


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.

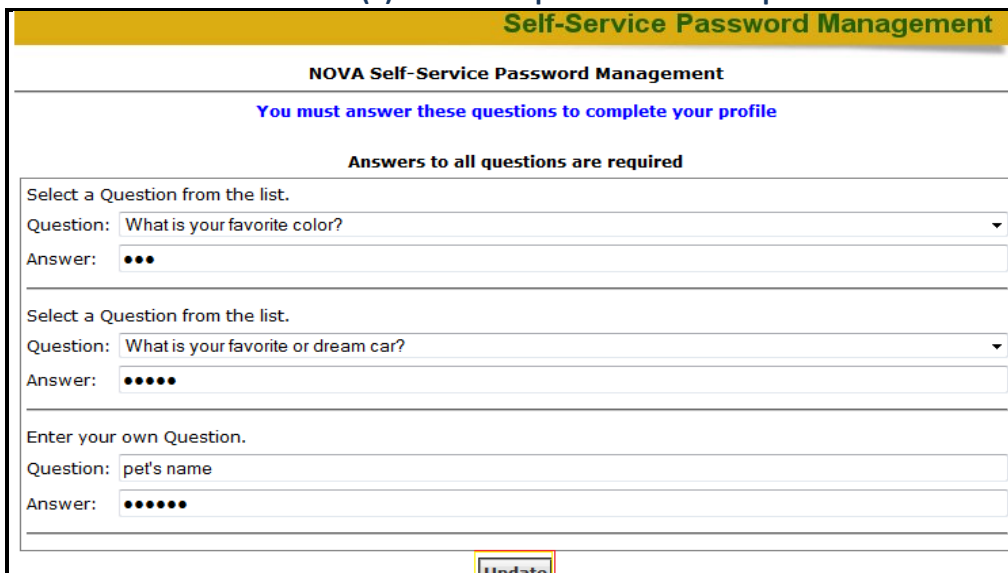
IMPORTANT: You must set-up the MyPassword tool by creating Security Questions in 'Edit My Profile' BEFORE you can use it to reset your password from home. It can be set up from your campus computer, or, any web browser at home – even a cell phone. **Setup can only be done, however, when your account 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>

- **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'



The screenshot shows the NOVA Self-Service Password Management interface. At the top left is the NOVA Northern Virginia Community College logo. To the right is a photo of four people. Below the logo is a yellow banner with the text 'Self-Service Password Management'. Underneath is the title 'NOVA Self-Service Password Management' and the instruction 'Enter your user name and password to edit your password profile'. The 'Logon Information' section contains three input fields: 'User Name' with the placeholder 'YourNVCCUserName', 'Password' with masked characters, and 'Domain' with a dropdown menu set to 'NVCC'. A 'Logon' button is highlighted with a red box at the bottom of the form.

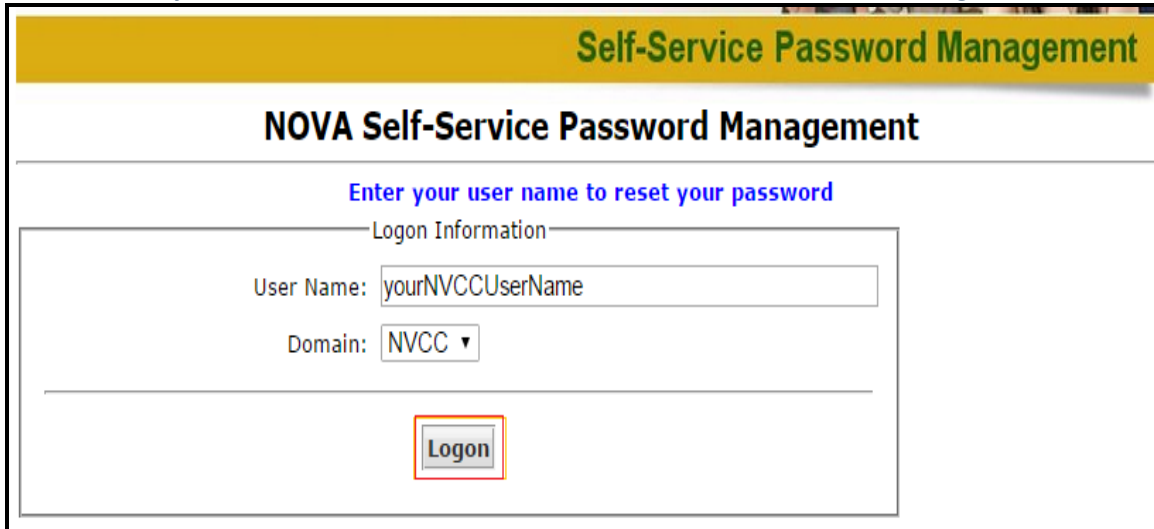
- Choose two (2) questions from the drop down menus and answer them. Create a third question of your own with your answer for a total of three (3) answered questions. Click 'Update' to finish.



The screenshot shows the NOVA Self-Service Password Management interface for setting security questions. It features a yellow banner with 'Self-Service Password Management' and the title 'NOVA Self-Service Password Management'. The instruction reads 'You must answer these questions to complete your profile' and 'Answers to all questions are required'. There are three question entries, each with a dropdown menu for the question and a text input for the answer. The first question is 'What is your favorite color?' with a three-dot answer. The second is 'What is your favorite or dream car?' with a five-dot answer. The third is 'pet's name' with a six-dot answer. An 'Update' button is highlighted with a red box at the bottom of the form.

