

Hello! TCC First-Time Login Instructions

Be Prepared

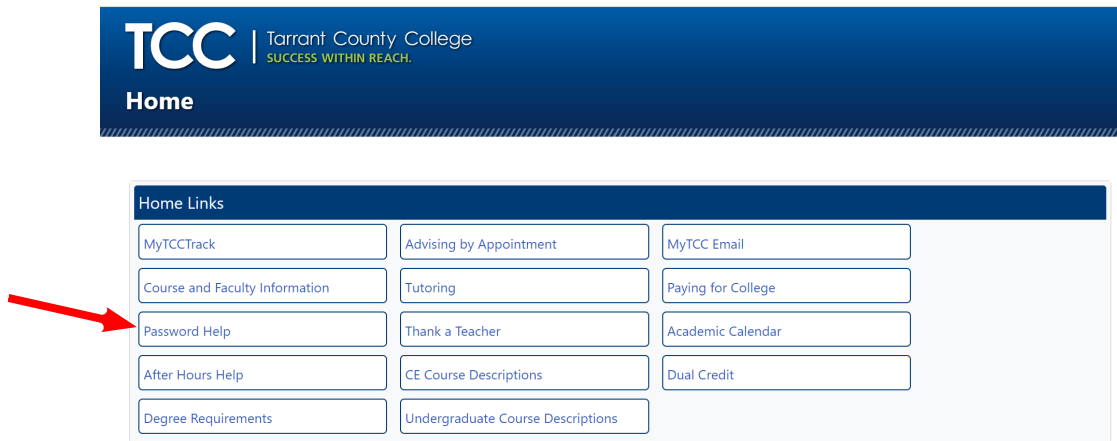
- You will need to know your student ID number for your first time logging in. Reference earlier email communications or student records to retrieve your student ID number.

What if I don't know my student ID number? How do I find it?

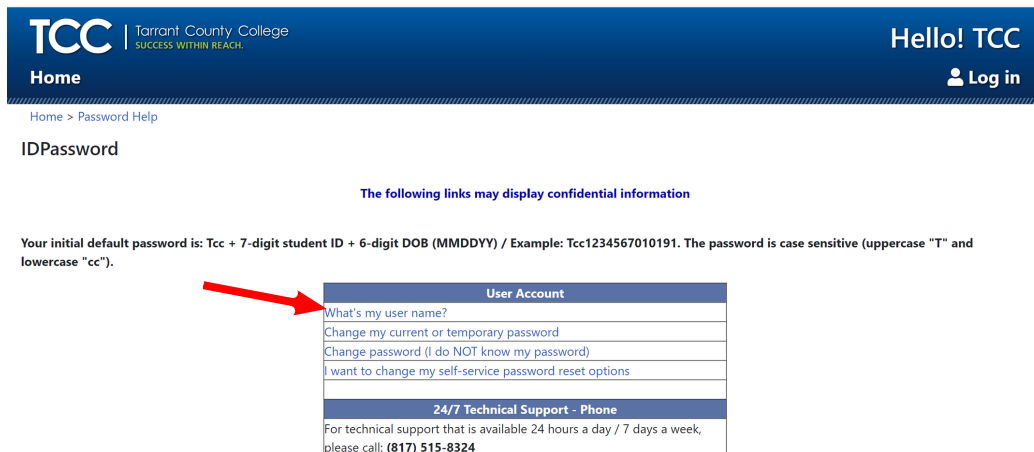
- Contact Student Information at 817-515-8223. They will be able to verify your information and provide you with your Colleague ID.

What is my user name?

- Navigate to [Hello! TCC](#). In the **Home Links** menu, is the **Password Help** option.



- Select **What's my user name?**



- Fill in your last name and Colleague ID.
- Click **Submit**.
- IF you receive an error message that your account could not be found, contact the Service Center at 817-515-8324.

How do I login?

