

# IVCCD Self-Service Password Reset/Account Recovery Guide

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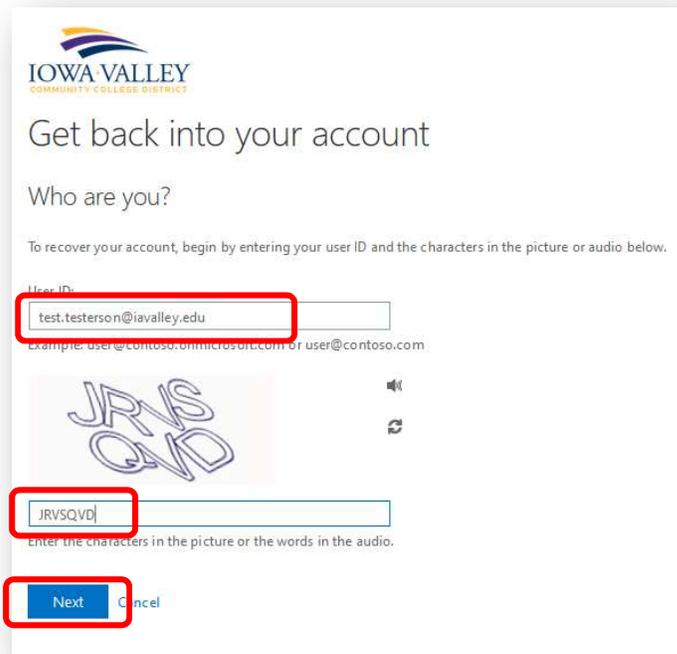
**Note:** Your account must already be set up for self-service – see the IVCCD Self-Service Password Reset Enrollment Guide

**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](mailto:test.testerson@iavalley.edu))
- Enter the characters displayed in the security captcha
- Click Next



- Select I forgot my password
- Click Next

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## Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

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

**Next** Cancel

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

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## 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

