Forgotten Username/Password Recovery

Usernames are your KSC NetID (everything to the left of the @ sign of campus email account)

2. Click the link below the username and password box: forgot username or password?
3. Enter the email address you supplied when you first logged into the TK20 system. If you do not enter the same email address that you supplied when you first logged in you will receive an error as shown on the right. Please contact the Tk20 System Administrator at tk20@keene.edu for further assistance.
4. Click the Submit button.
5. Enter the answer to your secret question in the appropriate box.
6. Click the Email My Password button.
7. Your password will be emailed to you to the email account you provided at your initial login.
8. Please check that email account to get your reset password information. The email content is below.
9. Visit http://keene.tk20.com and on the login page, enter your username and then your newly reset password as outlined in the email you received.
10. You will immediately be prompted to change this temporary password, re-enter an email address and secret question. Once you choose a permanent password, this new password will be used for all subsequent logins. See the directions below.

Reset Password Email Content Example

Password
Tk20@keene.edu
Sent: Thu 12/15/2011 11:55 AM
To: Petschik, Wendy

Your password has been reset. Please change the password when you login the next time.

Your username is wpetschik
Your new password is password

If you continue to have problems logging in, please contact your local system administrator:

Tracy Kaletsy
Tk20@keene.edu
603-358-2776
Permanent Password Selection

If this is your first time logging into the system or you are resetting your password, you will be immediately prompted to change your initial password to a permanent password that will be used for all subsequent logins.

1. Upon initial login, you will be prompted to fill in the appropriate boxes as shown on the right.
   a. Current Password is your 7 digit Student ID or Faculty ID.
   b. New Password field will become your permanent password so be sure to make it memorable as you will need it for all subsequent logins.
   c. E-mail field is used as account verification in case you need to reset your password AND it is the email account that your reset password will be sent.
   d. Secret Question field is used as account verification in case you need to reset your password.
   e. Answer field is where you supply the answer to your secret question for which you will be asked to provide if you need to reset your password.

2. Click the Save button to access the Tk20 system.