



# SAVANNAH TECHNICAL COLLEGE

## 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.

### Web Tools & Support

- [Blackboard Login](#)
- [Blackboard Tour](#)
- [Online Resources](#)
- [BlackBoard Help Request](#)
- [Banner Web Using STC E-mail](#)
- [Banner Web Using 900#](#)
- [Banner Mobile App Help Request](#)
- [BANNER Pin Reset Request](#)
- [Search GALILEO](#)
- [Student E-mail Login](#)
- [Student E-mail Issues and Password Reset](#)
- [Student Technical Support](#)
- [Faculty/Staff Directory](#)
- [Smarthinking \(Free Online Tutoring\)](#)

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

**SAVANNAH TECHNICAL COLLEGE**

**Banner Web**

- Enter Secure Area**  
Login here to view your personal information.
- Apply for Admission**  
Enter a new application or return to complete an application.
- General Financial Aid**  
Financial Aid Application and Information Links.
- Class Schedule**  
View the current schedule of classes.
- Course Catalog**  
View course information, including course description.

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.

**User Login**

CLICK ON USER ID FIELD AND ENTER YOUR STUDENT I.D. NUMBER. (USUALLY IT IS YOUR SOCIAL SECURITY NUMBER -NO HYPHENS, SLASHES, ETC.) PRESS TAB KEY OR CLICK IN PIN FIELD.

ENTER YOUR PIN NUMBER (YOUR DATE OF BIRTH: MMDDYY). CLICK ON LOGIN. RE-ENTER YOUR PIN NUMBER TO VERIFY. CLICK ON LOGIN.

**SUGGESTIONS:** Change PIN to a six-digit number other than your birthdate; Occasionally, change your PIN as an additional precaution; Do not give your PIN to any other person; Do not write your PIN on documents easily accessible by others.

**\*\*Your PIN will disable after five (5) unsuccessful attempts.\*\***  
If you cannot remember your PIN or your answer to the Forgot Pin question, then you may request a PIN reset by going to <http://www.savannahtech.edu/student-affairs/registrar/banner-pin-reset-request/>.

**STEPS TO CHECK YOUR BALANCE**

1. Enter your Student ID and login information
2. Click Student Services and Financial Aid
3. Select Registration, then Newly Projected Student Schedule then select Spring Semester
4. Click Tuition/Fee/Amount Due
5. Select Spring Semester Term of Payment
6. View Account Balance - TOTAL DUE SHOULD BE ZERO\*\*

User ID:

PIN:

Login Forgot PIN?

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

**SAVANNAH TECHNICAL COLLEGE** Sign Out | Help

Welcome, , to the Savannah Technical College Banner Web Information System! Find a page...

**Personal Information** Student and Financial Aid

View or update your address(es), phone number(s), e-mail address(es), & emergency contact information. Change your PIN.

Apply for Admission, Register, View your academic records and Financial Aid

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

The screenshot shows the Savannah Technical College Banner Web Information System. At the top left is the college logo. At the top right are links for 'Sign Out' and 'Help'. Below the header is a search bar with the text 'Find a page...'. The main heading reads 'Welcome, , to the Savannah Technical College Banner Web Information System!'. Below this is a breadcrumb trail: 'Home > Personal Information'. There are two tabs: 'Personal Information' (selected) and 'Student and Financial Aid'. A grid of eight buttons is displayed in two rows and four columns:

Change PIN	Change Security Question	View Address(es) and Phone (s)	Update Address(es) and Phone(s)
View E-mail Address(es)	Update E-mail Address(es)	View Emergency Contacts	Update Emergency Contacts

At the bottom left, it says 'RELEASE: 8.7.1'. At the bottom right, it says 'Last web access on Feb 06, 2018 at 10:32 pm | SITE MAP'. The 'ellucian' logo is in the bottom right corner.

