Initial Login Information

Tk20 is a web based system so you can use your preferred Internet Browser (Firefox, Internet Explorer, Chrome, Opera, Safari) to access the system and log in.

You will access your Login Credentials (username, password) differently depending on your role in Tk20.

**Usernames** –
- Students use KSC NetID (see the “What's my User ID (NetID)?” link on MyKSC by following the steps at [http://www.keene.edu/it/helpdesk/myksc.cfm](http://www.keene.edu/it/helpdesk/myksc.cfm)
- Faculty and Staff use KSC NetID (everything to the left of the @ in your KSC email)
- Cooperating Professionals use the Username provided to you from Tk20 Support – contact [tk20@keene.edu](mailto:tk20@keene.edu) if you have not received this information.

**Initial Password** –
- Students use their 7 digit KSC Student ID# located on your ID card.
- Faculty and Staff use their 7 digit KSC ID# located either on their ID cards or in WebAdvisor under the Faculty Information section by clicking on the “My Faculty ID” link.
- Cooperating Professionals use the initial password provided to you from Tk20 Support – contact [tk20@keene.edu](mailto:tk20@keene.edu) if you have not received this information.

**Directions**


2. Enter your username in the username box.

3. Enter your **Initial password** in the password box. Return users will need to provide the **permanent password** they choose at their initial login. If you have forgotten this password, use the “forgot your username or password?” link to reset it or contact [tk20@keene.edu](mailto:tk20@keene.edu) for assistance.

4. Click **Login**.
**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 to which 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.