

Hello!

I hope you are doing well. I am excited to inform you that TCSG has developed a collaborative web-based early intervention referral process designed to identify and sustain students who may be at-risk of attrition. The goal of TCSG's Early Alert Management System (TEAMS) is to timely recognize and intervene on recurring attrition concerns and in turn enhance academic performance, retention, and on-time degree completion at our college.

Please know that per my request, an account is being created in your name granting you KMS\TEAMS access. For your review, I am including the emails that you will receive from the Datacenter to give you an idea about the content covered. Do setup your KMS account as per the instructions and add TCSG.edu as a trusted website by following the steps under Compatibility View Settings in this document.

Kindly follow the below steps to enable successful KMS/TEAMS logon:

- Setup your account by clicking on [Set Initial KMS Password](#) under New Account Setup area (*Content in Datacenter's email*)
- Follow the password creation guidelines in KMS Password Security Policy area
- Decide a security question from the provided listing of questions
- Logon Internet Explorer at URL <https://teamstrn.tcsg.edu/> to access the training site with your credentials
- Contact Datacenter at datacenter@tcsg.edu for any account related issues encountered

Feel free to contact me with any questions that you may have. Do know that I will soon communicate with you a scheduled date and time for TEAMS training. I look forward to working with you on this important initiative.

Sincerely Yours,
Student Navigator

P. S. *Datacenter's email...*

This is an automatic email notification.

Dear User,

You are receiving this email because you have been identified as either a Knowledge Management System (KMS) L2 or Technical College System of Georgia's Early Alert Management System (TEAMS) user. In an effort to increase data security, Data, Planning, and Research (DPR) has upgraded KMS to use Active Directory (AD) to authenticate all users who access the site. This change requires that all KMS users who previously logged in with a L2, L3, PR, UI or VA level account be issued a personal username and password.

New Account Setup

Please do the following to setup your KMS account:

- Click on [Set Initial KMS Password](#)
- Select a security question from the listing
- Create your unique password as per KMS Password Security Policy guidelines

In accordance with the TCSG Security Policy, after your password has been created, it will expire **every 42 days**. Five (5) days before your password expires, you will be given the option to change it after you log into KMS.

KMS Password Security Policy

Passwords

1. Must contain characters from three of the following four categories:
 1. English uppercase characters (A through Z)
 2. English lowercase characters (a through z)
 3. Base 10 digits (0 through 9)
 4. Non-alphabetic characters:
~ ! @ # \$ % ^ & * + = ` { [(|)] } _ -
2. Must start with a letter.
3. Must be at least 8 and not more than 20 characters in length.
4. Must not contain the user account name or parts of the user full name that exceed two consecutive characters.
5. Cannot repeat any of your 4 previous passwords (including your current password).
6. Maximum password age is 42 days.
Five (5) days before your password expires, you will be given the option to change your password after logon.

At the end of the five (5) days, you will not be able to logon to the site without changing your password.

Future Login

Once you setup your account, please do the following to log in:

