Advanced Password Reset Tool

1. Click the **Forgot Password** link

2. Enter your *Username* in the box and click **OK**
   * Important—If you are a user who has not yet been able to set security questions, you will need to answer another series of identity verification questions.

3. Check the “I’m not a Robot” box and Click **Continue**
   **Note:** Random users may be prompted with an additional Image Selector. If so, you should select the images requested. They should select the images requested and click the **Verify** button.

4. Enter the Requested information for verification—please note the format requested. You will need your Empl ID *OR* your SSN (only usable if you included it on your application).
   Click **Next**.

5. **Issue:** If the information you typed is not the same as in the Student Information System, you will be prompted to contact the Help Desk (Below)

6. If your information matches you will be prompted for the next step
   Your username is listed and you can log in directly if you recall your password. If you Do not know your password, select that option and the process continues:

7. Your options will depend on what is in SIS from your application:
   You will receive the following screen if an alternate email (any email other than @email.vccs.edu) and/or if any phone number exists.
   Please note, to receive an SMS (Text) message your phone number must have the capability of doing so.

   If information exists in SIS but it is not correct, you will need to contact your help desk.
If no alternate email (ie. NOT @email.vccs.edu) and no phone number exists in SIS, this screen will appear:

Select the Option that Best Describes you to receive customized secondary search options (See Below).

**Dual Enrollment Students**, enter the Month and Year of your Anticipated Graduation

**Faculty Member**, enter the season and year of your first term:
01 = Spring, 05 = Summer, 08 = Fall

If Neither works, choose None of the Above for additional choices:

The High School and College Selectors are very similar (See HS below):

Choose State if necessary (Virginia will be default)

Choose the school (GED is option for High School)

If the information is in SIS matches what you input, you will be prompted for Alternate Email and Phone Number (Below) and your reset password will be sent to you.

If you have never attended a college or the information is not in SIS or does not match, the tool will not work and the user will need to contact the college Help Desk for assistance.

Last Edit: 12/4/2017 ~tsh