

SMCCD Password Management

The District licensed a tool that will allow faculty and staff to change and recover passwords as well as unlock accounts through a self-service portal. The system relies on a one-time registration of your mobile number and/or answers to questions in order to verify your identity. To register, you will need your employee email username (without @smccd.edu) and current password.

Quick Start Instructions

Register for an Account:

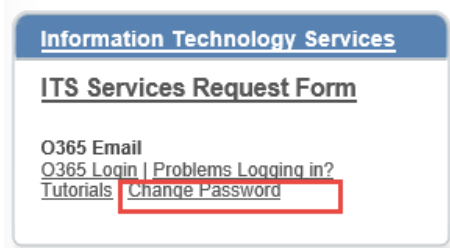
- **Step One** – Go to the Portal site <https://smccd.edu/portal>
Click “**SMCCD Password Management**” under the ITS Menu
- **Step Two** – Click on “**First Time User – Register**”
- **Step Three** – Provide your cell phone number and/or answer your security questions.

Viola! You are done. In the future if you ever get locked out of your account, forget your password or simply want to reset your existing password go to:
<https://adselfservice.smccd.edu>

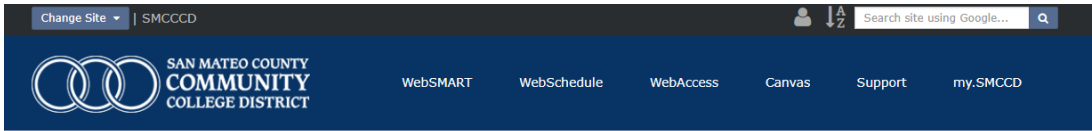
Registering your Account

In order to use the service everyone with a @smccd.edu email address will need to register their account with their cell phone and/or security questions.

Go to the [SMCCD Portal](#) and click on the [SMCCD Password Management](#)

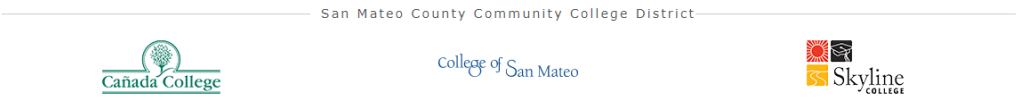
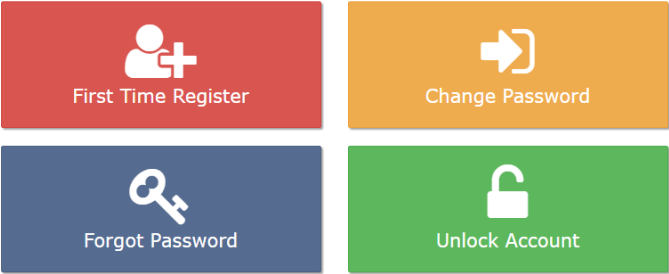


To register for the first time click on the ***“First Time Register”*** button



SMCCD Selfservice Password Management

Change, update, reset, and unlock your Single Sign On (SSO) account password



Enter your employee email username (**without @smccd.edu**) and password

SMCCCD Selfservice Password Management

Change, update, reset, and unlock your Single Sign On (SSO) account password

User Name:

example: joesmith

Password:

back

Login

If this is the first time login in, the system will prompt you to enroll.

The screenshot shows the SMCCCD Selfservice Password Management interface. At the top, there is a navigation bar with the SMCCCD logo, the text 'Welcome, siguser2', and links for 'Sign Out' and 'Personalize'. Below the navigation bar, there are tabs for 'Change Password' and 'Enrollment'. The main content area is titled 'Change Password' and contains the following text: 'Change your current domain password.' and 'Domain Password Policy Requirements'. The requirements listed are: 'The minimum password age is 0', 'The maximum password age is 0', 'The minimum password length is 8', 'No. of Passwords Remembered is 0', and 'The password complexity property is Disabled'. There are three input fields for 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom, there are 'Change Password' and 'Cancel' buttons. A pop-up message is displayed in the center, titled 'Welcome! This portal offers you the power of password self-service!'. The message lists several services: 'Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!', 'Self-service Account Unlock: Unlock the computer, when you are locked out of it.', and 'Self-service Directory Update: Update the changes in contact details yourself! And more...'. At the bottom of the pop-up, there is a link that says 'Enroll now to enjoy these benefits! Click Here'.

