

IVCCD Self-Service Password Reset/Account Recovery Guide

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Note: Your account must already be set up for self-service – see the IVCCD Microsoft MFA & SSPR Enrollment Guide

Note: For both the password reset and the account recovery process, you must use two contact methods to verify your identity

Self-Service Password Reset

Note: The reset process can be used to change your password and/or to reset your password when you have forgotten it

- In your web browser open the following link: <https://passwordreset.iavalley.edu>
- Click the Enter Password Reset Site link
- Enter your Iowa Valley email address (example: test.testerson@iavalley.edu)
- Enter the characters displayed in the security captcha
- Click Next

IOWA VALLEY
COMMUNITY COLLEGE DISTRICT

Get back into your account

Who are you?

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

User ID:

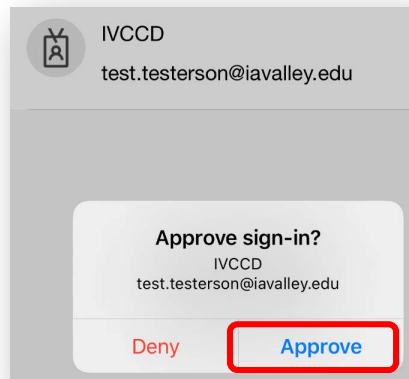
Example: user@contoso.onmicrosoft.com or user@contoso.com

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

- Select I forgot my password
- Click Next

- Select one of the available contact methods
- In this example the Authenticator App method is used
- Click Send Notification

- Within the Microsoft Authenticator App on your Smartphone, click the Approve button



- Select a second contact method from the available options
- In this example the Text my Mobile Phone method is used
- Enter your full mobile number
- Click Text

A screenshot of a web page for 'IOWA VALLEY COMMUNITY COLLEGE DISTRICT'. The heading is 'Get back into your account'. Below it is a progress bar showing 'verification step 1 ✓ > verification step 2 > choose a new password'. The instruction says 'Please choose the second contact method we should use for verification:'. There are three radio button options: 'Text my mobile phone' (selected and highlighted with a red box), 'Call my mobile phone', and 'Call my office phone'. To the right, a text box for the mobile number is highlighted with a red box and contains '641485'. Below the text box is a blue 'Text' button, also highlighted with a red box. At the bottom left is a blue 'Cancel' link.

- A six digit code will be sent to your mobile phone
- Enter the code and click Next

IOWA VALLEY
COMMUNITY COLLEGE DISTRICT

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

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

475292

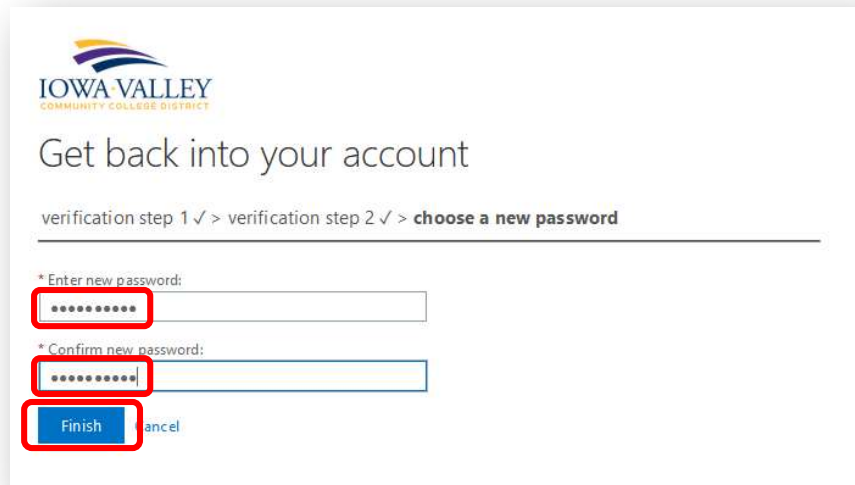
Next

[Try again](#) [Contact your administrator](#)

[Cancel](#)

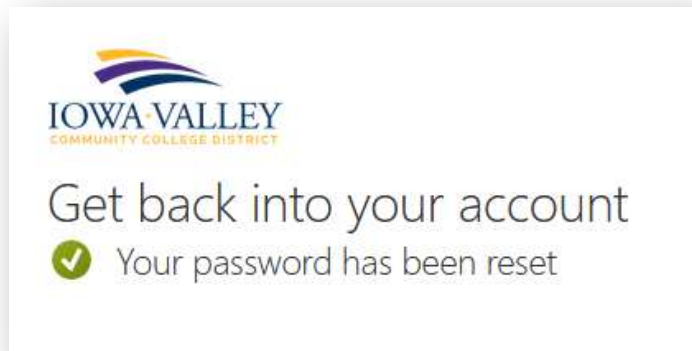
- Enter your new password and confirm it
 - **Password complexity requirements:**
 - Must be at least ten (10) characters in length (the longer the better)
 - Must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numeric characters (0 through 9)
 - Special/non-alphabetic, non-numeric characters (!, #, %, space character, etc.)
 - Must not contain significant portions of your user name (first or last)
 - Must not be the same as any of your previous ten (10) passwords
 - Must be changed only once within a 24 hour period (you can only change your password once per day)
 - Must be changed at least once every 180 days (sooner if there is a concern that your password has been compromised)
 - Your password will also be checked against Microsoft's banned password list. This helps to ensure the password is not easily guessable and/or being used by hackers. When attacking systems, hackers use lists of common and or compromised passwords.

