

MCCCD Account Self Service Password Reset

Password Reset Process



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COMMUNITY COLLEGES

Information
Technology Services

Faculty, staff and students at MCCCDC can initiate the password reset process via [IDME](#). Follow these steps to complete the reset process.


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

1. Enter your email address in the *Email or Username* textbox. Format - MEID@maricopa.edu
2. Type the Captcha code as displayed. Code is case sensitive.
3. Click **Next** to continue or **Cancel** to terminate the password reset process.

You are required to obtain a verification code to continue. To receive a verification code, two options are available. Email the code to you (**Option A**) or text the code to your mobile device (**Option B**).

Option A (Skip this step and go to [Option B](#) if you would like to receive the code via text message.)

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (to*****@domail.maricopa.edu).
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1. Confirm *Email my alternate email* is selected.
2. Verify the email address is correct.
3. Click **Email** to continue.

Verify your email address

Thanks for verifying your *your email address is displayed here* account!

Your code is: ■■■■■

Sincerely,
MCCCD

1. An email with your code will be sent to your email address.
2. The emailed code is required to continue the password reset process.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

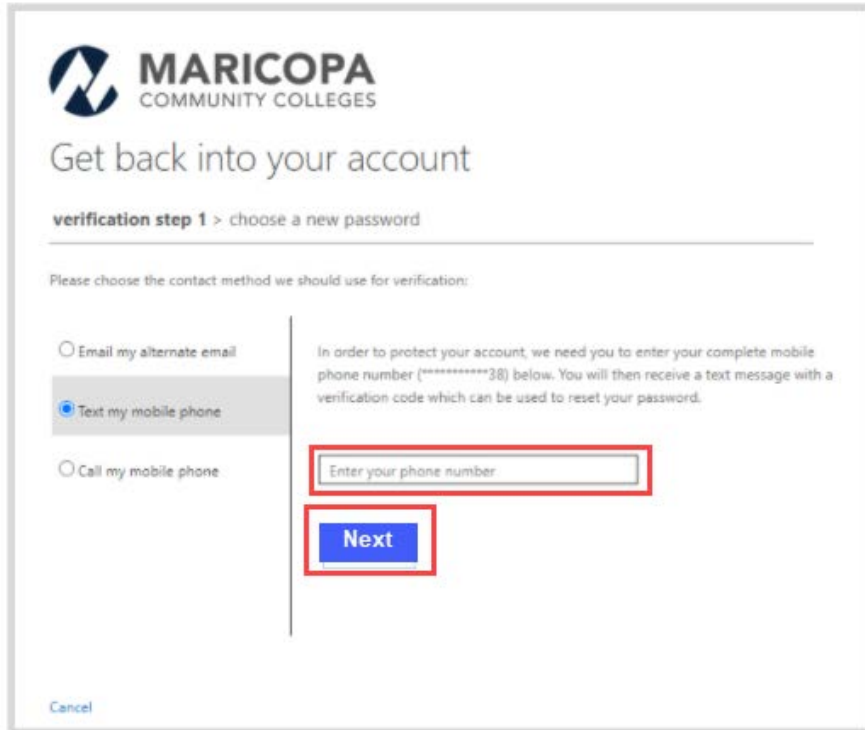
Are you having a problem?
Not seeing the email?
Please allow a minute or two for the email to reach your inbox.
If you are still unable to see it, check your junk folder.

Alternatively, you can:
[Try again](#)
[Contact your administrator](#)

1. Enter the verification code.
2. Click **Next** to continue.

Option B (Skip this step if you received the verification code via email.)

To verify via text message



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

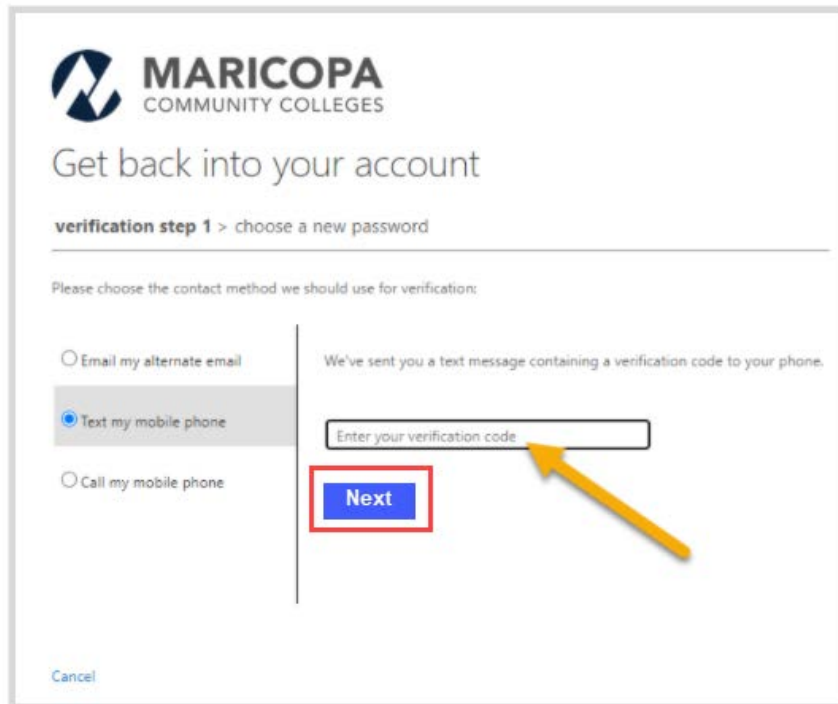
In order to protect your account, we need you to enter your complete mobile phone number (*****38) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Next