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

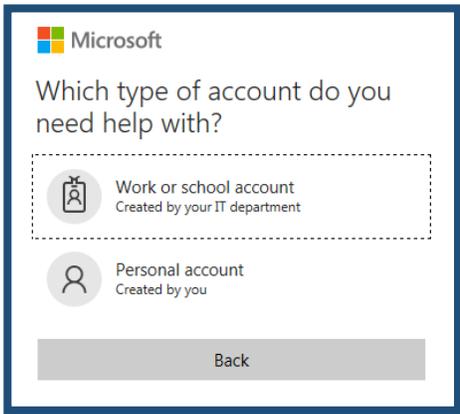
The screenshot shows the 'View E-mail Address(es)' page. The breadcrumb trail is 'Home > Personal Information > View E-mail Address(es)'. Below the breadcrumb is a message: 'Your active e-mail addresses are displayed in order by address type.' Below that is an important note: '\*\*IMPORTANT\*\* Your password is now your birthdate in the following format MMDDYYYY. Be sure you are entering the year with 4 digits.' At the bottom of the page, the text 'E-mail Addresses' is visible.

## Checking your Email

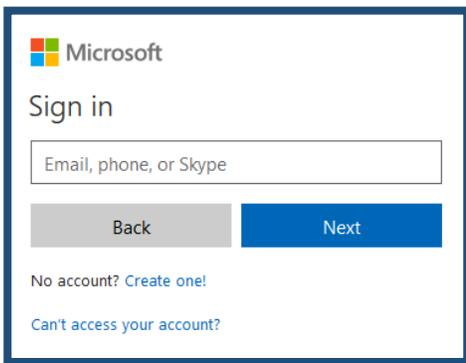
1. Navigate to <https://login.microsoftonline.com/>.

The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the text 'Sign in'. There is a text input field with the placeholder text 'Email or phone'. Below the input field is a blue button labeled 'Next'. At the bottom left, there are two links: 'No account? Create one!' and 'Can't access your account?'.

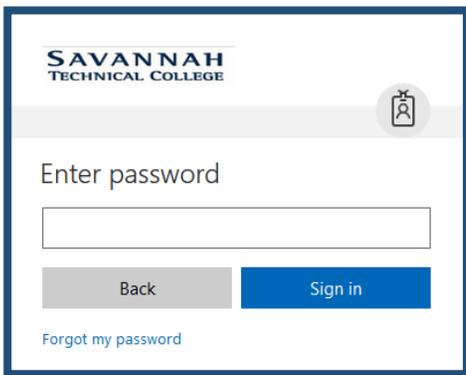
2. Select **Work or school account**.



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. 3<sup>rd</sup>, 1995, your password would be 01031995. After you have entered your password, click **Sign In**.



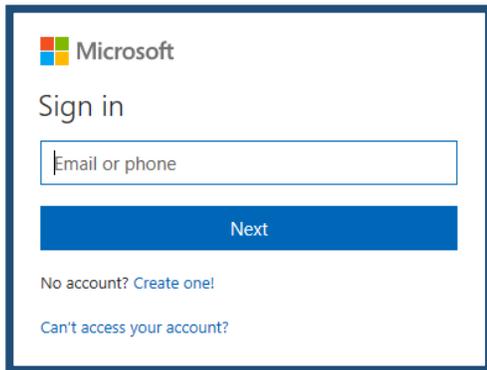
5. Click on the Outlook Mail App.



## Student E-mail Issues and Password Resets

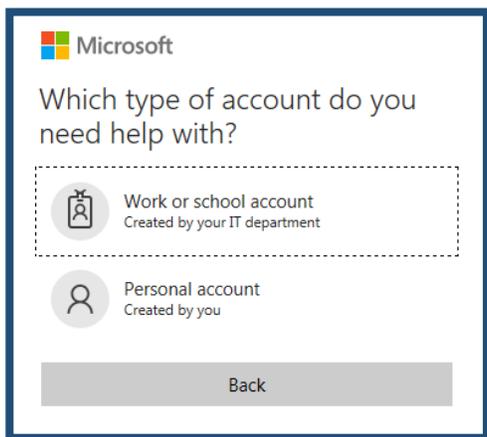
If you have forgotten your email password, you can use the Self-Service Password Reset Option.

