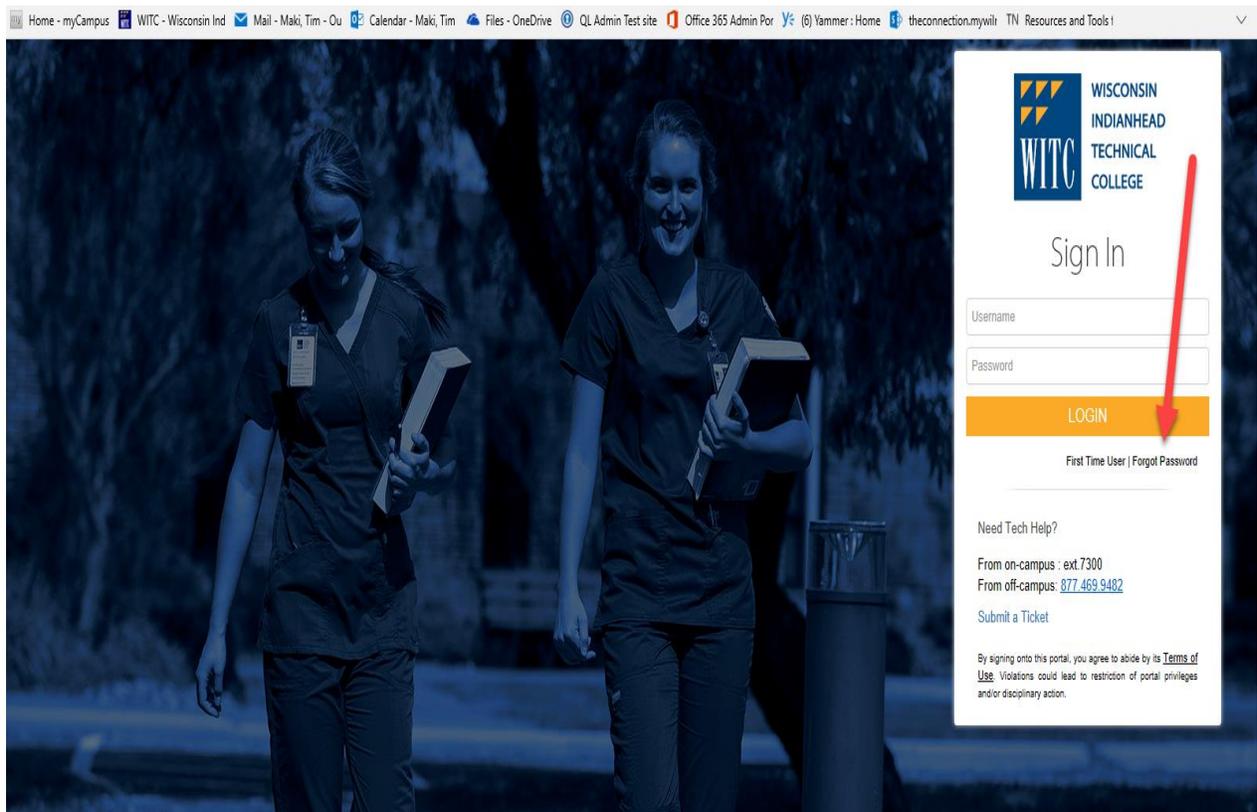


## Resetting the WITC Network Password using the MyCampus Portal Forgot Password

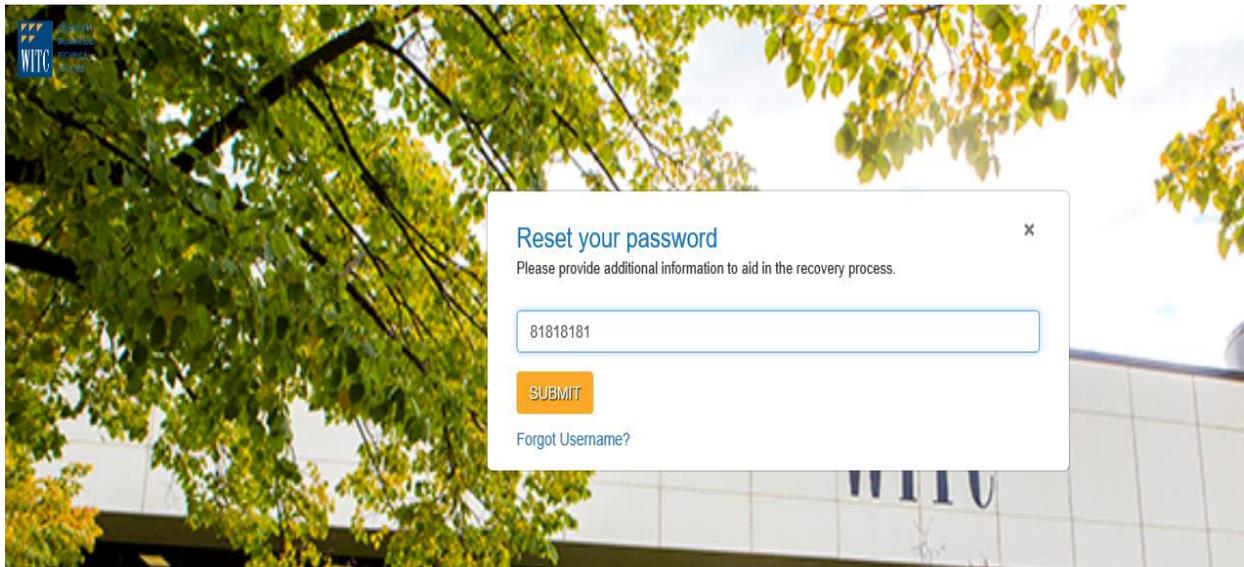
WITC provides an option that can be used to reset a forgotten password. The option is located on the MyCampus portal login screen. This document is provided to assist staff and students in using the Forgot Password option. In order to use the Forgot Password option, the MFA (multifactor authentication) information must have been entered. This information is entered at first time login into the MyCampus portal. The document describes using an email verification and using a SMS text message verification. Only one is required, but both instructions are included in the document.