Cancel

1. Enter your complete phone number. Use the following format 1xxxxxxxxx (no hyphens or parentheses).
2. Click **Next**.



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

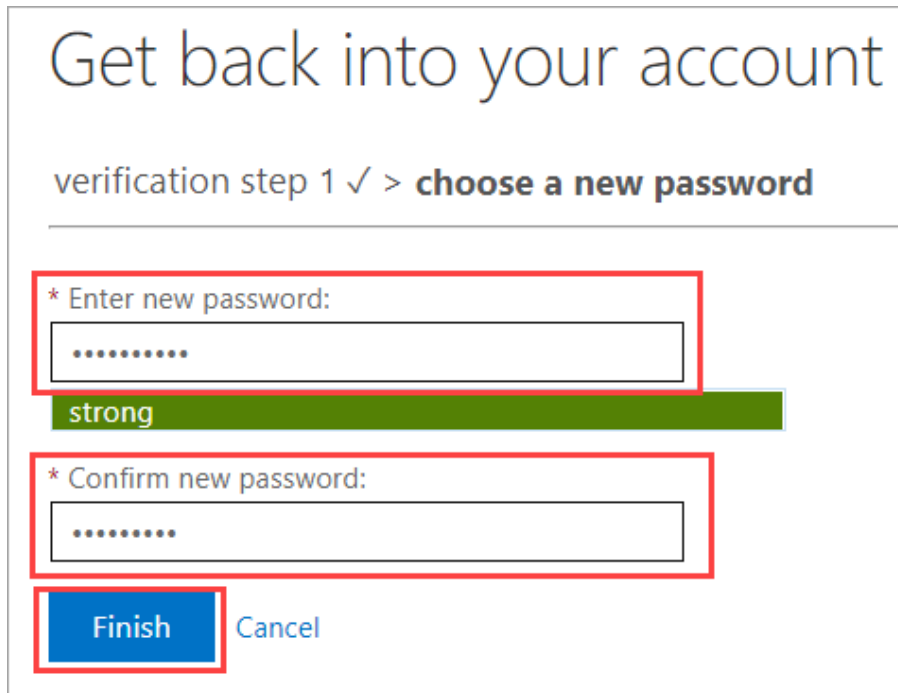
We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel

1. Enter the verification code you were sent via text message.
2. Click **Next**.



Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

.....

strong

* Confirm new password:

.....

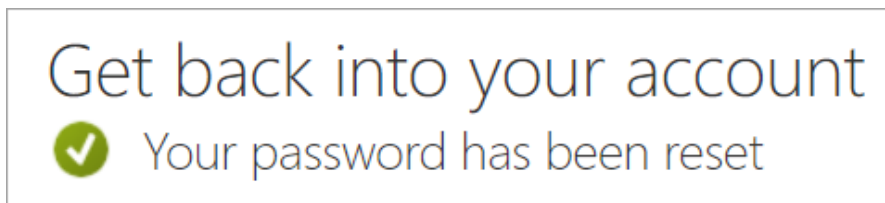
Finish Cancel

1. Type the new password.
2. Confirm the new password.
3. Click **Finish**.

Password Requirements for Students and Employees

All of these requirements must be met:

1. Must be at least **12 characters long**, with a maximum length of 24 characters.
2. Must contain character types from **3 of the 4** categories:
 - o Uppercase (A, B, C, ...)
 - o Lowercase (a, b, c, ...)
 - o Numerals (0 through 9)
 - o Special characters, such as ~ ` ! @ # \$ % ^ & * - + = \ | { } ()
3. Must not contain the user's account name, first/middle/last name, number substitutions (i.e., 3 for E), sequential (e.g., 123, abc) or repeating characters, commonly used words, or MEID.
4. The previous **10 passwords** may not be reused.
5. Passwords entered incorrectly 10 consecutive times or more shall be locked out for 15 minutes.



Get back into your account

✓ Your password has been reset

This message confirms that your password was reset successfully.