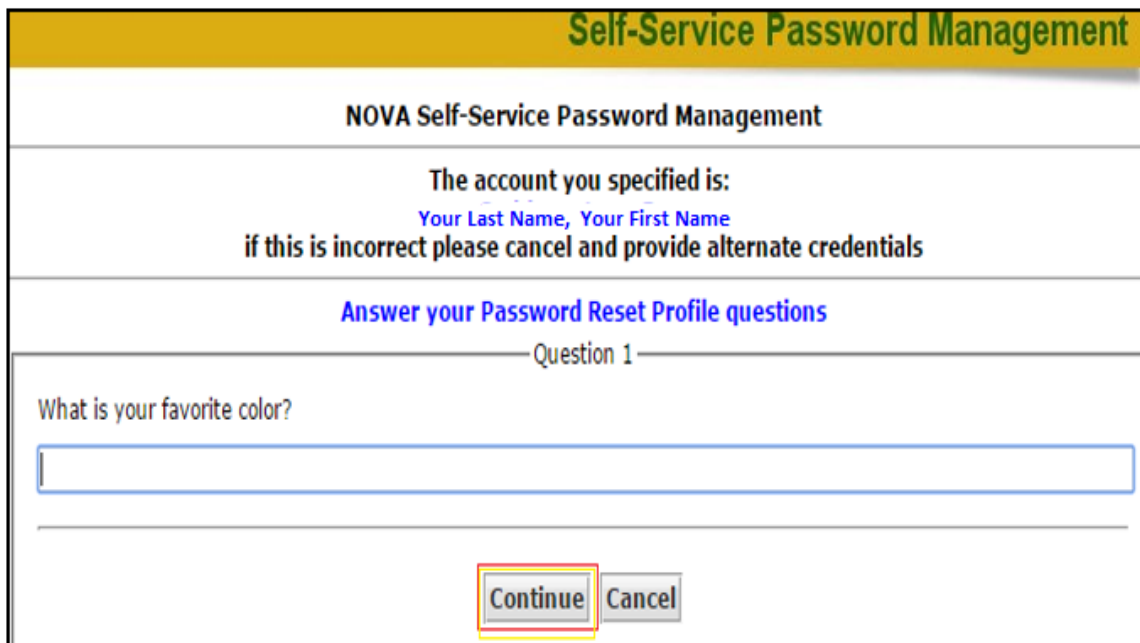
From any web browser or mobile device at home, do the following to use the 'RESET MY PASSWORD' tool to reset your NVCC LAN Password. Go to <https://pwreset.nvcc.edu>

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



The screenshot shows the 'NOVA Self-Service Password Management' interface. At the top, there is a yellow header with the text 'Self-Service Password Management'. Below this, the main heading is 'NOVA Self-Service Password Management'. The instruction 'Enter your user name to reset your password' is displayed in blue. Underneath, a section titled 'Logon Information' contains a form with two fields: 'User Name:' with the placeholder text 'yourNVCCUserName' and 'Domain:' with a dropdown menu showing 'NVCC'. A 'Logon' button is located below the form, highlighted with a red and yellow border.

- 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



The screenshot shows the 'NOVA Self-Service Password Management' interface. At the top, there is a yellow header with the text 'Self-Service Password Management'. Below this, the main heading is 'NOVA Self-Service Password Management'. The text 'The account you specified is:' is displayed, followed by 'Your Last Name, Your First Name' in blue. Below this, the instruction 'if this is incorrect please cancel and provide alternate credentials' is shown. Underneath, a section titled 'Answer your Password Reset Profile questions' is displayed. Below this, a section titled 'Question 1' contains the question 'What is your favorite color?' and a text input field. At the bottom, there are two buttons: 'Continue' (highlighted with a red and yellow border) and 'Cancel'.

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**

The screenshot shows the 'NOVA Self-Service Password Management' interface. At the top, there is a yellow header with the text 'Self-Service Password Management'. Below this, the main title 'NOVA Self-Service Password Management' is displayed. Underneath, the instruction 'Set your new password' is shown. The 'Generate' radio button is selected and highlighted with a red box. To its right is a 'Generate Password' button, also highlighted with a red box. Further right is a text input field containing the password 'river53', which is also highlighted with a red box. Below these elements, the 'Enter' radio button is unselected. There are two password input fields labeled 'Password:' and 'Confirm:', both of which are currently empty. At the bottom of the form, a 'Reset Password' button is highlighted with a red box.

- 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**

The screenshot shows the 'NOVA Self-Service Password Management' interface. At the top, there is a yellow header with the text 'Self-Service Password Management'. Below this, the main title 'NOVA Self-Service Password Management' is displayed. Underneath, the instruction 'Set your new password' is shown. The 'Enter' radio button is selected and highlighted with a red box. To its right is a 'Generate Password' button, which is disabled and highlighted with a red box. Further right is an empty password input field, also highlighted with a red box. Below these elements, the 'Generate' radio button is unselected. There are two password input fields labeled 'Password:' and 'Confirm:', both containing masked characters (dots) and highlighted with a red box. At the bottom of the form, a 'Reset Password' button is highlighted with a red box.

- 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