The first step is to access the MyCampus login screen at <https://mycampus.witc.edu/>

Then click on the Forgot Password option listed under Login.

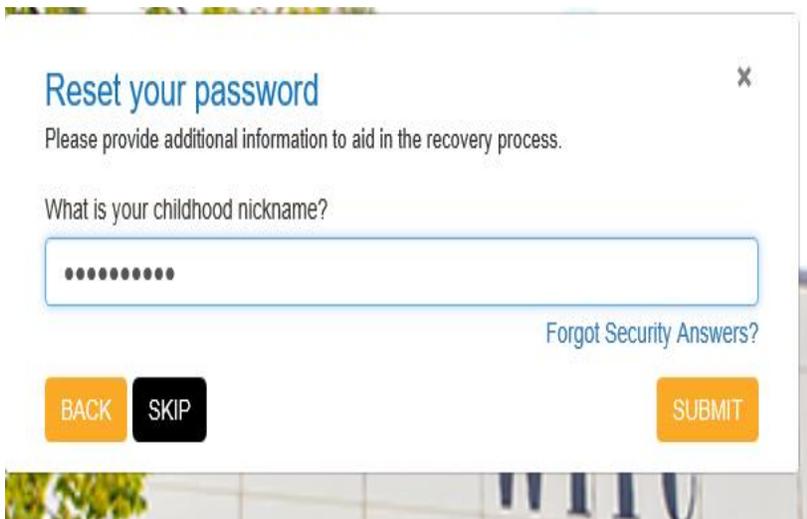


Next enter your 8 digit student or staff ID and click on SUBMIT.



The security questions prompt will be displayed. You must answer at least one of the three security questions correctly. You can use the SKIP and BACK buttons to select a question. The answers to the security questions are not case sensitive. Spaces must be entered if they were included in the answer to the security question.

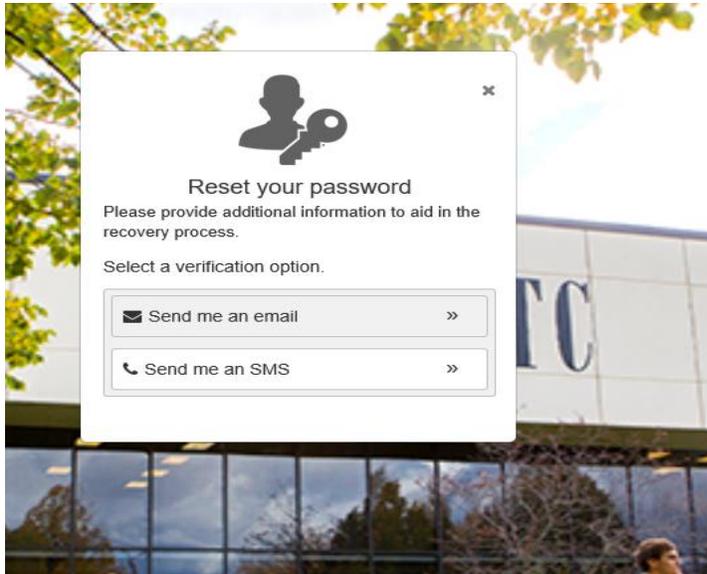
Once you have answered the question, click SUBMIT.



