Helpful Information for Students

Email
The default password for all new student email addresses is Btc followed by their student ID#. For example, Btc123456789. It is case-sensitive, so make sure to capitalize the B.

- To find out what your email address is, visit: www.batestech.edu/whats-my-email
- For other questions related to email, visit the Information Technology webpage: www.batestech.edu/information-technology

How to change your password
There are two ways you can change your password on your own.

- From On Campus: From a campus computer, press the Control, Alt & Delete keys simultaneously, then click on reset password. This can be done on our Wi-Fi network, as well, if you have a Bates-issued laptop.
- From Off Campus via Okta: All users can reset their password, if they know their current password, by going through Okta at https://batestc.okta.com. Click on your name and select Settings. Click on the Edit Profile button then click on Change Password.

Okta
Go to https://batestc.okta.com. Login with your email credentials to access numerous Bates websites that require you to login, including Office365 to access your email and Bates vLabs. Enter your credentials to those other sites one time, and Okta will securely and safely store those so you will not have to enter your credentials each time. When you change your password through Okta, it will also change your email and college computer network credential.

Canvas
Use your Bates SID# for BOTH the username and password. If you are still unable to login, please contact the Online Learning Center at 253.680.7233, olc@batestech.edu, for resetting login credentials.

College Wi-Fi
Drive to any of our three campuses to access the Wi-Fi network from a parking lot near the building(s). Use your Bates email and password to log into the Bates Wi-Fi network. If you are using your own personal device (cell phone, tablet, laptop, etc.), you will need to log into Bates-Public. If you are using a Bates-issued device (laptop), you will log into Bates-Student. Remember, if you have not yet changed your Bates email password, the default password is Btc followed by your SID#. Example: Btc123456789. It is case-sensitive, so make sure to capitalize the B.

PIN and student ID number
If you changed your PIN and cannot remember it, contact the Registration Office to reset it: registration@batestech.edu or 253.680.7019.

- SID: To retrieve your SID, go to the Bates website > My Bates > Quick Links and find Student Identification Number.
- PIN: Your PIN is your Date of Birth in a very specific format. It is either 5 or 6 digits, depending on the month with no slashes or dashes. If you changed your PIN and cannot recall what it is, contact the Registration Office to reset it at registration@batestech.edu, 253.680.7019

Clearing your Browser Cache
If at any time you are instructed to “Clear your cache” in order to help with logon issues, this website give a great explanation of what that means and how to do it on each web browser: www.lifewire.com/how-to-clear-cache-2617980
Helpful Information for Students, Continued

**Bates Bookstore**
To contact the Bates Bookstore for any issues regarding ordering books or supplies, you can reach them at: bookstore@batestech.edu or 253.680.7430

**Bus Passes**
To sign up for a bus pass, go to this page: www.batestech.edu/buspass and follow the instructions for getting a bus pass. If you have any questions about your bus pass, please email: lemontlucas@batestech.edu

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**Office Hours and Contact Information**
Prospective and current students may visit our offices on-site at the Downtown Campus, Monday – Thursday, 8 a.m. – 4:30 p.m.

**Downtown Campus**
Registration: Monday – Thursday
Financial Aid: Monday – Thursday
Workforce Education Services: Monday – Thursday
Student Admissions: Monday – Thursday

**Central Campus**
Financial Aid: Hours TBD

**South Campus**
Financial Aid: Tuesday - Thursday
Registration: Monday – Thursday
Or contact us using the emails and phone numbers below.

**Enrollment/Advising**
Email: advising@batestech.edu
Phone: 253.680.7002

**Financial Aid**
Email: financialaid@batestech.edu
Phone: 253.680.7020

**Registration**
Email: registration@batestech.edu
Phone: 253.680.7019

**Workforce Education Services (WES)**
Email: workforce@batestech.edu