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

Howard College
BIG SPRING • LAMESA • SAN ANGELO • SWCID

User Name: [   ] Password: [   ] [Login]

Portal
Home ⊞

Quick Links
HC Email 🔗

HC BlackBoard 🔗

HC Alert 🔗

HC Password Reset 🔗

HC Catalog 🔗

HC Student Handbook 🔗

HC Website 🔗

Portal

Welcome

Welcome to MyHC, the Howard College student portal. Please login above to access your information. If you have any questions or problems with your login ... ...wardcollege.edu

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

Fall / Spring Hours

08:00 AM – 05:00 PM Monday – Thursday

08:00 AM – 03:00 PM Friday

Summer Hours

07:30 AM – 05:00 PM Monday – Thursday

What is MyHC

MyHC , is an interactive information system for currently enrolled students, as well as faculty and staff to access online resources and information.

Resources available on the portal:

Events Calendar

‹   **September 2018**   ›

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Full Size Calendar 📅

Campus Announcements

You have no incoming announcements.

Show All Announcements

Howard College
Self-Service Password Reset

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

Welcome to the Reset-Password page

If you can answer your pre-established security questions, you will be

To reset your password (or unlock your account), please begin by

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 up 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 Setup 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.

Enter Domain and Username:

Domain: ○ howardcollege

User Name: [   ] 🔑⌄

[Reset Password/Unlock Account]

Top of page

Howard College
Self-Service Password Reset

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

Welcome to the login page for Password-Reset Setup

To establish or maintain your security questions, begin by selecting your domain and entering your username below

Enter Domain and Username:

Domain: ⊙howardcollege

User Name: kfrog6820   🔑⌄

Once you have clicked the Password-Reset Setup link the login page will load and you will enter your HC username

[Log In To Setup]

Top of page

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

Howard College
Self-Service Password Reset

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

Enter your existing Windows password

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

For howardcollege\kfrog6820: [Use a different Username or Domain]

Enter current password:

Password: [_____] 🔑⌄

After your username enter your HC password. If you need help or have problems at this step please contact your campus IT help desk.

[Log In To Setup]

Top of page

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

Password-Reset Activity Alerts

Send Password-Reset activity alerts to the following email addresses:
(Separate multiple addresses with commas)

kfrog123@yahoo.com

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.

Email address(es) updated

Update Email Address(es)

Security Questions

These are your currently defined questions:

No questions were found.

You must enter at least 3 questions in order to reset your password or unlock your account. This is the section that will show your saved questions, answers, and hints.

You can manage your questions here or add questions in the section below

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:

Question:
Answer:
Hint (optional)

| ✓ 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 color 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.

Compose your

Question:

Answer:

Hint (optional):

Add

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.

Top of page

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

Security Questions

These are your currently defined questions:

Question: In which town were you born?
Hint:

Delete

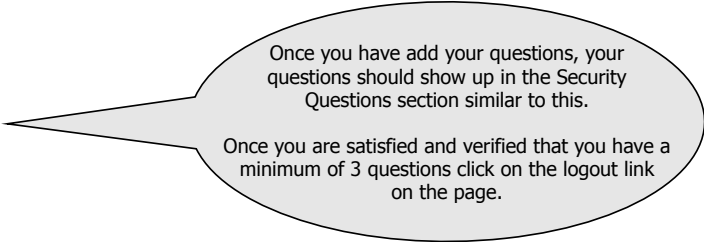Question: What was your favourite childhood toy?
Hint:

Delete

Question: Where was your first job?
Hint:

Delete

Once you have add 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.

Logout

Howard College
Self-Service Password Reset

HOWARD COLLEGE
—— MAKING DREAMS REAL ——

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

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

You have logged out from Password-Reset setup

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.

Security Warning: Until it is restarted, your browser may continue to have access to your account. Simply closing the browser window/tab is NOT sufficient: The account may remain accessible to the browser. Therefore, it is strongly recommended that you completely restart your browser (by closing ALL browser windows/tabs) rather than just closing this page.

Top of page

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

Howard College
Self-Service Password Reset

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

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.

Enter Domain and Username:

Domain: ◉ howardcollege

User Name: kfrog6820

Once on the Self-Service Password Reset page enter your HC username and click the reset Password/Unlock Account button

[Reset Password/Unlock Account]

Top of page

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

Howard College
Self-Service Password Reset

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

Welcome to the Password-Reset Security-Question 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 answer the security question below.

For howardcollege\kfrog6820:

Answer your security question 1 of 3:

Question: In which town were you born?

Answer: [   ]

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 until you are locked out of the Password Reset tool.

Continue answering your questions until you are redirected to the unlock and password reset page.

[Submit]

Notes:
Any leading or trailing whitespace is removed and any repeated whitespace is compressed to a single space.
Answers are not case-sensitive.
Top of page

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

Howard College
Self-Service Password Reset

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

Welcome to the New-Password/Unlock-Account page

To change your password, enter the new password and verfication below and then click the Update Password button.

Or to unlock your account, click the Unlock Account button below.

Passwords must

- have at least eight or more characters
- one capital letter
- one number or special character
- **NOT** be your first or last name
- **NOT** have been used previously

For howardcollege\kfrog6820:

Session Warning: For your security, this Password-Reset session will be available for only 5 min_____ ____5/2018 10:27:50 AM. Please complete all activity before then because at that time your browser session will abru__ ____ ___et activity will be lost.

Once you have answered your questions correctly you will be brought to this page.

This options is to be used if you have too many failed logins and your account gets locked and you are wanting to only unlock your account.

Unlock account:

If you have been locked out due to too many failed password attempts, you can unlock using this button. (Unlocking does not change your existing password.)

[Unlock Account]

Set a new password:

Password: [   ] 🔑▾

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

Verification: [   ]

[Update Password]

Top of page

Security Note:

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

Password-Reset Security Question Accessed

IT Support

Tuesday, September 4, 2018 at 11:43 AM

Show Details

At 9/4/2018 11:43:31 AM:

For the   account on the howardcollege domain:

A Password-Reset security question (ID 7084) was accessed.

(On the Password-Reset Setup/Maintenance page, you can see which question this was by hovering over the Delete button for each question to reveal its ID.)

(Accessed by 10.208.5.39:57972)

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 that are asking for your username and or passwords.