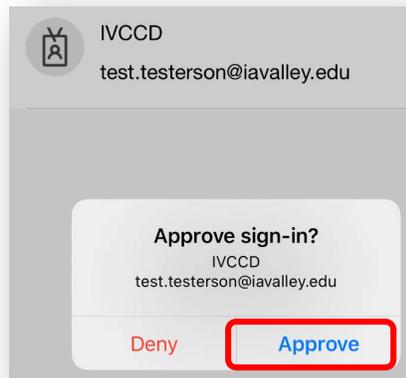
Enter a code from my authenticator app

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

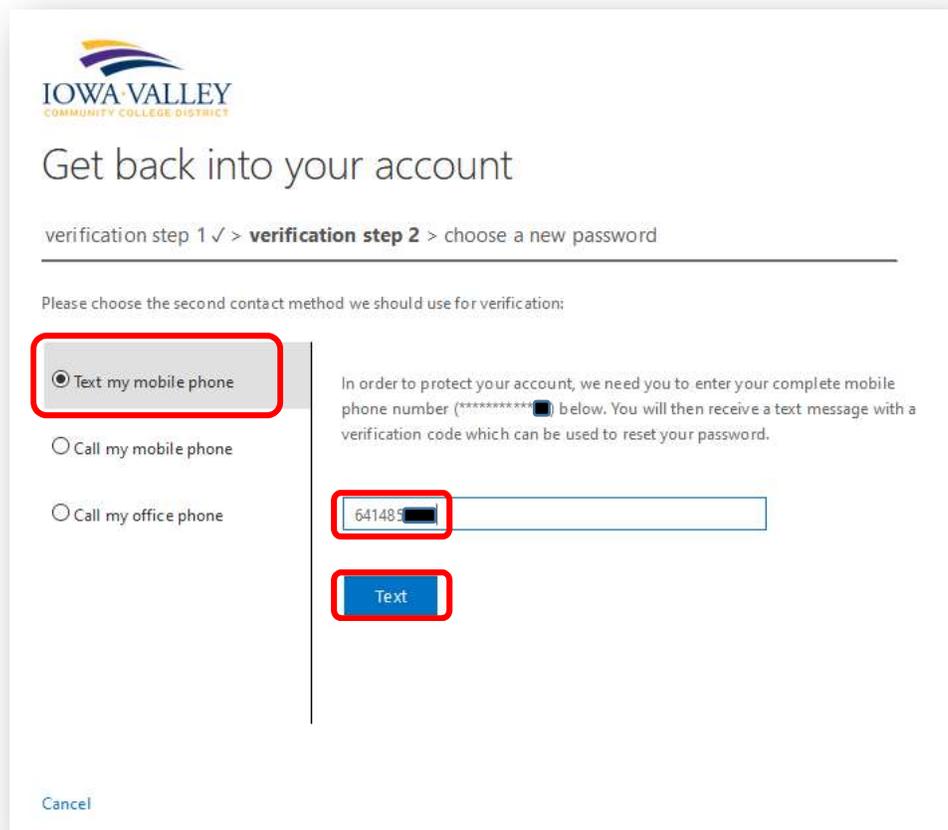
**Send Notification**

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

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

Call my mobile phone

Call my office phone

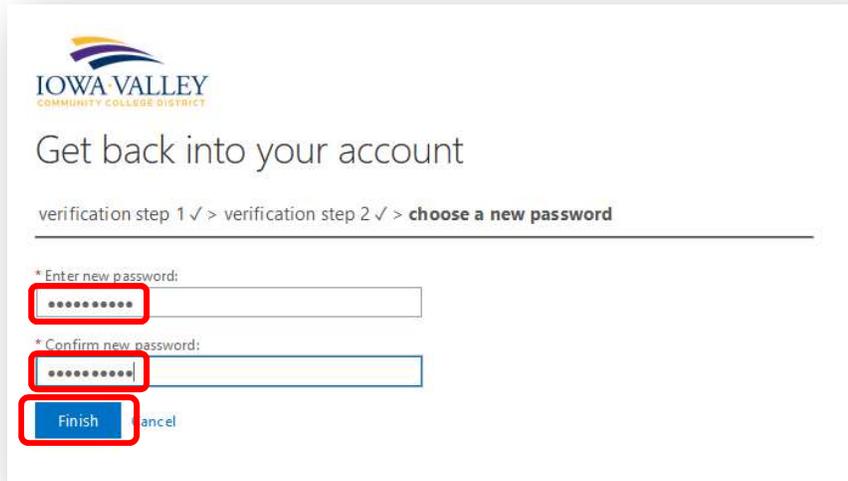
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Next Try again Contact your administrator

Cancel

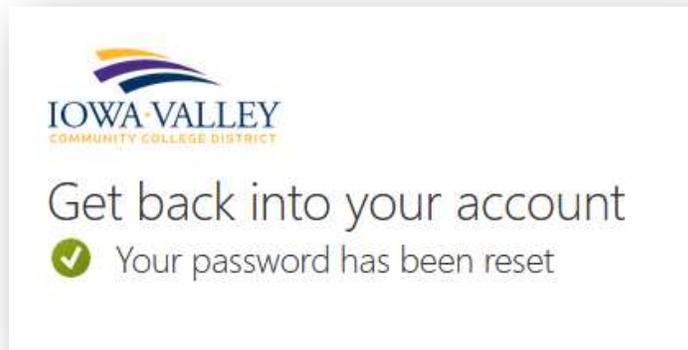
- Enter your new password and confirm it
  - **Password complexity requirements:**
    - Must be at least ten (10) characters in length (the longer the better)
    - Must contain characters from three of the following four categories:
      - English uppercase characters (A through Z)
      - English 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 the logo, the text reads "Get back into your account". Underneath, a progress indicator shows "verification step 1 ✓ > verification step 2 ✓ > choose a new password". A horizontal line separates the header from the form fields. The form contains two password input fields, each with a red box around the masked password area. The first field is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". Below the second field, there are two buttons: a blue "Finish" button with a red box around it, and a grey "Cancel" button.