1. Navigate to <https://login.microsoftonline.com/> and select **Can't access your Account?**.



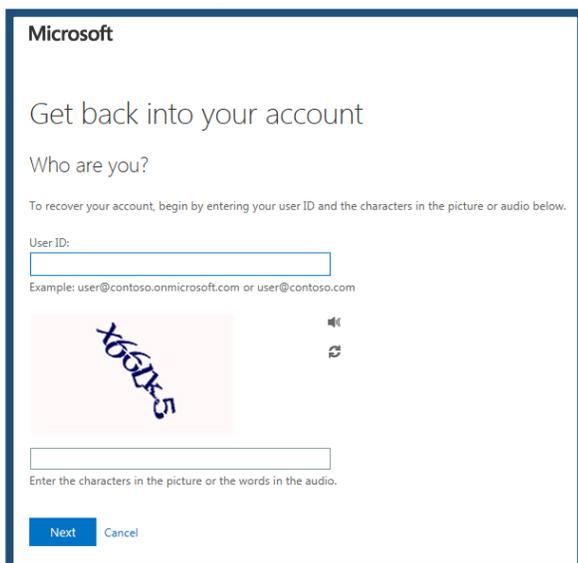
The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. There is a text input field labeled "Email or phone". Below the input field is a blue button labeled "Next". At the bottom left, there are two links: "No account? Create one!" and "Can't access your account?".

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



The screenshot shows the Microsoft account selection page. At the top left is the Microsoft logo. Below it, the text "Which type of account do you need help with?" is displayed. There are two options, each with an icon and text: "Work or school account Created by your IT department" (with a person icon) and "Personal account Created by you" (with a person icon). A dashed box highlights the "Work or school account" option. At the bottom, there is a grey button labeled "Back".

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**.



The screenshot shows the Microsoft account recovery page. At the top left is the Microsoft logo. Below it, the text "Get back into your account" is displayed. Below that, the text "Who are you?" is shown. A sub-header reads: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a text input field labeled "User ID:" with an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". Below the input field is a picture of a person's face with the word "XOGLES" written over it. To the right of the picture are icons for audio and refresh. Below the picture is another text input field. At the bottom, there are two buttons: "Next" and "Cancel".

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

The screenshot shows the Savannah Technical College logo at the top. Below it is the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". A horizontal line separates the header from the main content. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Text my mobile phone" (which is selected), "Call my mobile phone", and "Answer my security questions". To the right of these options, there is explanatory text: "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." Below this text is a text input field and a "Text" button. A "Cancel" link is located at the bottom left of the screen.

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

This screenshot is similar to the previous one, but the "Text my mobile phone" option is now highlighted with a grey background. The explanatory text has been replaced with "We've sent you a text message containing a verification code to your phone." Below this text is a text input field for the verification code. At the bottom of the input area, there are three buttons: "Next", "Try again", and "Contact your administrator". A "Cancel" link remains at the bottom left.

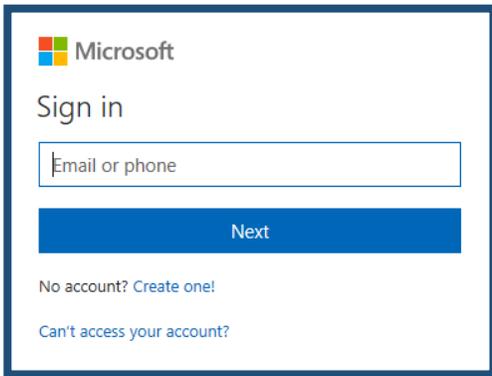
6. Enter and confirm the new password, then click **Finish**.

The screenshot shows the Savannah Technical College logo and the heading "Get back into your account". The sub-heading "verification step 1 ✓ > choose a new password" includes a checkmark, indicating successful completion of the previous step. Below this, there are two password input fields: "\* Enter new password:" and "\* Confirm new password:". At the bottom of the screen, there are two buttons: "Finish" and "Cancel".

