Accessing your Email Account

Obtaining your Email Address

1. Navigate to the STC website **https://www.savannahtech.edu** and click on the Students tab located at the top of the screen.

2. Scroll down the page and click on the **Banner Web Using 900#** link.

3. Click on **Enter Secure Area**.

4. For your User ID, type in your **900 number** (ex. 900123456). Your initial PIN is your birth date in this format **mmddyy**. If your birth date is Jan. 3, 1995, your PIN would be 010395.

5. Click on the **Personal Information** button.

6. Click on **View E-mail Address(es)**.

7. Your STC E-mail will be listed under the words **E-mail Addresses**.

Checking your Email

1. Navigate to **https://login.microsoftonline.com/**.

2. Select **Work or school account**.

3. Enter your Savannah Tech email address in the **Email, Phone or Skype** box, then click **Next**.
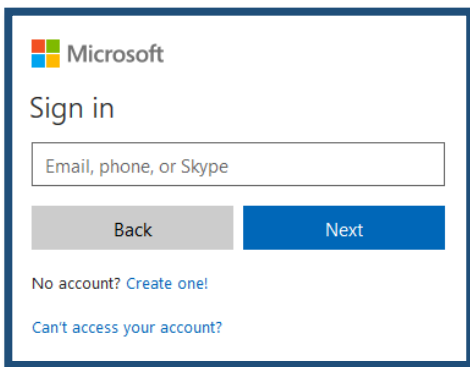
4. Your initial Savannah Tech password will be your birthdate in this format: **mmddyyyy**. For example, if you were born on Jan. 3rd, 1995, your password would be 01031995. After you have entered your password, click **Sign In**.
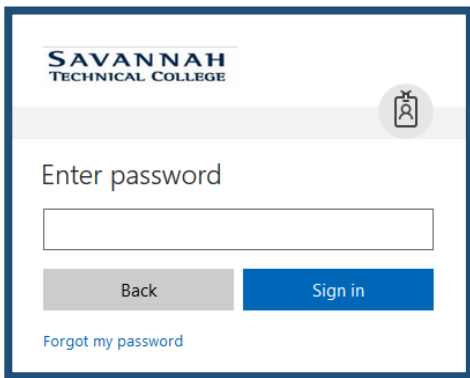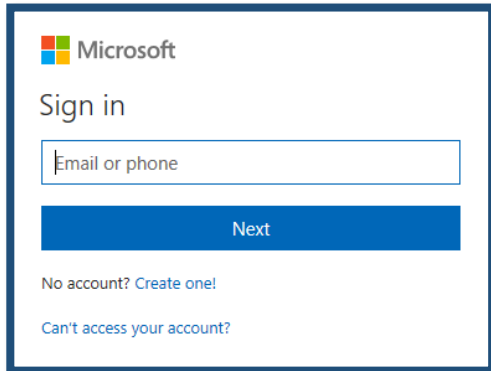
5. Click on the Outlook Mail App.

Student E-mail Issues and Password Resets
If you have forgotten your email password, you can use the Self-Service Password Reset Option.
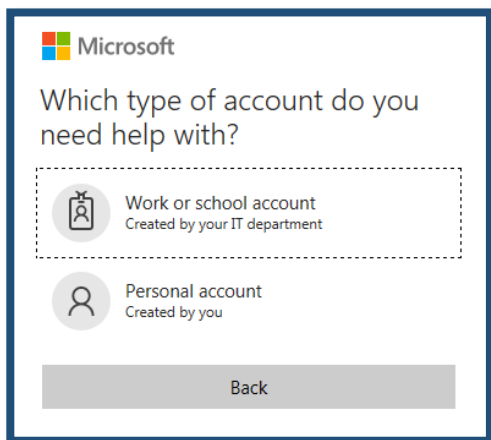
1. Navigate to **https://login.microsoftonline.com/** and select **Can't access your Account?**.

2. Select **Work or school account**.

3. Enter your **Savannah Tech email address** in the User ID text box. Then, enter either the characters in the picture or the words in the audio and select **Next**.

4. Select the verification method you would like to use to reset your password and follow the instructions on the screen.

SAVANNAH
TECHNICAL COLLEGE

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Text my mobile phone

○ Call my mobile phone

○ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (***********86) below. You will then receive a text message with a verification code which can be used to reset your password.

[Text]

Cancel

5. Once you have entered your verification code or answered the security questions, click **Next**.

SAVANNAH
TECHNICAL COLLEGE

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Text my mobile phone

○ Call my mobile phone

○ Answer my security questions

We've sent you a text message containing a verification code to your phone.

[Next]   Try again   Contact your administrator

Cancel

6. Enter and confirm the new password, then click **Finish**.

SAVANNAH
TECHNICAL COLLEGE

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

[Finish] Cancel

7. You should receive a message that your password has been successfully reset.

8. Navigate to **https://login.microsoftonline.com/** and login.
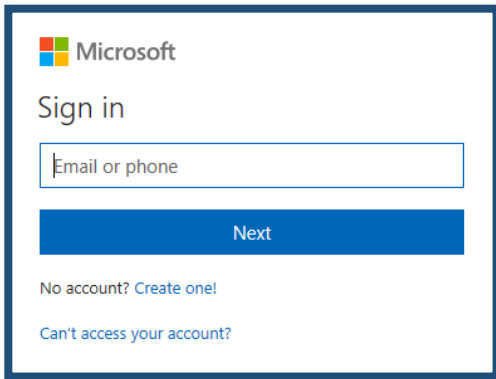
If you have not setup the alternative security challenges to enable password self-service in Office 365, then you will need to follow these steps to set it up.

