



User Self Service

I Can't Remember My Password and Need To Change

On the <https://www.gulfcoast.edu> website, click myGCSC in the top right corner to access the login menu.

- If this is your first time logging into your myGCSC account, please refer to the [myGCSC First Time Login](#) guide.

1. Enter your username

- For Students: the username will be your Student A#.
- For Employees: the username will be your Employee Third Party ID.

2. Your initial Password is your six digit birthday (MMDDYY)

- *NOTE: June 16, 1984 would be 061684.
- *NOTE: For employees, the password will be set by Technical Support.
- If you have never logged in and set up your security questions, you will not be able to use the User Self Service.
- For password assistance, please call the GCSC Help Desk at 850.913.3303.

A screenshot of the MYGCSC LOGIN page. The page has a teal header and a white content area. At the top, it says "MYGCSC LOGIN". Below that, there are two input fields: "User ID (students use Axxxxxxx)" with the value "A00" and "Password" with six dots. Below the input fields are three buttons: "Login", "Change Password", and "User Self Service". At the bottom, there is an "Instructions" section with two bullet points: "Forgotten password: click 'User Self Service'" and "Unlock user account: click 'User Self Service'".

MYGCSC LOGIN

User ID (students use Axxxxxxx)

A00

Password

••••••

Login **Change Password** **User Self Service**

Instructions

- **Forgotten password: click "User Self Service"**
- **Unlock user account: click "User Self Service"**

3. Password Reset

*NOTE: This feature can ONLY be used if you have setup your security questions and have the correct phone number setup for the One-Time Passcodes.

- Select the User Self Service button.
- Add your User ID and Select Reset Forgotten Password. Click continue.
- Answer 3 security questions and click continue.
- You will be sent a One-Time Passcode as a text message to the phone you have listed. If this is the wrong number listed, please call the Help Desk at 850.913.3303.
- Once you enter the passcode, create your new password. Click continue.
- Password Reset Successfully. Click Try to continue logging in.

User Self Service

END-USER SELF SERVICE

Please choose an action and click the button below to continue.

User ID (students use Axxxxxxx)

Recovery Actions Available

Unlock Account

Reset Forgotten Password

Continue **Cancel**

Security Questions

END-USER SELF SERVICE

Please answer any 3 of the 5 questions below

User ID (students use Axxxxxxx)

Requested Action Reset Forgotten Password

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

Answers remaining: **3 optional**

One-Time Passcode

END-USER SELF SERVICE

A One Time Passcode (OTP) has been sent to your phone:
xxx-xxx-
It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

User ID (students use Axxxxxxx)	<input type="text" value="A00"/>
Requested Action	Reset Forgotten Password
One Time Passcode	<input type="text"/>

[Problems with the OTP?](#)

Identity Verified

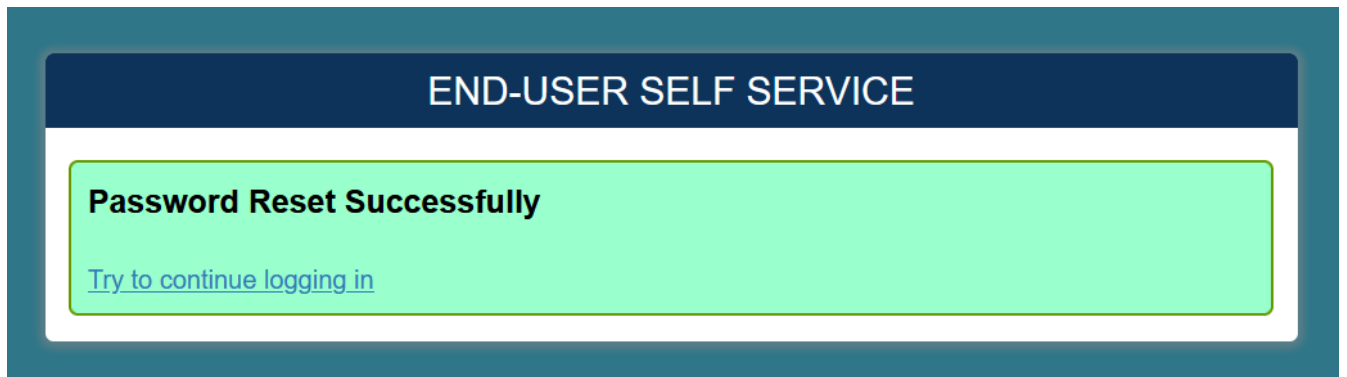
END-USER SELF SERVICE

Please enter your new password in the fields below.

Identity Verified

User ID (students use Axxxxxxx)	<input type="text" value="A00"/>
Requested Action	Reset Forgotten Password
New Password	<input type="text"/>
Confirm Password	<input type="text"/>

Password Reset Successfully



The image shows a screenshot of a web interface. At the top, there is a dark blue header with the text 'END-USER SELF SERVICE' in white. Below this is a white rectangular area containing a green message box. The message box has the text 'Password Reset Successfully' in bold black font, followed by a blue hyperlink that says 'Try to continue logging in'.

For assistance, please contact Technical Support at 850.913.3303.