Identity and Access Management Self-Service Portal

The following document is intended for all Students, Faculty, Staff, and Affiliates of The University of Tennessee at Chattanooga. It details the process of logging in to the Self-Service Portal, changing their password, challenge question and responses, as well as how to navigate the IAM Self-Service Portal.
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Identity and Access Management Self-Service Portal

Online Self-Service Steps

The following steps will guide you through the process of:

1. Changing your University password
2. Setting up Challenge Questions and Responses
3. How to reset your password if you forget it
4. Navigating the IAM Self-Service Portal

Step 1 – Visit http://iam.utc.edu

The Identity and Access Management Self-Service portal services Students, Faculty, Staff, and Affiliates of the University of Tennessee at Chattanooga. This site can be accessed by visiting https://iam.utc.edu.

When you first get to the site, you will want to select from one of the following options. Here you will find the directions on how to first log on.

1. New UTC Users
2. Existing UTC Users
3. UTC Affiliate Users
New UTC Users

New UTC users refer to:

- Students who were recently accepted to the University and have not setup their new password.
- Employees who have been hired recently and have not setup their password.

These users will be required to visit: New UTC Users section where they will log on to the self-service portal using their default credentials.

In the utcID field, please type your official University ID (3 Letter, 3 Number ie. abc123)

For your initial password, you will provide the password in the following format:

- First two characters of your LEGAL First Name AND
- The first two characters of your Last Name AND
- The last 5 digits of your Social Security Number.

For example Jane Smith (utcID abc123) with SSN ending in 12345 would type in: jasm12345

*Please note: If you do not have a Social Security on file with the University you will want to replace the last 5 of your SSN with your FULL utcID. (Using the example above: your default password would be jasmabc123)
**Existing UTC Users**
Existing UTC users refer to:

- Users who have already changed their passwords here at UTC and may have already logged into one or more UTC services, like MyMocsNet.

These users will be required to visit: [Existing UTC Users section](#) where they will log on to the self-service portal using their utcID and password.

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**UTC Affiliate Users**
UTC Affiliate users refer to:

- Users that have been sponsored by an official department on campus. These accounts are typically created in the Continuing Education department.

These users will be required to visit: [UTC Affiliates User section](#) where they will log on to the self-service portal using their utcID and password. Your initial password will be sent to you via email.

*Please note: If your account was created before 6/3/2013 and you have not setup your password you will want to follow this format for your initial password:

- First two characters of your LEGAL First Name AND
- The first two characters of your Last Name AND
- Your FULL utcID

For example Jane Smith (utcID abc123) would type in: jasmabc123*
UTC Affiliate users can login with their uctID (i.e. 3 Letter, 3 Number i.e. ab123) and password that was initially sent to their external Email address.

Questions? Contact Client Services.
Step 2 – First Time Logging In

After you authenticate, you may be prompted to change your password immediately. This will only happen if you used the default password when first logging in, or you are currently using a password that does not meet the complexity rules UTC has in place.

Change Password
You will be prompted to change your password right after you login to the site with your default credentials. Please review the password policy and proceed by typing in your old password and your new password (twice) making sure to meet the requirements of the policy.

*If you are having difficulty coming up with a good password and would like some tips on how to select your password, please visit our [https://iam.utc.edu/passwordbp](https://iam.utc.edu/passwordbp)

Challenge Questions and Responses
After you successfully set your new password, you will be asked to provide several responses to some general questions provided by the University. These questions are necessary, in the event you were to forget your password in the future. You simply return to [https://iam.utc.edu/resetpass](https://iam.utc.edu/resetpass) and you will be presented 3 questions from the challenge/responses you answered. Answer the questions with the appropriate responses and you will be able to reset your password without having to contact Client Services.
You will want to answer every question presented. You will notice at the bottom of the questions, you have one that is blank. This is by design; you are to provide your own question and response. This question will be asked of you each time you need to reset your password along with 2 random questions from above.

*If you are having difficulty coming up with responses to these questions or would like some tips on how to answer these types of questions, please visit our best practices guide at:
https://iam.utc.edu/passwordbp
Step 3 - Once you are logged in

When you login, you should be presented with the following page:

From here you can do the following:

1. Change your password
2. Change your Password Challenge/Responses

**Change Password**
If you want to change your password at any time you can click on the Change Password link in the navigation to the left.

**Change Challenge Question and Responses**
If you need to change your Challenge Question and Responses, you can click on the appropriate link to the left in the navigation. You will be presented with the following screen.
Uncheck the **Use Stored Response**? So that you can change the responses. Type in your responses to each of the questions and click Submit.

**Forget your Password?**
If you forget your password **AND** you have setup your Challenge Questions and Responses, then you can use the reset password functionality of the IAM Self-Service Portal. Visit [https://iam.utc.edu/resetpass](https://iam.utc.edu/resetpass)

1. Type in your utclID and click submit
2. You will then be prompted to answer your challenge questions. Fill out the responses and clicks Submit.
3. You will then be allowed to change your password.