After clicking the link, the Enrollment tab will display. Enter your mobile number and click the Enroll button.

WISCONSIN COMMUNITY COLLEGE DISTRICT
 Welcome, **siguser2**
[Sign Out](#) , [Personalize](#)
[Change Password](#) [Enrollment](#)

User Registration
 The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.
 [Mobile Access](#) [Help](#)

[Verification Code](#) | [Security Questions](#)

Register Your Mobile Number(s)
 Enter your mobile number

[Enroll](#)

You will receive the following message.

You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.

You also have the option to use security questions to verify your identity. To do this click on the Security Questions tab. You will be presented with several questions, enter your answers and click Update.

WISCONSIN COMMUNITY COLLEGE DISTRICT
 Welcome, **siguser2**
[Sign Out](#) , [Personalize](#)
[Change Password](#) [Enrollment](#)

User Registration
 The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.
 [Mobile Access](#) [Help](#)

[Verification Code](#) | [Security Questions](#)

Length Specification
 *The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Question & Answer

Question: [Place / Select a Question](#)
 What is your mother's maiden name ?
 What is the name of your favourite cousin ?
 The country you always dreamt of vacationing in ?

Question:
 What is your favourite colour ?
 Who is your childhood hero ?
 What was the name of your elementary / primary school ?
 What is the first name of your eldest nephew/ niece ?
 When is your parents' wedding anniversary ?
 What was your favourite cartoon character during your childhood ?
 What is the first name of your maternal grandmother ?

[Update](#)

Change my Password

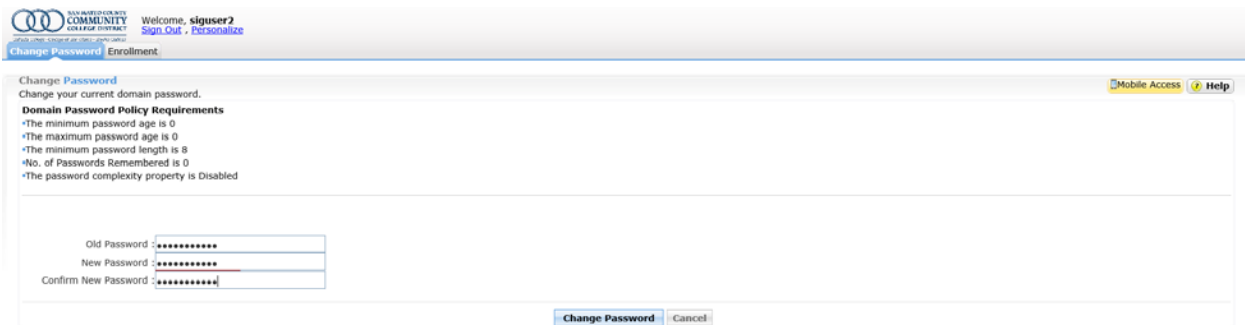
If you already know your password but would like to change it to something else then you can easily update it.

Click on the Login (Change Password) icon



This will display the Change Password tab. Enter your old and new passwords as instructed and click the Change Password button.

Note: Please follow the new password policy requirements.

A screenshot of a web browser showing the "Change Password" page. The page header includes the logo for "SUNSHORE COMMUNITY COLLEGE DISTRICT" and a welcome message for "siguser2" with links for "Sign Out" and "Personalize". The main content area is titled "Change Password" and "Enrollment". It contains a "Domain Password Policy Requirements" section with the following details: "The minimum password age is 0", "The maximum password age is 0", "The minimum password length is 8", "No. of Passwords Remembered is 0", and "The password complexity property is Disabled". Below this are three input fields: "Old Password", "New Password", and "Confirm New Password", each with a masked password field. At the bottom right of the form are "Change Password" and "Cancel" buttons.

You will receive the following message

✔ Your password has been changed successfully.

