HIGHLAND COMMUNITY COLLEGE

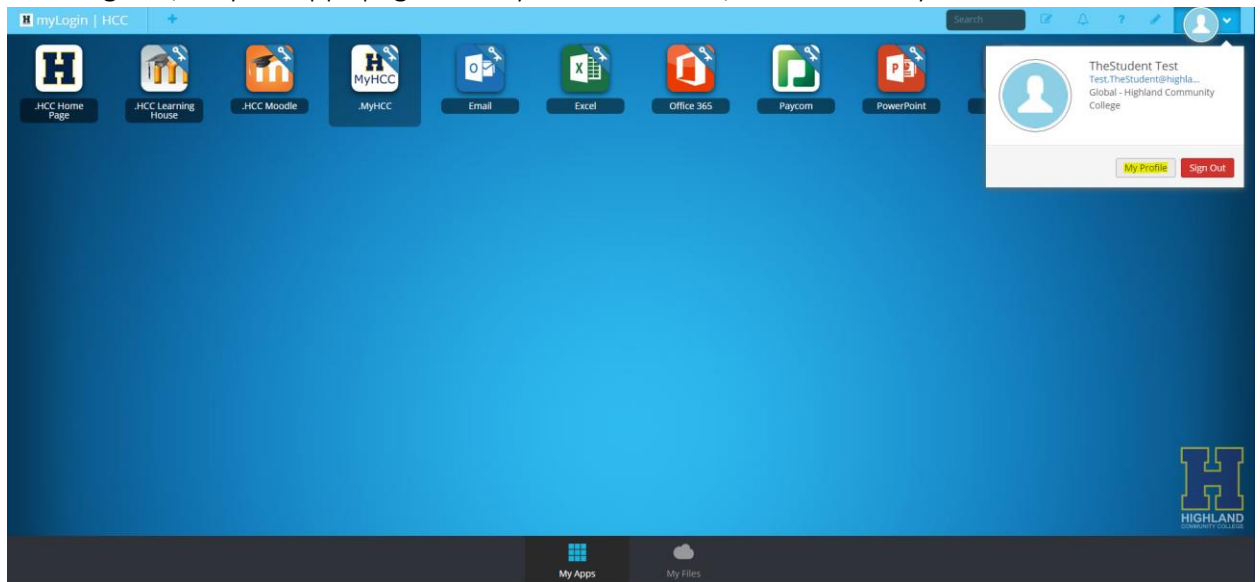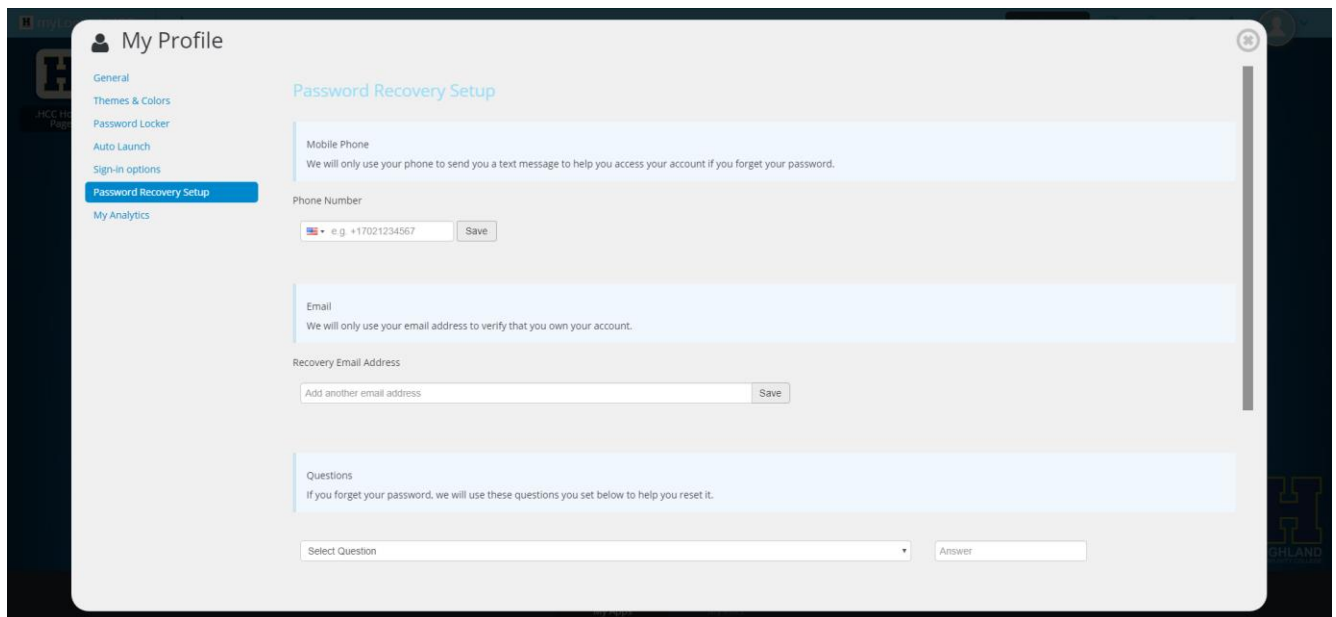# Password Reset (SSO)

