How To Reset Your LAN Password From Home

Faculty and Staff can change or reset their own NVCC LAN Password (without having to call the IT Help Desk!) when they are at home by utilizing the **MyPassword** tool.

**IMPORTANT**: You must set-up the MyPassword tool by creating Security Questions in ‘Edit My Profile’ **BEFORE** you can use it to reset your password from home. It can be set up from your campus computer, or, any web browser at home – even a cell phone. **Setup can only be done, however, when your account password is active** (not locked or expired). If you have **NOT** already created your Security Questions in ‘Edit My Profile’, you will need to complete the **SET-UP MyPASSWORD TOOL** steps directly below. Go to [https://pwreset.nvcc.edu](https://pwreset.nvcc.edu)

- **SET-UP MyPASSWORD TOOL**: On the ‘NOVA Self-Service Password Management’ page click on ‘Edit my Profile’. Enter your NVCC LAN UserName and NVCC LAN Password. Click Logon

- Choose two (2) questions from the drop down menus and answer them. Create a third question of your own with your answer for a total of three (3) answered questions. Click ‘Update’ to finish.
From any web browser or mobile device at home, do the following to use the ‘RESET MY PASSSSWORD’ tool to reset your NVCC LAN Password. Go to https://pwreset.nvcc.edu

➢ **RESET MY PASSSSWORD:** On the ‘NOVA Self-Service Password Management’ page, click on ‘Reset my Password’. Enter your NVCC LAN UserName. Confirm ‘Domain’ is NVCC. Click ‘Logon’

![Self-Service Password Management](image)

➢ You will be prompted to answer all three (3) of the Security Questions you previously set up. Click ‘Continue’ until you come to the ‘Set your new password’ screen

![Self-Service Password Management](image)
At the ‘Set your new password’ screen you will choose to either generate an automated, random password **OR** enter a password of your own.

- **To CHOOSE AN AUTOMATED, RANDOM, PASSWORD,** click the radio button for ‘Generate’. Click on the ‘Generate Password’ button. Your auto-generated Password will appear in the next field (I.E. ‘river53’). Lastly, click on the ‘Reset Password’ button. **WAIT 15 MINUTES BEFORE LOGGING IN WITH YOUR NEW PASSWORD**

![Password Management Interface](image1)

- **To CREATE A PASSWORD OF YOUR OWN,** click the radio button for ‘Enter’. Key the password of your choosing into the ‘Password’ field. Enter that password again in the ‘Confirm’ field. Lastly, click on the ‘Reset Password’ button. **PASSWORD CRITERIA:** Eight (8) characters total including at least One (1) Capital Letter **AND** at least One (1) Number. **WAIT 15 MINUTES BEFORE LOGGING IN WITH YOUR NEW PASSWORD**

![Password Management Interface](image2)
Once you have successfully completed the ‘Reset MyPassword’ process you will receive a message that ‘Your Password has been Reset!’

THINGS TO REMEMBER:

- You must set up the ‘MyPassword’ tool from your on campus computer or any web browser or mobile device at home BEFORE you can use it to reset your password from home.
- Wait at least 15 minutes after resetting your password before logging in.
- Although there are several variations that meet password reset criteria, you want to make sure that the password you choose will be processed effectively by our servers. Using the following guidelines will ensure that you will have a password that will be in compliance:
  - Eight (8) characters total
  - Includes at least One (1) Capital Letter
  - Includes at least One (1) Number