Forgot my Password

If you have forgotten your password you can reset it by answering your security questions or by providing a security code that will be sent to your mobile number.

Click on the Forgot Password icon



The Reset Your Password page will display. Enter your employee email username in the Domain User Name box and click on Continue.

Note: Ignore the Domain Name box.



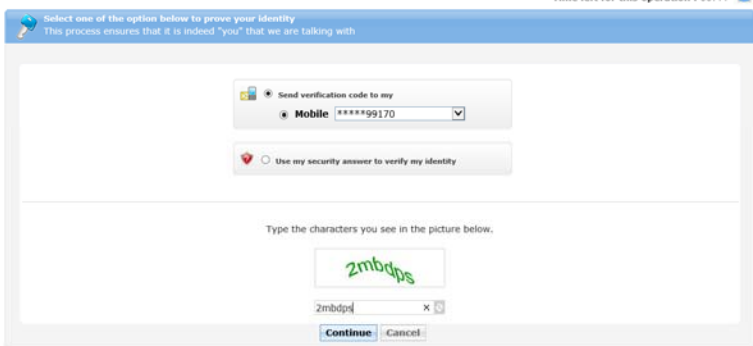
[Mobile Access](#) [Help](#)

A screenshot of the "Reset Your Password" web form. The form has a blue header with a question mark icon and the text "Reset Your Password" and "Please provide your user name and domain name." Below the header is a large white input field. To the right of the input field, there is a small "x" icon and the text "(Example : Jsmith)". Below the input field, there is a "Domain Name" label and a dropdown menu showing "SMCNET" with a checkmark. At the bottom of the form are two buttons: "Continue" and "Cancel".

Assuming that you registered both, you will be presented with the option of resetting your password by receiving a link to your mobile number or to use the answers to the security questions.

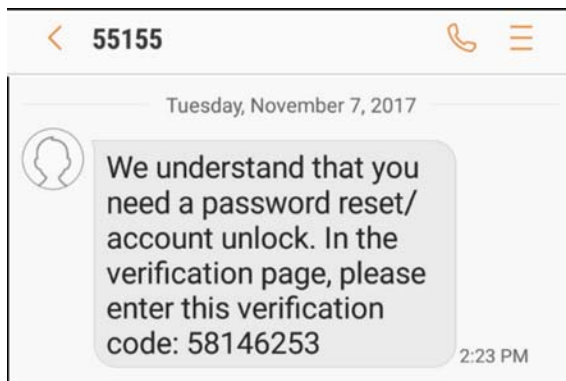
Resetting my password by using my Mobile number

Select the “Mobile” option and enter the characters shown at the bottom. Click continue.



The screenshot shows a web interface for identity verification. At the top left is the logo for "THE UNIVERSITY OF THE SOUTH ALABAMA COMMUNITY COLLEGE SYSTEM". At the top right are links for "Mobile Access" and "Help". A timer indicates "Time left for this operation : 00:44". The main content area has a blue header with the text "Select one of the option below to prove your identity. This process ensures that it is indeed 'you' that we are talking with". Below this are two radio button options: "Send verification code to my" (selected) and "Use my security answer to verify my identity". The "Send verification code to my" option has a dropdown menu showing "Mobile" and "****99170". Below the options is a CAPTCHA section with the text "Type the characters you see in the picture below." and a small image showing the characters "2mbdps". A text input field contains "2mbdps" and has a clear button (X). At the bottom are "Continue" and "Cancel" buttons.

You will be receiving a text message from SMS code 55155 (same as the AlertU messages) with the verification code.




Enter the verification code in the page provided and enter the characters as shown below. Click Continue

Time left for this operation : 04:02

Enter Verification Code
A verification code ensures that it is indeed "you" that we are talking with.

Please check your email / mobile phone
A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check.
Once you receive the code, enter it in the textbox given below:
Verification Code :

Type the characters you see in the picture below.



x

The Reset Password page will display where you will be able to set up your new password. Enter the characters at the bottom of the page as shows. Click the Reset Password button.

