

The Password Change and Reset Utility

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Yavapai College ITS-Desktop Services

Yavapai College provides a username and password to each student, staff and faculty member that allows them to access Yavapai College resources such as the YC Website and computer labs located at our various campuses. In some cases users may forget their username and/or password and thereby prevent such access. Users should be aware that if they forget their username and password there are several methods in place for the ITS department to resolve such an issue.

The first and preferred method is to direct the user to the Password Change and Reset Utility. This tool allows users to change their password if they know what it is currently or reset their password to a default if they have forgotten their current password in addition to finding their username

(This document will use Google Chrome to demonstrate the tasks listed in its' table of contents. The usage of web browsers such as Apple Safari, Midori and Opera to complete these tasks or access online Yavapai College resources is not recommended. User experience with such alternatives may vary.)

1) Navigating to the Password Change and Reset Utility

Step 1

Open a web browser such as Mozilla Firefox, Google Chrome or Microsoft Internet Explorer and navigate to <http://www.yc.edu/password>

You should see the page shown below:

It is important to understand that this page is where a user must begin the process of finding their username, changing their password or resetting their password. It is the starting point for the usage of this tool.

Enter your username to get started:

Next »

[I don't know my username](#)

2) Finding your username

If a user does not know their Yavapai College username they may retrieve it by providing both their date of birth and surname.

Step 1

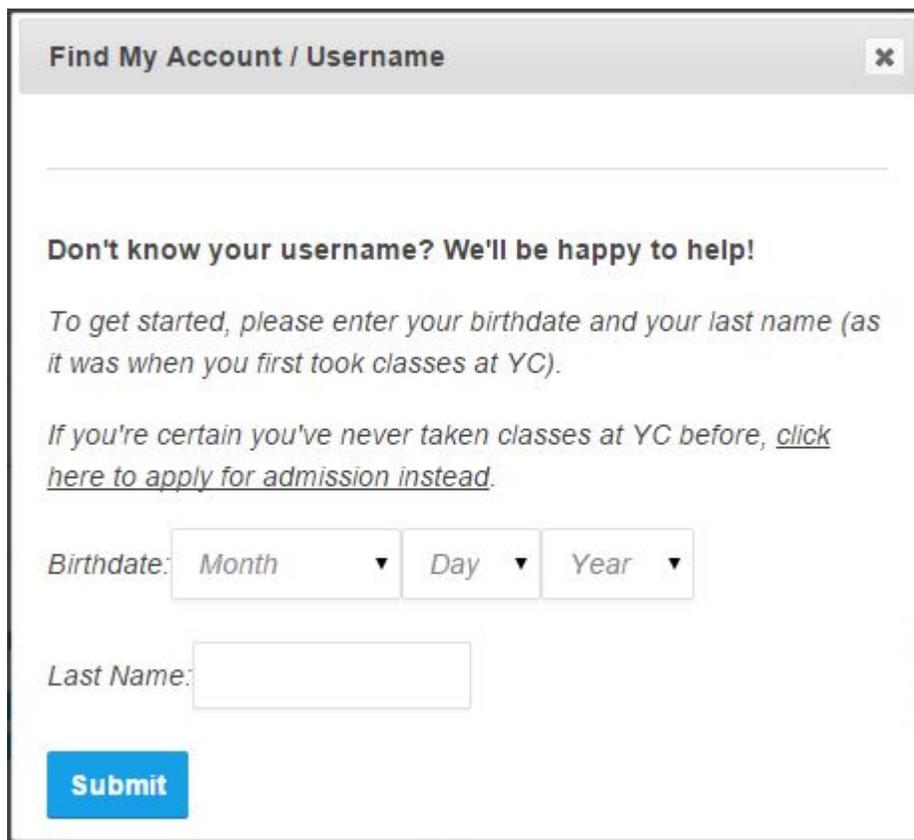
Begin by navigating to the Password Change and Reset Utility as described in Section 1 of this document.

Step 2

Click on the “I don’t know my username” hyperlink

Step 3

Once the user has clicked the link as described in step 2, they will be presented with the screen shown below:

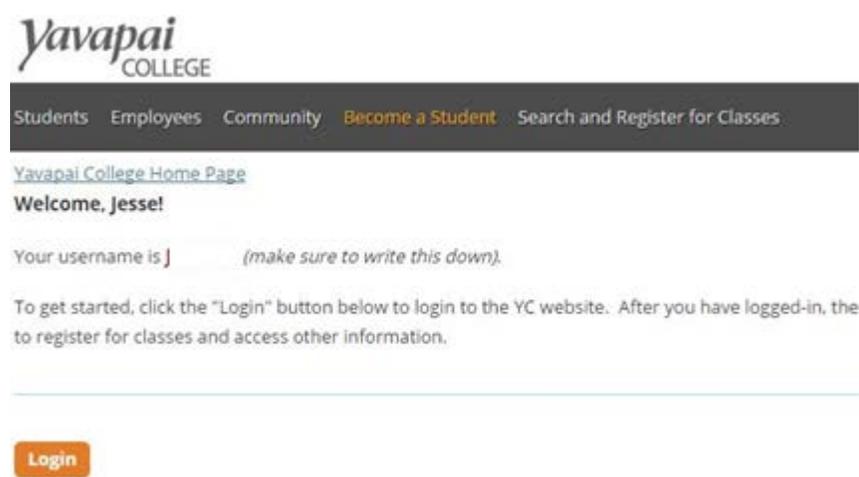


The screenshot shows a web form titled "Find My Account / Username" with a close button (X) in the top right corner. Below the title is a horizontal line. The main heading is "Don't know your username? We'll be happy to help!". Below this is a paragraph: "To get started, please enter your birthdate and your last name (as it was when you first took classes at YC).". Another paragraph follows: "If you're certain you've never taken classes at YC before, [click here to apply for admission instead.](#)". The form contains three dropdown menus for "Birthdate:" with labels "Month", "Day", and "Year". Below these is a text input field for "Last Name:". At the bottom left is a blue "Submit" button.

Here they will enter their date of birth and last name. Once the user has entered this information, they will click the button labeled “Submit.”

Step 4

Once the user has completed Step 3, they will be presented with the webpage shown below, using my own username as an example:



The webpage shown above displays their username and demonstrates that the user has successfully completed the process of finding their username.

3) Changing your password

If a user needs to change their Yavapai College password they may do so by providing their username, current password and a new password that meets Yavapai College complexity requirements.

(If a user knows both their username and current password, they may change their password to one of their choosing so long as it meets the complexity requirements of Yavapai College.)

Step 1

Beginning at the Password Change and Reset Utility described in Section 1 of this manual, the user must provide their username and click the "Next >>" button as shown below:

Enter your username to get started:

[I don't know my username](#)

Step 2

After following the instructions provided in step 1, the user should see the webpage shown below:

Password Change / Reset Utility

Enter your current password to continue:

Next »

[I don't know my password](#)

The user must enter their current password and click the “Next >>” button when they are at the webpage shown above.

Step 3

Once the user has completed the instructions provided in Step 2, they should be taken to the webpage shown below:

Password Change and Reset Utility

Set your new password:

New password

New password (to confirm)

Set My New Password

Show Password

Passwords must contain (12) twelve characters from at least three of the following types:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numerals (0-9)
- Special characters (!#\$%^&*)

Your new password cannot contain three or more consecutive characters from your first name, last name or username.

It is at the webpage shown above that the user will create a new password and their new password must match the complexity requirements listed at the bottom of the page. It should be noted that the users’ desired new password must be entered twice. Finally, the user must click the “Set My New Password,” button located on the left side of the webpage to complete the process.