

# Accounts

## What do I do if I have a problem with my TRACKS account?

Determine which scenario below best matches the issue you are experiencing:

- I am a newly admitted Continuing Education, Extended Studies or Online Learning Student and I have not received my account information nor have I activated my account. Proceed to [activate your TRACKS account](#).
- I have a TRACKS account but my password has expired. Proceed to [Change your Expired TRACKS Account Password](#).
- I **KNOW** my TRACKS username but my password does not work. [Reset your TRACKS Account](#)
- I know both my TRACKS username and password. I want to [change my password](#).
- I do **NOT** know my TRACKS username or I am not sure. [Submit a support request](#)
- I am an Alumnus or a former Student requiring access to [PAWS \(t.fit.edu/ssb\)](#) and I do not have a TRACKS account. Please submit a [request for assistance](#) or call the Technology Support Center at (321) 674-7284.
- I am a Florida Tech Staff or Faculty member and I would like to request a new TRACKS account for a guest, volunteer, or temporary employee who does not currently have an account. [Proceed to TRACKS Account Request System](#).
- I am a newly admitted Melbourne campus Student at Florida Tech and need access to pay fees or access registration information. Proceed to [PantherPass](#)
- None of the above descriptions describe my problem. Please submit a [request for assistance](#) or call the Technology Support Center at (321) 674-7284.

Unique solution ID: #1013

Page 1 / 2

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URL: [https://it-faq.fit.edu/it\\_faq/content/1/14/en/what-do-i-do-if-i-have-a-problem-with-my-tracks-account.html](https://it-faq.fit.edu/it_faq/content/1/14/en/what-do-i-do-if-i-have-a-problem-with-my-tracks-account.html)

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