The verification options will be displayed. The option to send an email or send a SMS message will depend on what was entered in the MyCampus MFA settings. In this case both options were entered and are available.

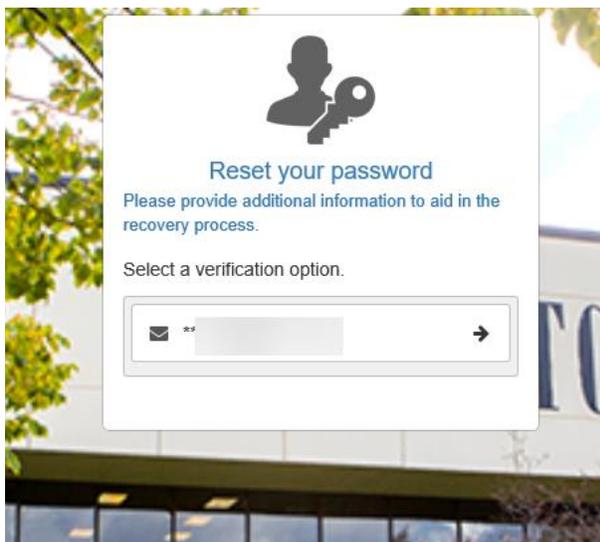
Click on the option that will work best.

**This portion of the document covers how to send a verification code to a personal email address. The SMS text message option is covered below.**

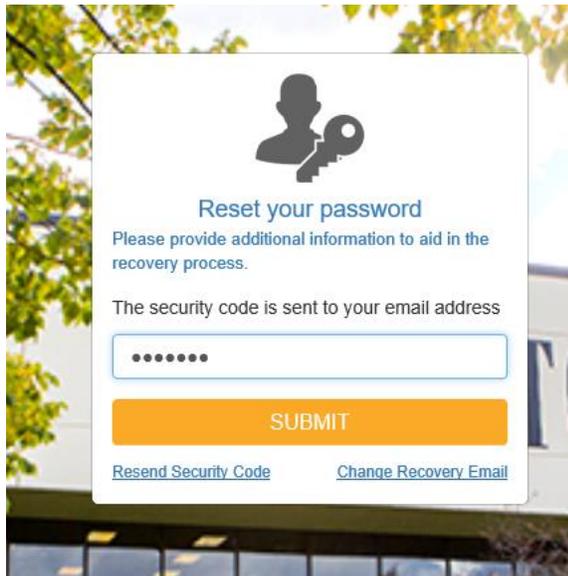


This is an example of the email verification. The email address is blurred out in the example but will have portions displayed.

Select the arrow to send the verification code to the personal email address.



Enter the code that was sent in the verification email and select SUBMIT.