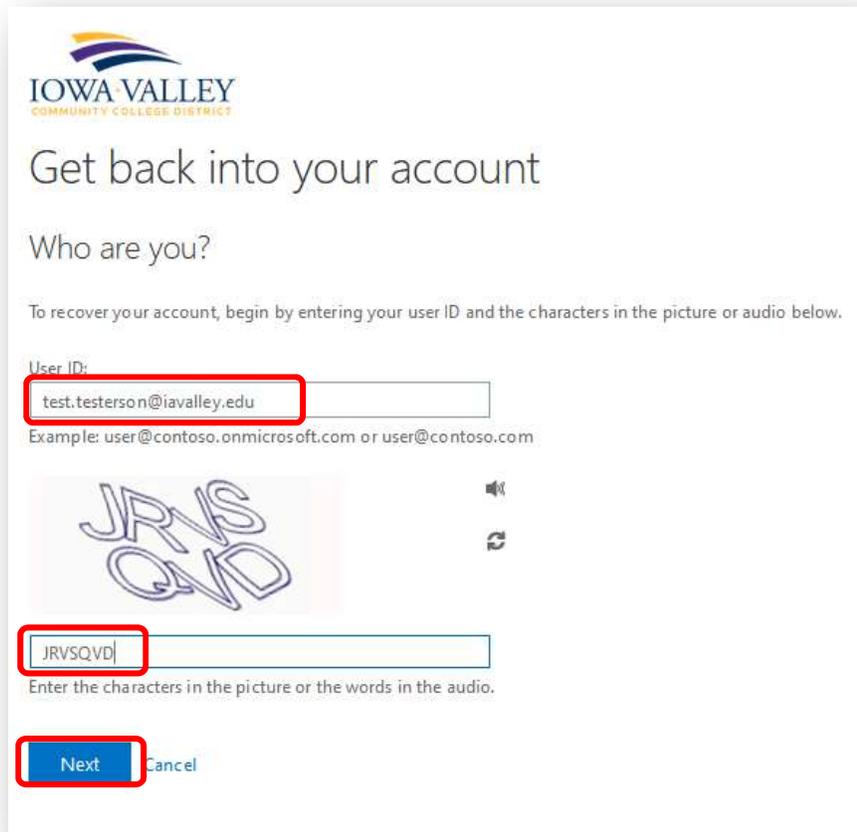
- You should receive a notice that your password was successfully reset



## 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](mailto:test.testerson@iavalley.edu))
- Enter the characters displayed in the security captcha
- Click Next



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## 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.

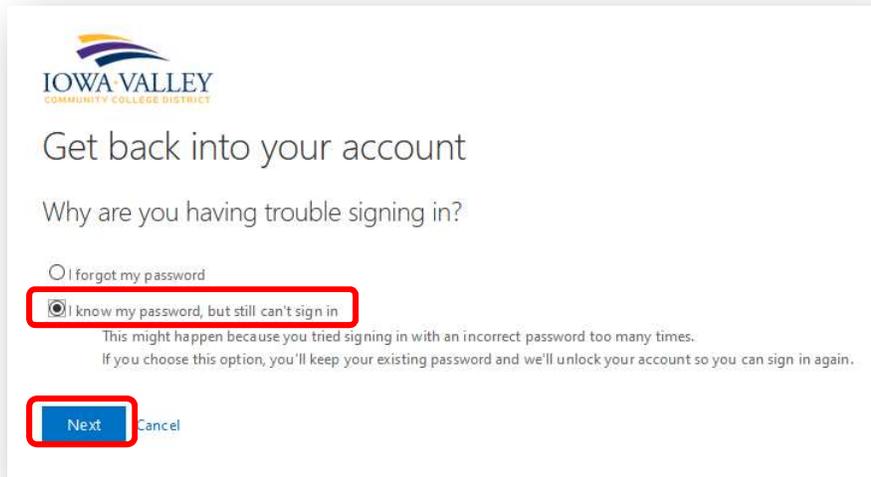
User ID:

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

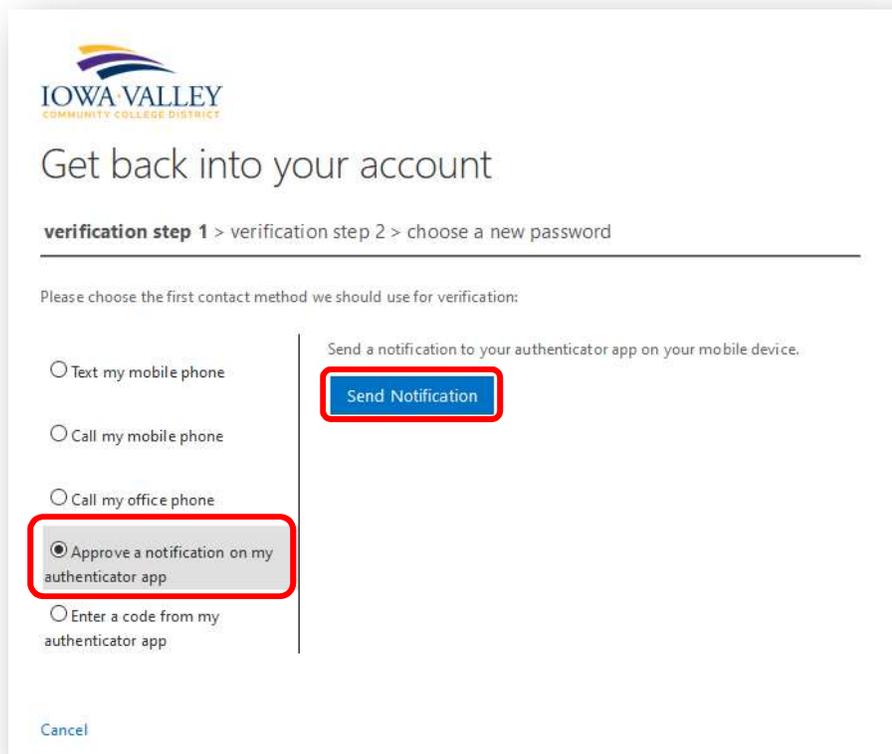
  

Enter the characters in the picture or the words in the audio.

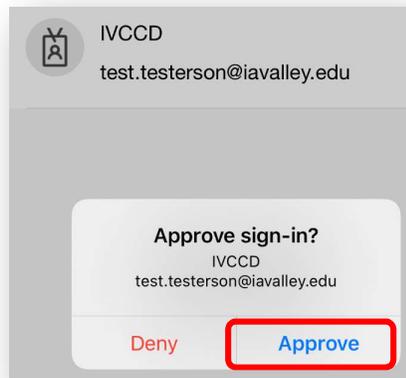
- Select I know my password, but still can't sign in
- Click Next



- 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

The screen displays the Iowa Valley Community College District logo at the top left. Below the logo is the heading "Get back into your account". Underneath, a progress indicator shows "verification step 1 ✓ > verification step 2 > choose a new password". The main instruction reads: "Please choose the second contact method we should use for verification:". There are three radio button options: "Text my mobile phone" (which is selected and highlighted with a red box), "Call my mobile phone", and "Call my office phone". To the right of these options, a text box contains the number "641485" followed by a masked area (indicated by a black square), and this text box is also highlighted with a red box. Below the text box is a blue button labeled "Text", which is also highlighted with a red box. At the bottom left of the screen is a "Cancel" link.

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

- Enter the code and click Next

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## Get back into your account

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

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

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

Call my mobile phone

Call my office phone

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

[Cancel](#)

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

