

eTrackr Login Guide

Staff and Students can login to eTrackr from <https://etrackr.bacoll.ac.uk>

Login Details

Username

For **staff members**, your username is the same as used to login to College computers. For most staff this is `FirstName.LastName`. Ensure you enter just your username, not your full email address.

For **students**, your username is your student number. Ensure you enter just your student number, not your full email address.

Password

Your eTrackr password is the same as used for logging into College computers and your College Microsoft account.

Potential Issues

1. Username Not found

If after entering your details you see this message:

Your username was not found in the eTrackr database

Then your account has not been found. Ensure you are entering the correct username. Check for any spelling mistakes and make sure you are entering just your username, not your full email address.

Should you still receive the same message after correcting any mistakes, please contact luke.mcnaughton@bacoll.ac.uk so that your account can be corrected to use eTrackr.

2. Incorrect Username and Password

If after entering your details you see this message:

Your username and password was incorrect

Then your account has been found but your password is incorrect. Your username has been entered correctly. Ensure you are entering the same password you use to login to College computers and your College Microsoft account.

If you cannot remember your password, then you will need to reset it. This will reset your password for your College account across all systems.

Staff can reset students' passwords from <https://portal.bacoll.ac.uk/PasswordReset>. Additionally, you can request a password reset from IT Services at ITSupport@bacoll.ac.uk, extension 3360 or direct dial 01388 443020.

3. Locked Out

If after entering your details you see this message:

Your account has been temporarily locked due to multiple incorrect login attempts - please try again later

Then you have entered an incorrect password too many times. Your username was entered correctly. These lockouts cannot be skipped so you will have to wait approximately 15 minutes before attempting to login again.

You'll also likely need a password reset in this scenario. Passwords can be reset using the information in the section above. Even after a reset you will still have to wait for the lockout to pass.