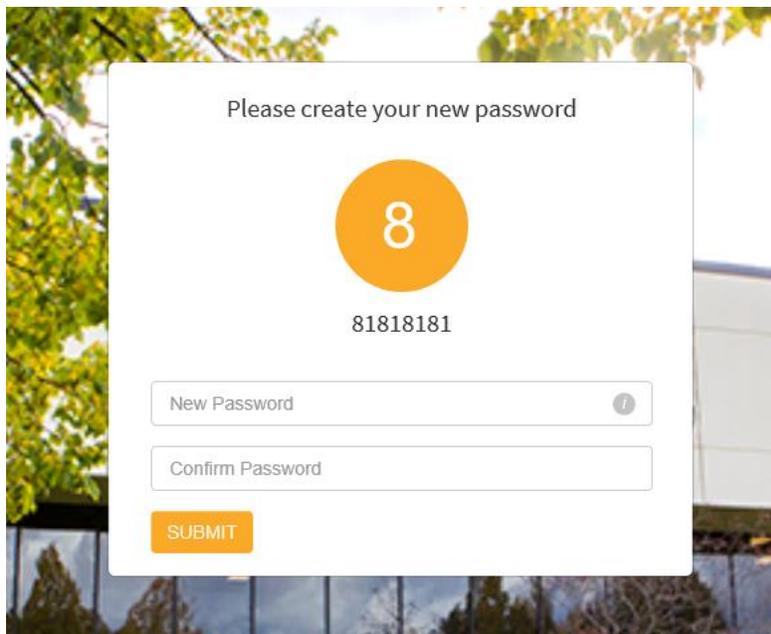


The screenshot shows a white modal window with a background of green trees. At the top is an icon of a person with a key. Below it, the text reads "Reset your password" in blue, followed by "Please provide additional information to aid in the recovery process." and "The security code is sent to your email address". There is a text input field containing six dots. Below the field is an orange "SUBMIT" button. At the bottom are two links: "Resend Security Code" and "Change Recovery Email".

Once the code is entered, the change password will be displayed.

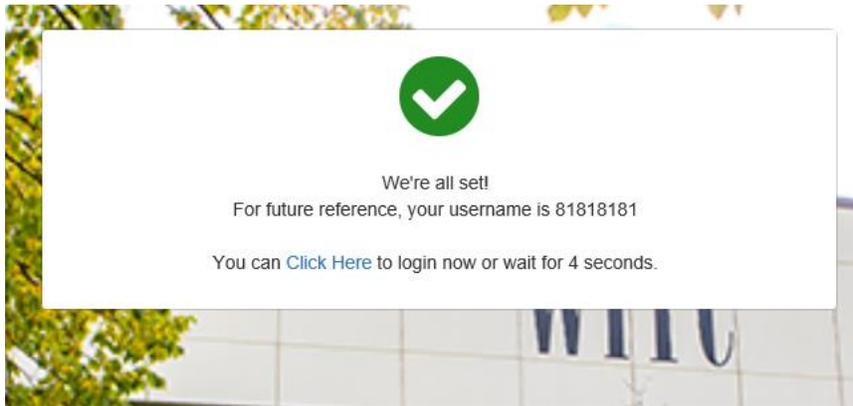
Enter the new password and confirm new password.

Then select SUBMIT to change the password.



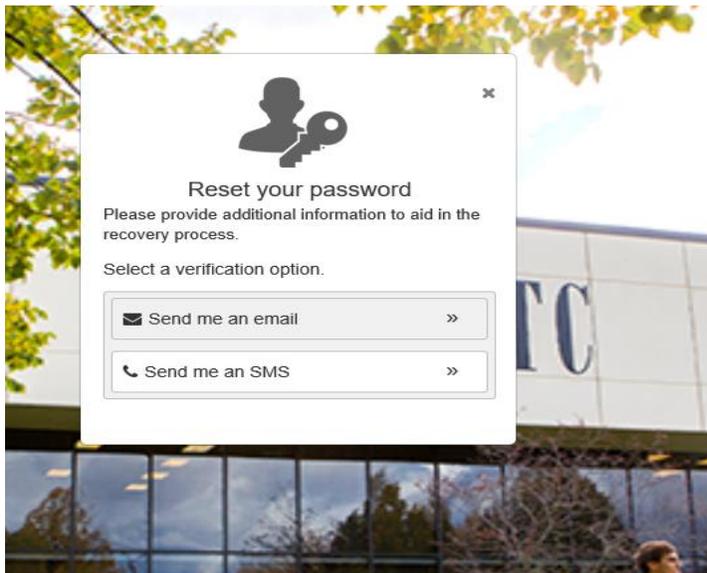
The screenshot shows a white modal window with a background of green trees. At the top, it says "Please create your new password". In the center is a large orange circle with the number "8" inside, and below it, the security code "81818181". There are two text input fields: "New Password" and "Confirm Password". Below the fields is an orange "SUBMIT" button.

Congratulations your password has been successfully changed!