Before you are able to click on the **'Help, I forgot my password'** link on the login page to reset your password you will first need to set up your Password Recovery Setup.
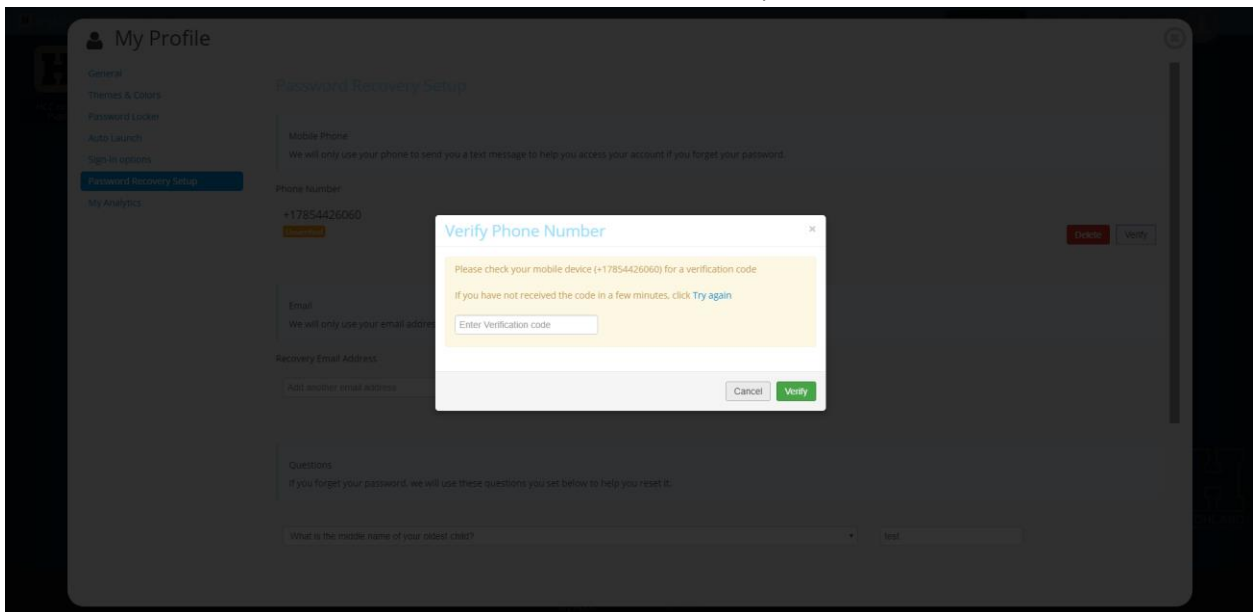
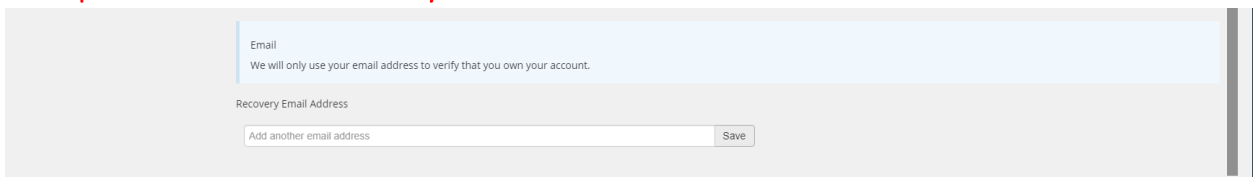1. After login in, on your apps page select your Avatar icon, then select My Profile

