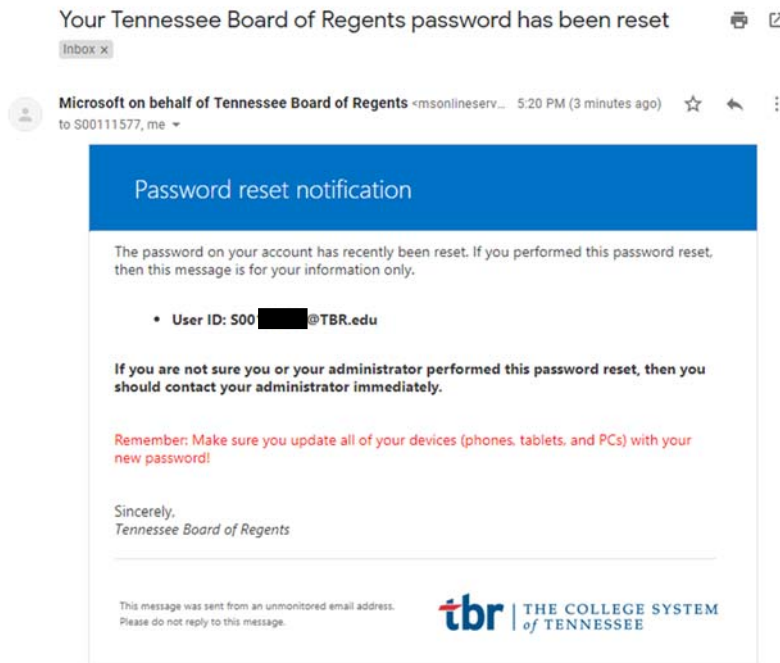
To sign in with your new password, [click here](#).

Step 4: Login with reset credentials

You will be navigated back to the Sign in screen and can proceed with the login process.



You will also receive the following message informing you of the password reset.



Any password reset will follow the same process. No one at your TCAT or Service Desk has access to your password. Please follow these steps and contact servicedesk@tbr.edu for any assistance.