- Click Finish



The screenshot shows the Iowa Valley Community College District logo at the top left. Below it, the heading "Get back into your account" is displayed. Underneath the heading, a progress bar indicates the current step: "verification step 1 ✓ > verification step 2 ✓ > **choose a new password**". The form contains two password input fields, each preceded by an asterisk and the label "Enter new password:" and "Confirm new password:" respectively. Both fields are filled with masked characters (dots). Below the second field, there is a blue "Finish" button and a faint "Cancel" link. Red rectangular boxes are drawn around the first password field, the second password field, and the "Finish" button.

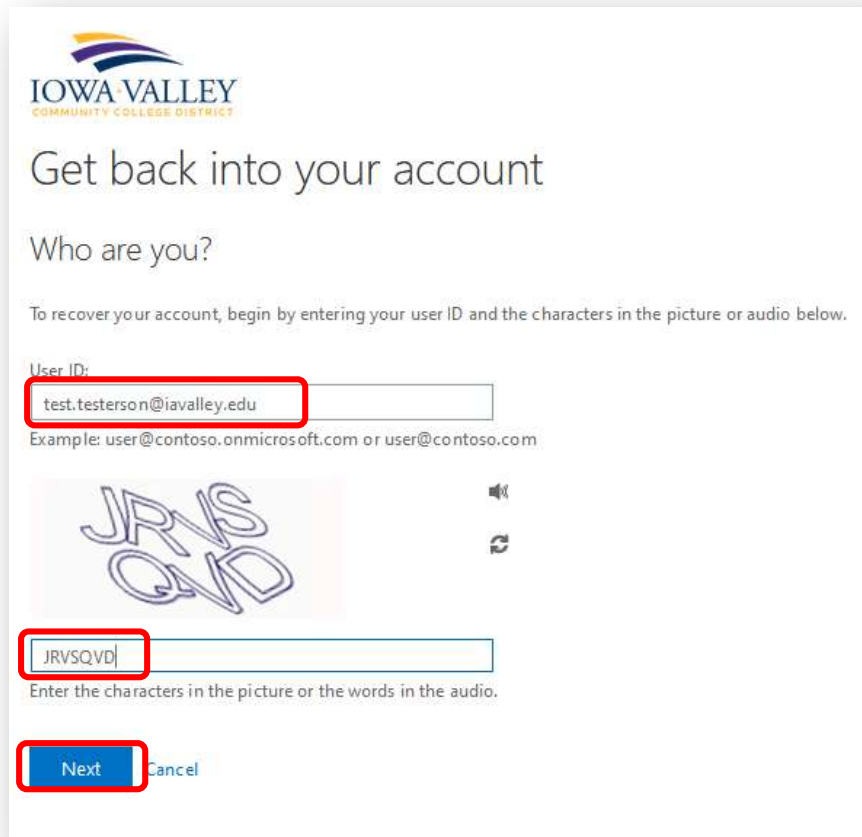
- You should receive a notice that your password was successfully reset



Self-Service Account Recovery

Note: The account recovery process can be used to unlock your account (example you have entered the incorrect password too many times)

- In your web browser open the following link: <https://aka.ms/sspr>
- Enter your Iowa Valley email address (example: test.testerson@iavalley.edu)
- Enter the characters displayed in the security captcha
- Click Next



The screenshot shows the account recovery interface for Iowa Valley Community College District. At the top is the college's logo. The main heading is "Get back into your account". Below this is the question "Who are you?". A sub-instruction states: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There are two input fields. The first is labeled "User ID:" and contains the email address "test.testerson@iavalley.edu". Below it is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". The second input field is for a security captcha. It shows a picture of the letters "JRVSQVD" in a stylized font. To the right of the picture is an audio icon and a refresh icon. The input field contains the text "JRVSQVD". Below the input fields are two buttons: "Next" (highlighted with a red box) and "Cancel".

- Select I know my password, but still can't sign in
- Click Next

IOWA VALLEY
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Get back into your account

Why are you having trouble signing in?