- **Enter "Username" as YourKMSUserID**
- **Enter "Password"**

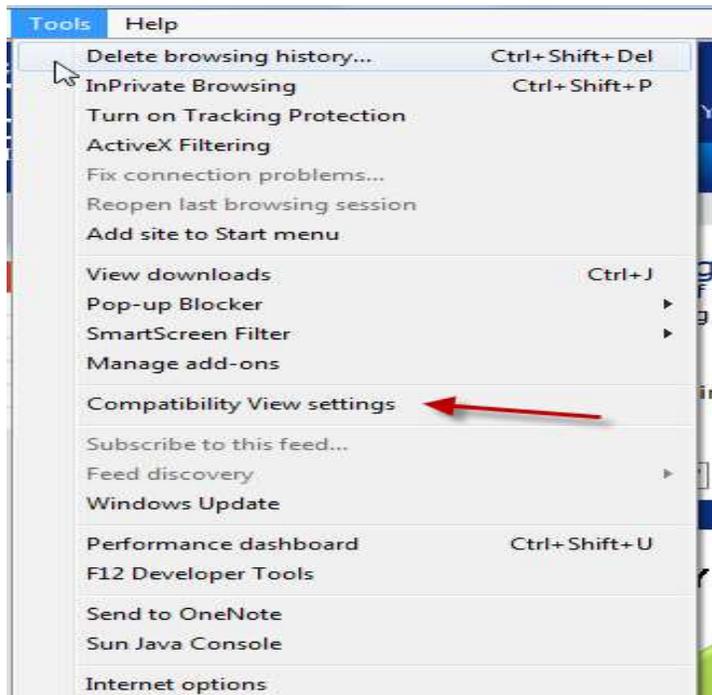
If you believe you have received this email in error or are not the intended recipient, please notify the Data Center: datacenter@tcsg.edu.

Sincerely,
Office of ITDR

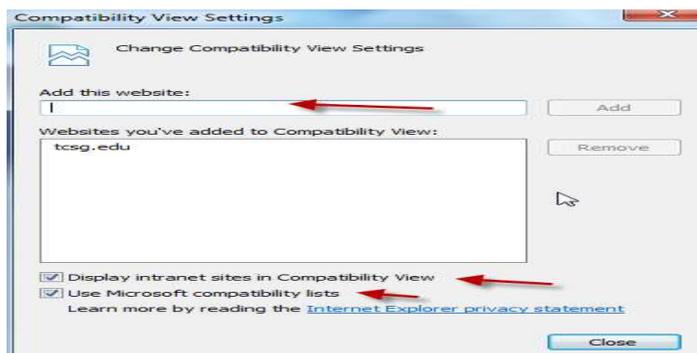
Compatibility View Settings Instructions

To add TCSG.EDU as trusted site on Internet Explorer:

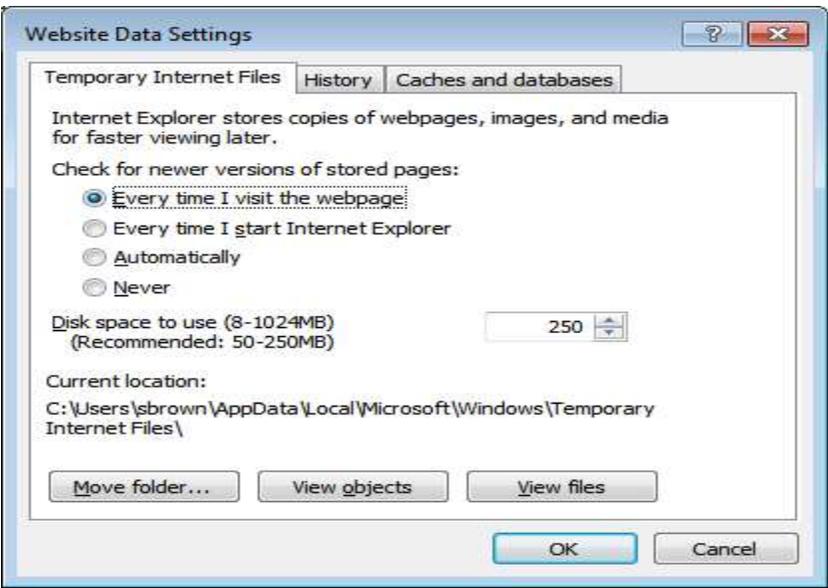
- I. Open Internet Explorer browser.
- II. Go to MENU BAR, click on *Tools*, select *Compatibility View Settings*, and a window will open up.



- III. Add TCSG.EDU as trusted site and click on the ADD button. Do ensure that the bottom boxes have also been checked.



- IV. Go to MENU BAR and click on *Tools* → *Internet Options*. Go to browsing history and choose the below settings.



- V. Do ensure that the pop blocker is OFF.