

Steps to Reset Passwords on Student Accounts  
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Step One: Please go to the link [http://jefferson.kctcs.edu/Current\\_Students/User\\_Account\\_Center](http://jefferson.kctcs.edu/Current_Students/User_Account_Center)

Step Two: Click on the link labeled “KCTCS User Account Center” to receive a screen that shows

The screenshot shows the 'User Account Center' page of the Kentucky Community & Technical College System. At the top, there is a navigation bar with links for KCTCS, BLACKBOARD, EMAIL, SELF-SERVICE, and HELP. Below this, the page title is 'User Account Center'. A paragraph explains that users will create or update their profile and set their password after verification. The form asks for identification information: 'To identify yourself, please provide:' followed by a dropdown for 'Birth Month' and a text box for 'Birth Day'. Below this, it says 'and two of the following:'. There are four options: 'KCTCS ID' (9 digits), 'National ID (SSN)' (9 digits), 'Admissions Application Reference Number', and 'Personal Email Address'. A red button labeled 'Create / Update My User Profile' is at the bottom. A note at the bottom of the form says: 'Please enter the information requested above and click on Create / Update My User Profile to continue.'

Step Three: Fill out the above page with your birth month and date and only two of the following three items

- Social Security Number (Number only—no dashes)
- Student ID Number
- Personal Email Address Personal Email Address (Your personal email address as you entered it when you applied to Jefferson)

Step Four: Click on “Create / Update My User Profile.” On the next page, you will be shown your username and email information, along with your student ID number. Please note the student ID number if you do not already know it.

Step Five: Click on the link in the lower right hand corner labeled “Set My Password.” Then, the next page will appear as

The screenshot shows the login page of the Kentucky Community & Technical College System. At the top, there is a navigation bar with links for KCTCS, BLACKBOARD, EMAIL, SELF-SERVICE, and HELP. Below this, the page title is 'KENTUCKY COMMUNITY & TECHNICAL COLLEGE SYSTEM'. The main heading is 'To identify yourself, please provide:'. There are two input fields: 'Last Name' and 'KCTCS ID'. At the bottom, there are two red buttons: 'Sign In' and 'Return to the User Account Center'. A mouse cursor is pointing at the 'Sign In' button.

Step Six: Enter your last name and KCTCS student ID number. Make sure to enter your last name exactly as it appears in Peoplesoft, including any suffix without punctuation. Then click on “Sign In.”

Step Seven: Follow the on screen instructions (pictured below) to reset your password.

The screenshot shows the 'KENTUCKY COMMUNITY & TECHNICAL COLLEGE SYSTEM' header with navigation links for KCTCS, BLACKBOARD, EMAIL, SELF-SERVICE, and HELP. Below the header, there is a section titled 'Please select a password:' with two input fields: 'Password:' and 'Confirm Password:'. Below these fields are two buttons: 'Set Password' and 'Return to the User Account Center'. A paragraph of instructions follows, stating that passwords must be at least 8 characters long and complex. It lists requirements for complex passwords: at least eight characters, containing characters from three of four categories (English uppercase, English lowercase, digits, and symbolic characters), being significantly different from prior passwords, not containing the user's name or username, and not being a common word or name. A red note at the bottom says 'Remember - Never give your password to anyone.'

When, this step has been completed successfully, you will receive the following screen:



Step Eight: At this point, you should be able to log into student self service and email, etc. Please be sure to use your username and not the email address ([username@kctcs.edu](mailto:username@kctcs.edu)) when logging in.

Step Nine: Please go to the site <https://pwreset.kctcs.edu> and set up your security questions.

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Students can update home address, phone number and personal email address at any time in Peoplesoft under “Main Menu > Self Service > Personal Information > Personal Information Summary.”