☐ I forgot my password

☒ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

- Select one of the available contact methods
- In this example the Authenticator App method is used
- Click Send Notification

IOWA VALLEY
COMMUNITY COLLEGE DISTRICT

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

☒ Approve a notification on my authenticator app

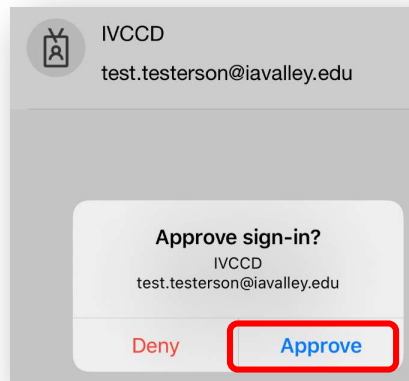
☐ Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

Cancel

- Within the Microsoft Authenticator App on your Smartphone, click the Approve button

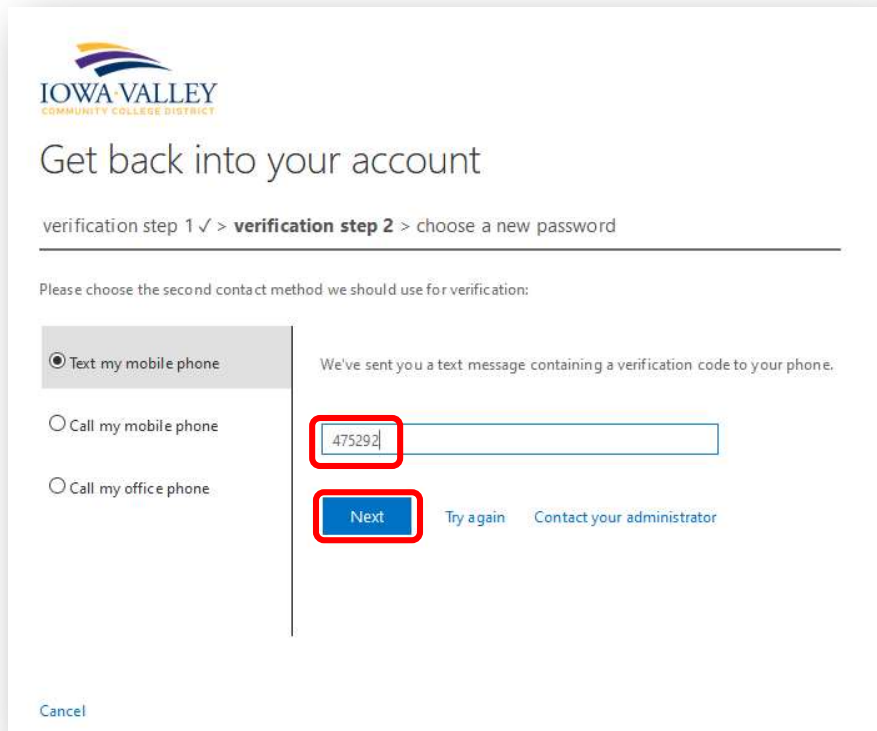


- Select a second contact method from the available options
- In this example the Text my Mobile Phone method is used
- Enter your full mobile number
- Click Text

A screenshot of the Iowa Valley Community College District website for account recovery. The header shows the logo and 'IOWA VALLEY COMMUNITY COLLEGE DISTRICT'. The main heading is 'Get back into your account'. Below it is a progress bar: 'verification step 1 ✓ > verification step 2 > choose a new password'. The instruction reads: 'Please choose the second contact method we should use for verification:'. There are three radio button options: 'Text my mobile phone' (selected and highlighted with a red box), 'Call my mobile phone', and 'Call my office phone'. To the right, a text box explains: 'In order to protect your account, we need you to enter your complete mobile phone number (***** below. You will then receive a text message with a verification code which can be used to reset your password.' Below this is a text input field containing '641485' followed by a masked number, highlighted with a red box. A blue 'Text' button is also highlighted with a red box. At the bottom left is a 'Cancel' link.

- A six digit code will be sent to your mobile phone

- Enter the code and click Next



The screenshot shows the 'Get back into your account' page for the Iowa Valley Community College District. It is at 'verification step 2' of a two-step process. The user has chosen 'Text my mobile phone' as the second contact method. A verification code '475292' has been sent to the phone and is entered in the input field. The 'Next' button is highlighted with a red box, indicating the next step in the process. Other options like 'Call my mobile phone' and 'Call my office phone' are available but not selected. Links for 'Try again' and 'Contact your administrator' are also present.

IOWA VALLEY
COMMUNITY COLLEGE DISTRICT

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

- ☒ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone

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

475292

Next [Try again](#) [Contact your administrator](#)

[Cancel](#)

- You should receive a notice that your account was successfully unlocked