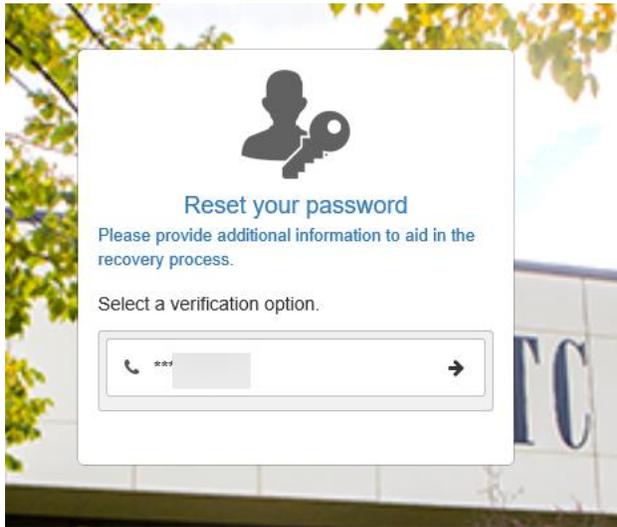


**This portion of the document demonstrates how to use the SMS text option to receive the verification code.**

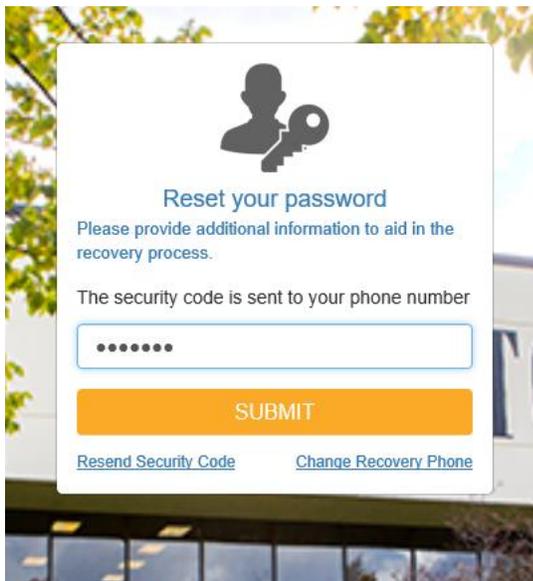
To send a verification code to a phone number select "Send me an SMS".



In the example the phone number is blurred out. The phone number will be displayed. Select the arrow to send the verification code in a text message.

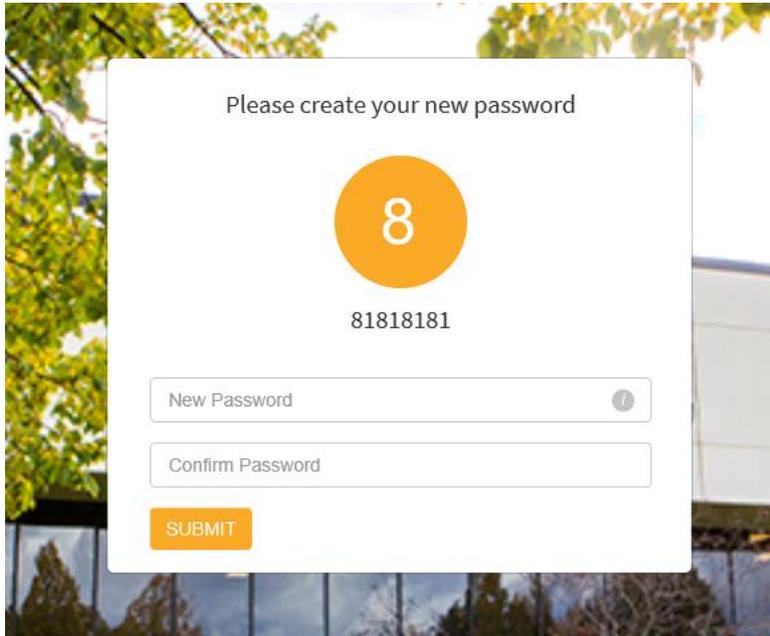


Enter the security code that was sent in the text message and select SUBMIT.



The create new password prompt will be displayed. Enter the new password and enter it again to confirm the password.

Select SUBMIT to change the password.



Please create your new password

8

81818181

New Password

Confirm Password

SUBMIT

The screenshot shows a white modal window with a light gray border. At the top, it says "Please create your new password". Below that is a large orange circle containing the number "8". Underneath the circle is the text "81818181". There are two input fields: "New Password" and "Confirm Password", both with a small orange "i" icon on the right. At the bottom left of the modal is an orange button with the text "SUBMIT". The background of the page is a blurred outdoor scene with green trees and a building.

Congratulations you have successfully changed your password!