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



8. Navigate to <https://login.microsoftonline.com/> and login.

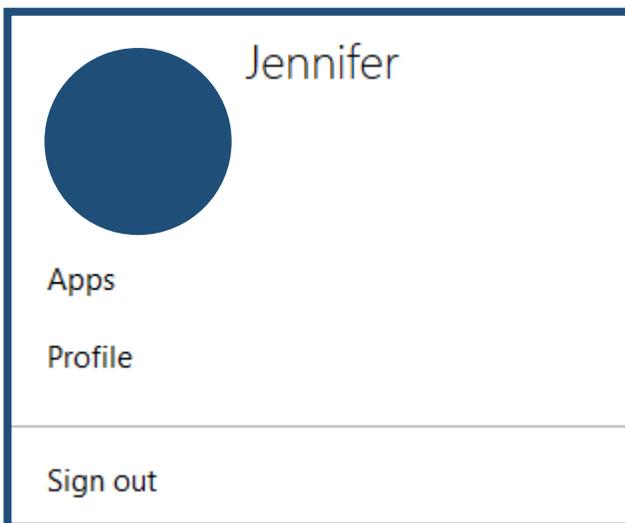


**If you have not setup the alternative security challenges to enable password self-service in Office 365, then you will need to follow these steps to set it up.**

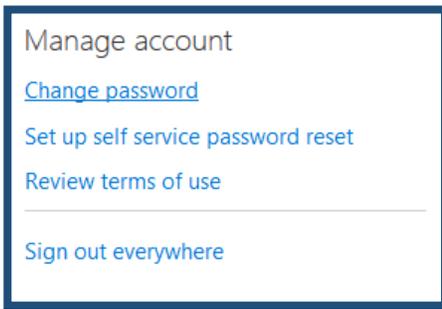
1. Log into [myapps.microsoft.com](https://myapps.microsoft.com) with your current credentials and click on your username located in the top right-hand side of the screen.



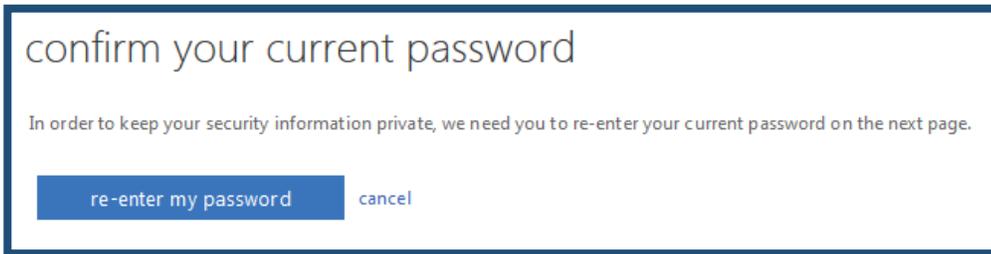
2. In the pop-up box, click on **Profile**.



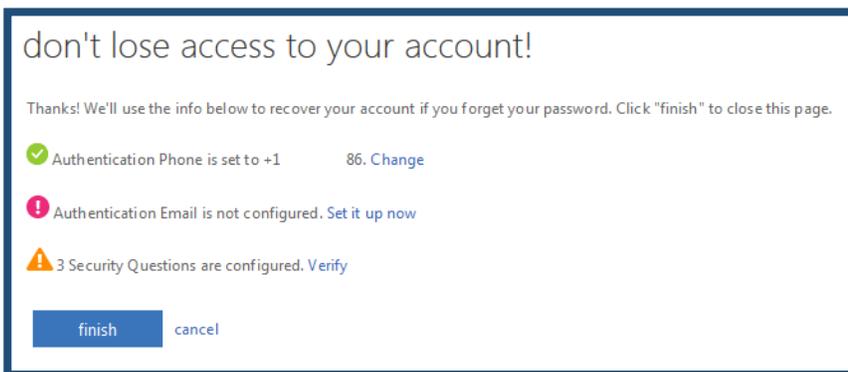
3. Under Manage Account, select **Set up self-service password reset**.



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



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.



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](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/>