1. Log into **myapps.microsoft.com** with your current credentials and click on your username located in the top right-hand side of the screen.

2. In the pop-up box, click on **Profile**.

3. Under Manage Account, select **Set up self-service password reset**.

Manage account
Change password
Set up self service password reset
Review terms of use

Sign out everywhere

4. Confirm your current password by clicking on **re-enter my password** and signing in.

confirm your current password

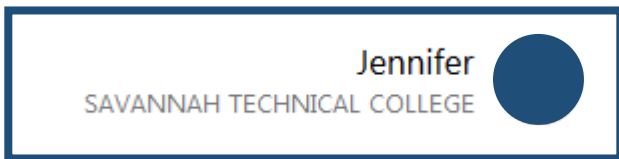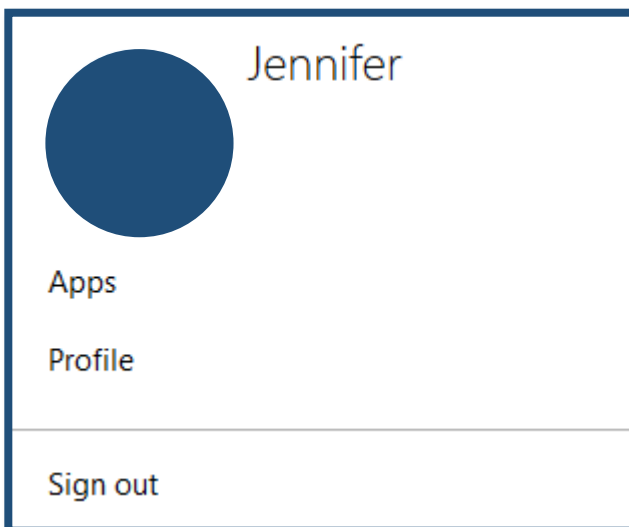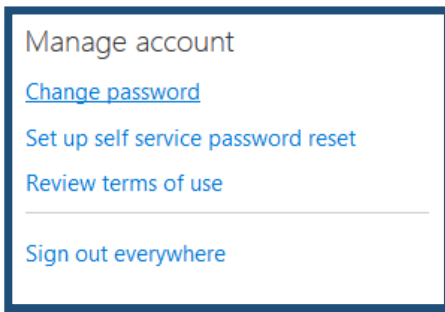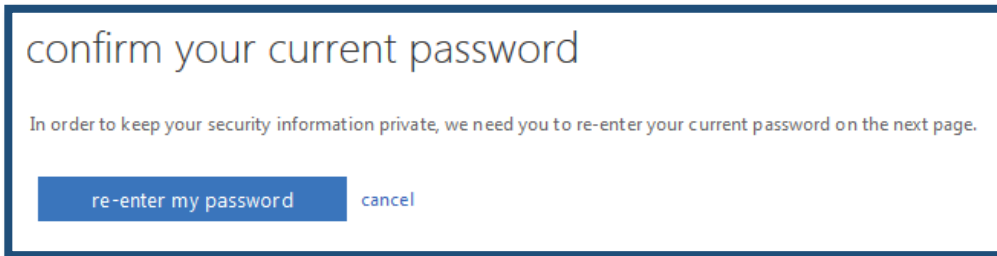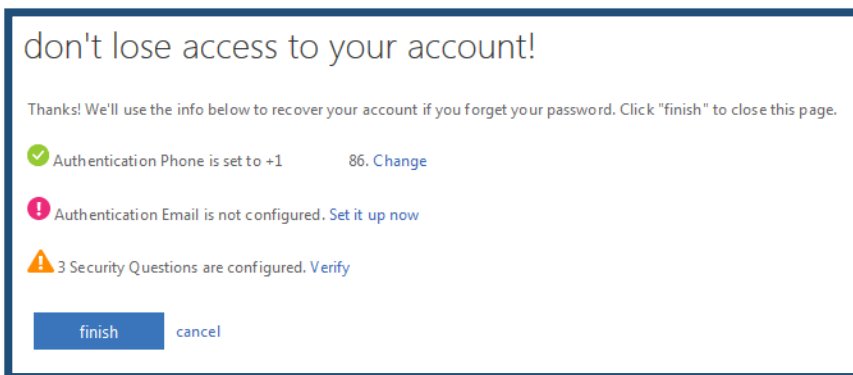In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password   cancel

5. On the **don't lose access to your account!** screen, please setup the authentication options here and click **Finish**. Don't forget to logout of your account once you are done.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

Authentication Phone is set to +1   86. Change

Authentication Email is not configured. Set it up now

3 Security Questions are configured. Verify

finish   cancel

If you continue to have issues or need a temporary password, then you can submit the **Student E-mail Issues and Password Reset form** on the STC website.

Banner Web using 900# Link:
https://ssb8.savannahtech.edu/pls/ban8/twbkwbis.P_GenMenu?name=homepage

Student E-mail Issues and Password Reset Form:
https://www.savannahtech.edu/student-affairs/student-technical-support/request-technical-support/student-e-mail-password-reset/