

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.

H mytor	🛔 My Profile		8
HCCHC	General Themes & Colors		
	Auto Launch Sign-In options	Mobile Phone We will only use your phone to send you a text message to help you access your account if you forget your password.	
	Password Recovery Setup My Analytics	Phone Number Save Save	
		Email We will only use your email address to verify that you own your account.	
		Recovery Email Address	
		Add another entail address Save	-
		Questions If you forget your password, we will use these questions you set below to help you reset it.	1
		Select Question Answer	GHLAND

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.

🔒 My Profile			
	+17854426060	fr Phone Number	
	Pleas	se check your mobile device (+17854426060) for a verification code u have not received the code in a few minutes. click Try again	
	Emul We will only use your email addres	er Verification code	
	Audit another email address	Cancel Verity	

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.

Email We will only use your email address to verify that you own your account.	
Recovery Email Address	
Add another email address	Save

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.

Questions If you forget your password, we will use these questions you set below to help you reset it.			
What is the middle name of your oldest child?	۲	test	
What is the name of your favorite childhood friend?	۲	test	
What is your favorite color?	٣	test	
			Save Questions

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.

	œ	
	Reset Password	
Ple	ase enter your username to reset your password.	
test.thestudent		
hcc		
	\checkmark	
	Go back to login page	

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

Answ	er question & reset password
Please ansv	ver the following questions to reset your password.
1.What is the mid Write Answer here	ddle name of your oldest child? 2
2.What is the nar Write Answer here	ne of your favorite childhood friend? g
3.What is your fa Write Answer here	vorite color? e
	\swarrow

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.

	<u>i</u>
	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
	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
	\swarrow
	Go back to login page