2. Then select Password Recovery Setup on the left. You will then be presented with 3 options:

    a. Mobile Phone – reset your password using your mobile phone. A code will be sent to your phone to reset your password.
    b. Email – please use your personal email address. A personal email you have access to right away.
    c. Security Questions – You can setup preselected questions and set the answers or set up your own custom questions with answers.
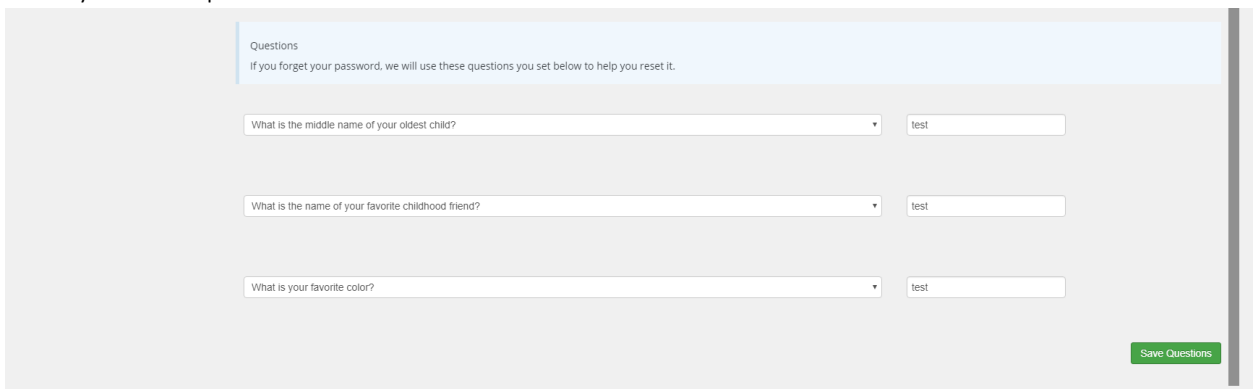
3. If you have selected Phone number, after you hit save you will be presented with a screen to enter a verification code that was texted to that mobile phone number you entered. Please enter the verification code and select Verify.

4. If you have selected Email, you will be sent an ClassLink Email verification email that will have a link. You will need to clink on the link to verify your email address. NOTE: Please use a personal email address not your school email address.

5. If you have selected Questions you will need to setup ALL 3 questions fields with their answers. You can also setup your own custom questions and answers. Now you are set to reset your own password.

6. IMPORTANT NOTE: You don't have to do all 3 Password Recovery Setup options. Just one.

7. On the login page click on the 'Help, I forgot my password' link

8. On the following page enter your HCC username. For example: FirstInitialLastName or LastName.FirstName. Before the @highlandcc.edu
   a. NOTE: DO NOT remove the 'hcc' on the second line. That is our school code and is required to be there.

9. Based on the Password Recovery Setup options you've selected you will be presented with those options next.

Answer question & reset password

Please answer the following questions to reset your password.

1. What is the middle name of your oldest child?
Write Answer here

2. What is the name of your favorite childhood friend?
Write Answer here

3. What is your favorite color?
Write Answer here

Go back to reset password

10. Once you've successfully able to verify your Password Recovery options you will then be able to change your password. Your password will have to match the criteria outlined.

Change Password

Please submit your new password

Change your password to one that is easy for you to remember, but difficult for others to guess. -----------------------

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To be accepted, your new password must meet all of the following requirements: 1) Must be at least 7 characters long or more 2) Must include 1 or more numbers 3) Must include both upper-case and lower-case letters 4) And it must include at least one special character (like !, @, #, %, $, &, or _).

New Password

Confirm password

Go back to login page