

THIEL COLLEGE

Information Technology Support Center

VISIT US IN AC-125 OR CALL X4000 FOR HELP

Passwords

Anytime you want to access resources from Thiel College, you will need to login in to the Thiel College network. All college-owned computers on campus require a user to login before use. Your username is your student ID number. This is the numerical 9 digit username that you received from Thiel – it will start with 110***** (on your green sheet).

If you change your Thiel College network password in one place (lab, notebook, or phone) you will need to change it everywhere. This is particularly important if you have your Thiel email coming to your phone. If your phone tries to download your mail 3 times without the correct password you will be locked out of your account EVERYWHERE!

How do I change my network password?

From a Thiel Lab Computer or a Computer plugged into the Network:

1. Press **Ctrl, Alt and Delete** on the keyboard.
2. A windows security screen will appear.
3. Click on **Change Password...**
4. Enter your old password and your new password twice in the designated areas. Passwords must be at least 8 characters long, contain one upper case letter, one lower case letter, and a number or a special character. Additionally, the password cannot contain any part of your first or last name.
5. Click **arrow** next to confirm password.



From the Hub:

1. Navigate to hub.thiel.edu
2. On the right side of your screen, click on **Reset Password**.
3. Enter your **9-digit ID number** and click **Next**.
4. Enter your answers to the two security questions and click **Next**.
5. You will then be able to change your password on the next screen. Passwords must be at least 8 characters long, contain one upper case letter, one lower case letter, and a number or a special character. Additionally, the password cannot contain any part of your first or last name.