Time left for this operation : 04:20

Reset Password
Please enter a new password in the boxes below:


Domain Password Policy Requirements
•The minimum password age is 0
•The maximum password age is 0
•The minimum password length is 8
•No. of Passwords Remembered is 0
•The password complexity property is Disabled

Reset Password

New Password :

Confirm New Password :

Type the characters you see in the picture below.



x

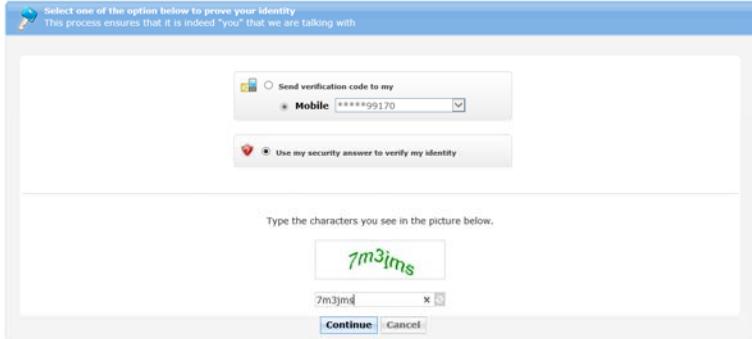
The confirmation message will display.

✓ The password has been reset successfully.

[Back to home](#)


Resetting my password by using my Security Questions

Select the “Use my security answers to verify my identity” option and enter the characters shown at the bottom. Click continue.



The screenshot shows a web interface for identity verification. At the top left is the logo for "SUN BEEHIVE COMMUNITY COLLEGE DISTRICT". At the top right are links for "Mobile Access" and "Help". A timer indicates "Time left for this operation : 04:41". The main content area has a blue header with the text "Select one of the option below to prove your identity" and a sub-header "This process ensures that it is indeed 'you' that we are talking with". There are two radio button options: "Send verification code to my" (selected) and "Use my security answer to verify my identity". The "Send verification code to my" option has a dropdown menu showing "Mobile" and "****99170". Below the options is a CAPTCHA section with the text "Type the characters you see in the picture below." and a small image showing the characters "7m3jms". A text input field contains "7m3jms" and a "Continue" button is visible at the bottom.

Answer your security questions and enter the characters at the bottom. Click Continue.



The screenshot shows a web interface for security questions. At the top left is the logo for "SUN BEEHIVE COMMUNITY COLLEGE DISTRICT". At the top right are links for "Mobile Access" and "Help". A timer indicates "Time left for this operation : 04:17". The main content area has a blue header with the text "Security Questions" and a sub-header "Please answer the following question(s) as per your enrollment profile to reset your password". Below the header is the text "Answer the below question(s)". There are two questions: "Question: What is the first name of your maternal grandmother?" and "Question: What is your mother's maiden name?". Each question has a corresponding text input field. Below the questions is a CAPTCHA section with the text "Type the characters you see in the picture below." and a small image showing the characters "or828f". A text input field contains "or828f" and a "Continue" button is visible at the bottom.

The Reset Password page will display where you will be able to set up your new password. Enter the characters at the bottom of the page as shows. Click the Reset Password button.

Time left for this operation : 04:20

Reset Password
Please enter a new password in the boxes below.


Domain Password Policy Requirements
•The minimum password age is 0
•The maximum password age is 0
•The minimum password length is 8
•No. of Passwords Remembered is 0
•The password complexity property is Disabled

Reset Password

New Password :

Confirm New Password :

Type the characters you see in the picture below.



The confirmation message will display.

The password has been reset successfully.

[Back to home](#)

Using the Unlock Account Functionality

In the event that your account is locked, you will be able to recover it by clicking on the Unlock Account icon.



[Mobile Access](#) [Help](#)

Unlock Your Account
Please provide your user name and domain name.

Domain User Name (Example : jsmith)
Domain Name (Example : SMCNET)

The unlock steps are exactly the same as the Forgot Password Functionality, except that once your identity has been confirmed you will be presented with the page to unlock your account as shown below.



[Mobile Access](#) [Help](#)

Time left for this operation : 04:20

Unlock Account
Unlock your locked out account

Unlock Account

Type the characters you see in the picture below.

