Student Portal

How to access

This guide will show you the process for activating your new user account, as well how to access the student portal and Blackboard. Once completed this process, the next time you access the student portal, you will need to use your student account and password ONLY one time. That is, you won't need to repeat this process again. Please verify at the end of the tutorial the section for errors that you could find and how to solve them.

Detailed tutorial @ http://www.ftccollege.edu/portal
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How to create your new account

Now you can access your student portal, Blackboard and Live.com services using only one account. *Your new institutional e-mail will be your username on the different platforms.*

Then, how can you know what is your e-mail? Here we show you how:

Now knowing your e-mail and password is easy. You only need:

- Your first name and last name
- Your last 4 digits of your student number
- Your last 4 digits of your social security number

E-mail formula:

\[
\text{initial\_first\_name + your\_first\_last\_name + last\_4\_digits\_student\_number + @stu.ftccollege.edu}
\]

Example:

<table>
<thead>
<tr>
<th>Name:</th>
<th>José Nevárez</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last 4 digits of your student number:</td>
<td>1010</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:jnevarez1010@stu.ftccollege.edu">jnevarez1010@stu.ftccollege.edu</a></td>
</tr>
</tbody>
</table>

Password formula:

\[
\text{initial\_first\_name + initial\_first\_lastname + last\_4\_digits\_social\_security\_number}
\]

Example:

<table>
<thead>
<tr>
<th>Name:</th>
<th>José Nevárez</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last 4 digits of your social security number:</td>
<td>2020</td>
</tr>
<tr>
<td>Password:</td>
<td>jn2020</td>
</tr>
</tbody>
</table>

Now you can access your student portal. It's very easy!

Follow the instructions from the Tutorial shown on the following pages.
Tutorial

This will be your website to obtain information about how to know your new student account and how to access the portal.

1. In order to know your new username and temporary password, please click on **INSTRUCCIONES**.
2. To access the student portal, click on ¡ACCEDE AL PORTAL AHORA!
1. Write down your new username (your institutional e-mail) and temporary password. If you don’t know your new account information, please visit http://www.ftccollege.edu/portal and select INSTRUCTIONS from the menu.

2. Remember to include your complete username, which includes @stu.ftccollege.edu.

3. Click on Login.
1. Write down your new password two (2) times.
2. Then click on Change Password.
1. You will get a message telling that your account information was successfully changed, confirming the process was completed.
2. Click on **Proceed to Home** to go to the portal's home page.
1. Write down your username again (your institutional e-mail) with your **new password**.
2. Remember to use your **new password**.
3. Click on **Login**.
1. Please answer the security question. It’s very important in case you forget your password. Make sure to write it correctly.

2. Click on Submit.
1. Now you will be on the portal’s initial screen.
2. In order to access Blackboard, click on Online Courses.
Once you have activated your account in the portal, you should activate your e-mail in http://www.live.com.

It’s very important that you activate your e-mail account. Since the moment you activate your account in the portal and at the same time in Blackboard, any communication will be sent to your new e-mail account. Without activating your e-mail account, you won’t be able to receive the communications sent by your professors and the institution.

1. In order to activate your e-mail account, write down your complete username (your institutional e-mail) with your new password.
2. Click on Sign in. Remember to do that process at the end, after activating your account in the student portal as explained before. Otherwise, you won’t be able to activate this account.
Errors:

If you obtain the following error message: **System Error**, then you should go to the student portal’s home page and try accessing your account with your temporary password. In case it doesn’t work, try with your **new password**. Although sometimes the system sent this error message, it successfully changed your password.

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Si obtienes este error: **System Error**. Debes ir a Home del Portal e **intentar con la contraseña temporal**, si no te funciona, prueba con la **nueva contraseña que entrastes**.

A veces, el sistema envía este error, pero el cambio de la contraseña se completó exitosamente.
Configurations:

Cookies: Microsoft Internet Explorer

The cookies on Internet Explorer should be set in *Medium* or *Low*. Please try both settings.

1. Open your Internet Explorer web-browser.
2. Click on **Tools >> Internet Options** from the browser’s menu. If you are using Internet Explorer 9, press the Alt key to view the menu.
3. Click the **Privacy** tab.
4. Set the indicator to at least in *Medium* from the **Settings** option.
1. Open your Internet Explorer web-browser.
2. Click on **Tools >> Internet Options** from the browser’s menu. If you are using Internet Explorer 9, press the **Alt** key to view the menu.
3. Click the **Security** tab and then select **Custom Level** button.
4. In the next dialog box scroll-down to the end of the window and make sure the Javascript is **enabled** under **Scripting >> Active Scripting** option.
Cookies: Firefox Mozilla

1. Open your Firefox Mozilla web-browser.
2. Click on **Tools >> Options** from the browser’s menu.
3. Click the **Privacy** tab from the dialog window.
4. In the **History** option, set the **Firefox will: option** to **Use custom settings for history**. Then make sure the **Accept cookies from sites** and **Accept third-party cookies** options are checked.
5. Click **OK** from the dialog window.
1. Open your Firefox Mozilla web-browser.
2. Click on **Tools >> Options** from the browser’s menu.
3. Click the **Content** tab from the dialog window. Make sure the **Enable JavaScript** option is checked.
4. Click **OK** from the dialog window.
Contacts:

http://www.ftccollege.edu/portal

Orlando

Lakeland

Deland

Kissimmee

Pembroke Pines