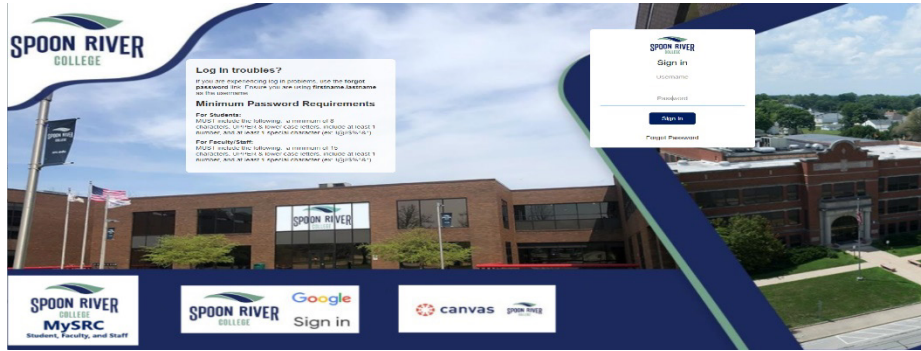


Student, Faculty, and Staff Portal

(From SRC webpage, click on '[My Portal Login](#)'; or go to sso.src.edu)



With Student, Faculty, and Staff Portal, users will gain access to the following applications:

- Canvas
- Student Gmail
- MySRC (JICS)
- Office 365
- TimelyCare (students)
- ADP (faculty and staff)
- Trac Cloud (faculty and staff)

Example user name formula for John Smith
> User name = john.smith
> Password = JoSm1234
(for faculty and staff, temporary password will be assigned by HR.)

First time Users:

If it is your first time logging in, users will be required to change their password.

Insert **current** password (provided to you in your initial packet from Advising).

Insert **NEW** password, **twice**.

Click **Submit**

Password Requirements:

MUST include the following:

- Upper- & lower-case letters
- Include at least 1 number
- Minimum number of 8 characters for students
- Minimum number of 15 characters for faculty and staff
- Include a special character (Examples: ! @ # \$ % ^ & *)

Login Name Format:

If a user's login name is longer than 20 characters, the name will be shortened. In our example, we are using a hyphenated last name.

Example: Janice Patterson-Billbo = (23 characters)

User name changed to:

janice.patterson-bil = (20 characters)

Periods and dashes count, as in our example above.

Once the requirements are fulfilled, users will see the message "You have successfully setup your password". Each time users gain access to **My Account**, users will be required to enter their password to gain access to these settings.

The system will ask you to log out, then login again with your new password. After you login again with your new password, the system will ask you to set up your recovery methods.

Under the user's name, in the upper right corner, there are modifiable settings:

My Account – 2 areas (Email Recovery and Phone Recovery)

Change Password

Logout

Under My Account – Email Recovery:

Users will be able to enter an email account of their choice.

- The email you provide should be a personal email account
- Examples are personal Gmail, Hotmail, Yahoo, Outlook, etc.

Click **Update** when finished.

Under My Account - Phone Recovery:

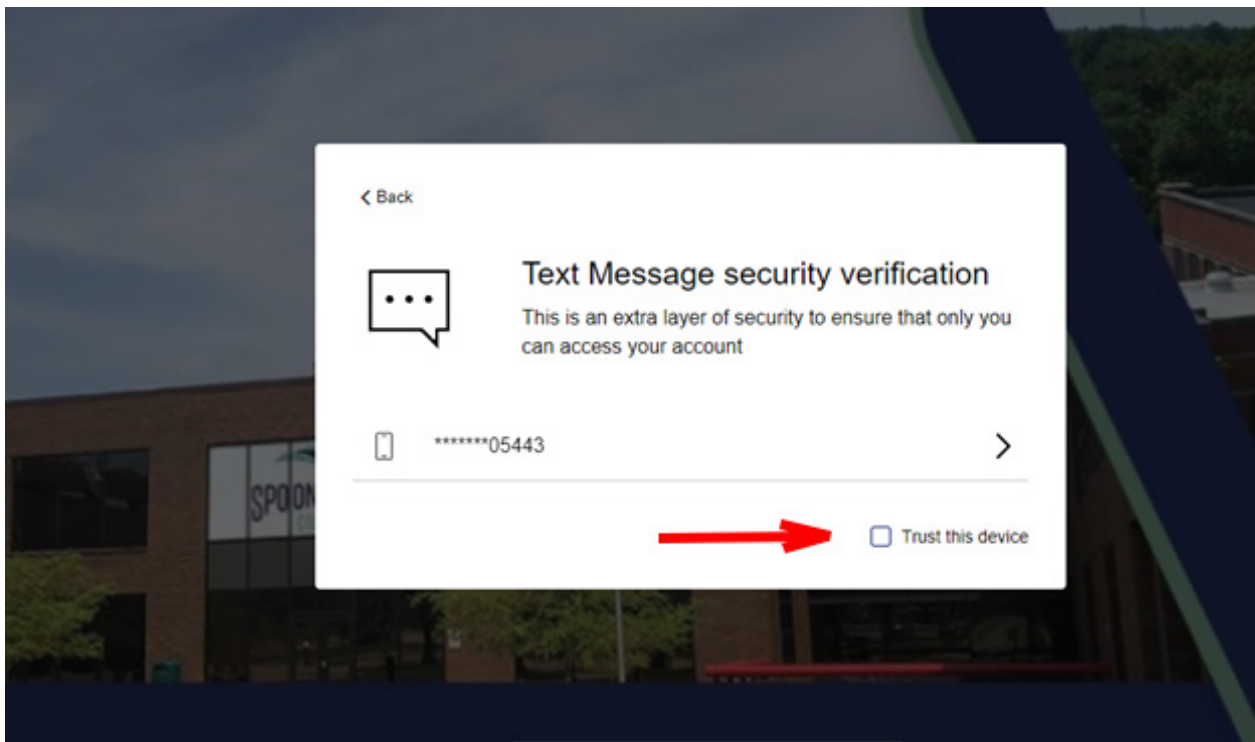
Users will be able to enter their cell phone number.

- No spaces in between numbers, no dashes, and no special characters.

The phone recovery option will require users to obtain the PIN before proceeding. Click **Update** when finished.

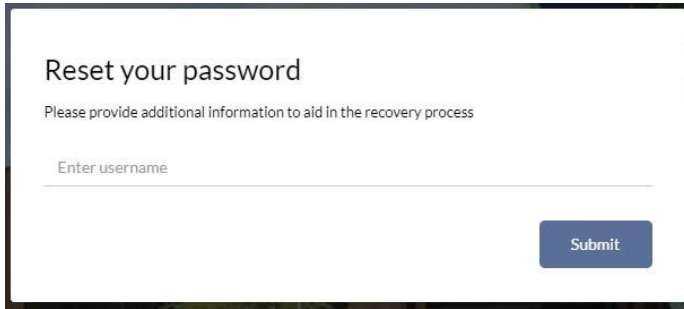
Each time Two-Factor Authentication is required: When a user logs in to their account, they will be required to insert their password along with the security verification selected; either Email Authentication, or Phone Authentication.

If you're on a personal device, once you've selected either "Send me an Email" or "Send me a Text Message", on the next screen (before clicking to send the message), you may select the "Trust this device" checkbox, so that the next time you log in on the same device, you'll **only** need to enter your password (with no verification code required) in order to log in. **Do Not use this option on a public computer or device.**



Forgot Password:

When a user clicks “Forgot Password”, the user is presented with the following screen.

A screenshot of a web form titled "Reset your password". Below the title is a subtitle: "Please provide additional information to aid in the recovery process". There is a text input field with the placeholder text "Enter username". To the right of the input field is a blue button labeled "Submit".

Enter your username (ex. jane.smith) and click Submit. The system will direct you to your personal email you provided at initial setup to reset your password.

Invalid Information:

This message is displayed if a user enters an invalid name and/or password combination.

My Apps:

Takes users back to the main screen.

Logout:

Closing the browser window will log users out, but users may also click the logout under Name. Located in the upper right corner. If you use tab browsing, you will need to close ALL browser windows.

Issues with Single Sign-On:

Phone: (309) 649-6381 to be connected to SRC Helpdesk

Email: helpdesk@src.edu

