Password Reset How-To Manual

09/2018
Information and Links

1. Links to Password Reset
   a. Password Reset / Unlock and/or Password Reset
      i.  https://password.howardcollege.edu/SSPR/
   b. Password Reset Setup
      i.  https://password.howardcollege.edu/SSPR/SetupLogin1.aspx

2. How-To Manual
   a. Begins on page 3, with Password Reset Setup
   b. If you have already set up your questions you can skip to page 10 to
      being the instructions for unlocking or resetting your password
If you do not have the HC Password Reset tool bookmarked or are unsure of how to find it you can always find it on the welcome page of the MyHC portal: myhc.howardcollege.edu
When the HC Password Reset page loads you will be defaulted to the Reset-Password page. This is the page you will use if you have previously setup your recovery questions and are needing to unlock or reset your password. If you have setup your security questions you can continue by entering your username and answering your questions. Those steps can be found below after account setup instructions.

If you have not set up your questions previously you will click on the Self-Service Password-Reset link to load the login page. You will need your password to set up your questions. If you do not know your password please contact your campus IT help desk.
Once you have clicked the Password-Reset Setup link the login page will load and you will enter your HC username kfrog6820.
After your username enter your HC password. If you need help or have problems at this step please contact your campus IT help desk.

Enter your HC password.

To establish or maintain your security questions, please enter your existing Windows password.

If you have already established your security questions then you may reset your password (or unlock your account) by clicking here:

Security Note: For your security, all Password-Reset activity is logged.

Your User Id: HOWARDCOLLEGE\khotog6820
This section is new. The new password reset tool will notify you anytime there is activity with your account to help prevent fraudulent activity with your account. If you want to provide alternate email addresses to get these updates you can enter them here separated by commas.

**Security Questions**

These are your currently defined questions:

No questions were found.

Logout

Add a new question:

For the security of your account, please ensure your answers can’t be easily guessed.

You need to have at least 3 questions defined in order to reset your password or unlock your account.

Choose a prepared question:

- In which town were you born?
- What was the name of your first school?
- What was your favourite childhood book?
- What was your favourite childhood toy?
- What is your mother’s maiden name?
- What colour was your first car?
- Where was your first house?
- Where was your first job?
- What colour was your first car?

Select a question from the drop down and provide an answer and an optional hint you choose and click the add button to add that question as one of your saved questions. That question will be removed from the available questions list and continue doing so until you have a minimum of 3 questions. You can do more and it will pick 3 at random to provide for verification when you come back to unlock or reset your password.

Notes:

Any leading or trailing whitespace is removed and any repeated whitespace is compressed to a single space.

Your answers will be encrypted and hidden. Questions and hints will be visible to others.

No two answers may be the same, nor may they match an existing question or hint.

Answers are not case-sensitive.

**Security Warning for the howardcollege\kfrog6820 account:** Until it is restarted, your browser might continue to have access to the howardcollege\kfrog6820 account. Closing just this one browser window/tab may not suffice. The account might remain accessible to the browser. For the security of the howardcollege\kfrog6820 account, it is strongly recommended that you completely restart your browser (by closing ALL browser windows/tabs) once you have finished using this page.

**Security Note:**

For your security, all Password-Reset activity is logged.
Once you have added your questions, your questions should show up in the Security Questions section similar to this.

Once you are satisfied and verified that you have a minimum of 3 questions, click on the logout link on the page.

These are your currently defined questions:
Once logged out you can go straight to the Self-Service Password Reset link if you want to reset your password or you are done if you are not interested in resetting your password at this time.

It is highly recommended that if you are a new student or faculty/staff that you reset your password after receiving your initial login credentials.

If you have already established your security questions, then you may reset your password (or unlock your account) by clicking the reset link at the top of the page.
Welcome to the Reset-Password page

If you can answer your pre-established security questions, you will be able to reset your password or unlock your account. To reset your password (or unlock your account), please begin by selecting your domain and entering your username below.
Once you are in, you will be prompted for 3 of your questions, individually. Type your answers and click the submit button. If you fail, it will notify you of how many attempts you have left. If you fail all 3 attempts, you are locked out of the Password Reset tool.

Continue answering your questions until you are redirected to the unlock and password reset page. If you fail all 3 attempts, you will be prompted for 3 of your questions. Individually, type your answers and click the submit button. If you fail all 3 attempts, you are locked out of the Password Reset tool.

To reset your password (or unlock your account), please answer the security question below. If you can answer your pre-established security questions, you will be able to reset your password or unlock your account.

Welcome to the Password Reset Security Question Page

For your security, all password-reset activity is logged.

Security Note:

No special characters.

Notes:

Answers are not case-sensitive.

Any leading or trailing white space is removed and any repeated white space is compressed to a single space.

Question: In which town were you born?

Answer: 

Submit

For HowardCollege\khog6820:

To establish or maintain your security questions, click here: Self-Service Password Reset Setup

Howard College
Once you have answered your questions correctly you will be brought to this page. This option is to be used if you have too many failed login attempts and your account gets locked and you are wanting to only unlock your account.

If you want to reset your password type your new password and the verification and click Update Password.

Welcome to the New-Password/Unlock-Account page.

To establish or maintain your security questions, click here: Self-Service Password Reset.
This is an example of the email you will get from IT Support notifying you of access to your security questions, your accounts was unlocked, or your password was reset. It is not asking for any information it is just notifying you of the activity. Be careful of any spoofing emails.

Your password was reset. This is an example of the email you will get from IT Support notifying you of access to your security questions, your accounts was unlocked, or your password was reset.