Advanced Password Reset Instructions

1. **Navigate to MyNova** and click the "Forgot your password?" link OR click the "Forgot Username" link at the [MyNOVA login portal](#).

2. Enter MyNova username. User will be presented with a Captcha. User must check the box “I am not a robot”.

Even if registered, students will not be able to view Fall CANVAS courses on their CANVAS dashboard until early August. Faculty will not be able to see the students in their courses until then, as well. Enrollment status can be checked in SIS through myNOVA login.
3. Some users will then be prompted with an image selector. They should select the images requested. Click Verify.

4. If the user does not select all of the correct images another set of images will be presented. Once all correct images have been selected. Click Continue.
5. Enter the requested information for verification. Click Next

![Password Reset Form]

6. If the information entered above conflicts with existing SIS data the User will receive this message:

![Contact Your Help Desk]

7. If the data entered matches the data in SIS the user will receive this message. If the User knows the password, click the radio button at the top. If the User does not know the password, click the second radio button. Click Next.

![Username Confirmation]
8. The user will receive the following screen if an alternate email (any email without the domain of @email.vccs.edu) exists for the user in SIS and/or if any phone number exists in SIS.

Choose the option to which the user wants to receive the temporary password. If choosing a SMS test option please provide the phone provider information. Click Send Email, or Send SMS as appropriate.

- If the existing email address(es) or phone number(s) presented are not valid options for the User, the user should contact the college for assistance.
- If no alternate email (any email without the domain of @email.vccs.edu) and no phone number exists in SIS for the User, the following screen will appear.

9. If no alternate email (any email without the domain of @email.vccs.edu) and no phone number exists in SIS for the User, the following screen will appear.
10. Choose the type that best describes the user.

**For an International Student:** The user should enter the Visa Permit Number (Often called the A#) in the field and click Next. If there are issues here a staff member can verify the number entered in SIS at Campus Community > Personal Information > Identification > Citizenship > Visa Permit Data

![Verify Your Identity](image)

**For Dual Enrolled Students:** Choose Dual Enrollment (High School) Student The user should enter the month and year of anticipated high school graduation. Then Click Next. [This data can be verified by staff via Records and Enrollment > Transfer Credit Evaluation > External Education or the Misc tab of Student Inquiry]

![Verify Your Identity](image)
For Faculty: The user should enter the month and year of the first class taught for the college. If spring use ‘01’ for the month, if summer use ‘05’ for the month, if fall use ‘08’ for the month. Then Click Next. This information can be found in the system under Curriculum Management > Instructor/Advisor Information > Instructor Schedule.
For all other Users (students and staff) with no alternate email or phone in SIS
Choose None of the Above

Verify Your Identity

Enter what type of user you are from the list below, then answer the question(s) that appear. Click 'Next' when done.

Which of the following describes you:

- Dual Enrollment (High School) Student
- International Student
- Virginia Community College Faculty
- None of the Above

What is the name of the last high school you attended?
Click 'Select'

What was the date you last attended that high school?
MM/YY

What is the name of the first college you attended?
Click 'Select'

What was the date you first attended that college?
MM/YY

Next
11. Click the Select button to choose the high school. Change the state if needed (Virginia will be the default). Choose the name of the High School (or GED-Virginia if the student received a GED).
12. Enter the last date attended in high school (technically this would be the graduation date)
13. Click Select to choose the first college attended. Change the state if needed (Virginia will be the default). Choose the name of the college from the list.
14. Enter the date (Month/Year) the user first attended college. Click Next.
The information here can be found in SIS at Records and Enrollment > Transfer Credit Evaluation > External Education or on the Misc tab of Student Inquiry.
15. If the answers do not match the data in SIS the User will receive this screen. At this point the user will need to contact the college IT Help Desk for assistance.

Contact Your Help Desk

We are unable to reset your password with the information provided. Please contact your local help desk:

support.vccs.edu

If the user has never attended a college the tool will not work and the user will need to contact the college IT Help Desk for assistance.

16. If the information entered matches the data in SIS the user will receive this screen. The user should enter the email and/or phone number desired. This data will be saved in SIS for future use. The email address will have a type of Other and the Phone will have a type of Mobile when saved to SIS.
17. The user should click Send Email to receive the temporary password.

![Send Temporary Password](image)

18. Click Continue. Check your email or cell phone for the password.

![Password Sent](image)
19. Use your new password to access the system and reset your password. Be sure to set your security questions at this time.