For your first time logging in, use the following login credentials:

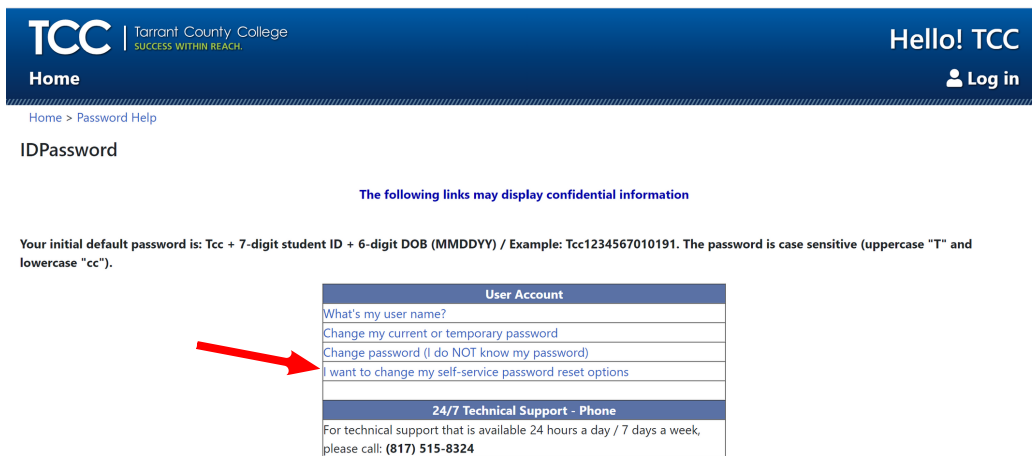
- Email: [firstname.lastname]@my.tccd.edu
- Default password: Tcc + 7-digit student ID + 6-digit DOB (MMDDYY)
 - Example: Tcc1234567010191

You'll also have the ability to do a 24/7 self-service password reset.

What is 24/7 self-service password reset?

When you first log in, you will be prompted to register for self-service password reset using at least one of 3 options:

- Alternate email,
- Mobile/text recovery, and/or
- Challenge questions.



The screenshot shows the TCC website header with the logo and navigation links. Below the header, there is a section titled 'IDPassword' with a warning: 'The following links may display confidential information'. A paragraph explains the default password format: 'Your initial default password is: Tcc + 7-digit student ID + 6-digit DOB (MMDDYY) / Example: Tcc1234567010191. The password is case sensitive (uppercase "T" and lowercase "cc").' Below this is a table with the following content:

| User Account |
|---|
| What's my user name? |
| Change my current or temporary password |
| Change password (I do NOT know my password) |
| I want to change my self-service password reset options |
| 24/7 Technical Support - Phone |
| For technical support that is available 24 hours a day / 7 days a week, please call: (817) 515-8324 |

A red arrow points to the 'Change password (I do NOT know my password)' link in the table.

What should I do if the message states that my Account is archived?

- The verification screen will indicate that the account is archived if you are not currently active in the system. You will need to recover your account by going to the following site and filling out all the fields. <https://aam.tccd.edu>.

I forgot my password.

- Return to **Password Help** and select **Change password (I do NOT know my password)**.
- Update your password. Please review TCC password requirements for assistance when creating a new password.
- If you cannot reset your password, please call Tech 24/7 for assistance 817-515-8324 and they will be able to assist you with your password change.

How do I retrieve my archived account?

- Navigate to <https://aam.tccd.edu> to retrieve your account.
- Fill out all of the information.
- Click **Submit**.
- Be sure to use your personal email account to receive the email with your credentials.
- An email will be sent to the address you provided with instructions on how to log in to Hello! TCC.
- If you receive the following error that the account recovery is unsuccessful, call 817-515-8324 for assistance.

The system was unable to process your request. The specified account could not be located.

- If you receive the **Account Recovery Successful** message, look for an email to arrive in your personal email with directions on how to log in.
- Please allow approximately 30 minutes after receiving this email for the system to sync before attempting to login.

Account Recovery Successful!

Congratulations, your account was recovered. You should receive an email shortly with instructions and your temporary password.

Please note, recovered account may take up to 24 hours to become accessible.

My Account is not archived. Now what do I do?

- Click on the **Log In** button in the upper right corner. Enter your full email address and password.

