

## Learn the steps to help you reset your password

Once you are on the initial page there are two choices **Forgot Password** and **Change Password**. Read the steps below for each option.

### Forgot Password

#### Step 1: Enter your information

The screenshot shows a web form titled "RESET PASSWORD". It contains three input fields: "Student #:" with a blue question mark icon, "Birth-Date:" with a blue question mark icon and a date format "mm/dd/yyyy" dropdown, and "Last eight digits of your barcode:" with a blue question mark icon. Below the fields is a privacy warning: "\*Beware of threats to your privacy such as: - Using this page on a non-MHC owned public computer - Browser addons/plugins - People standing behind you".

To reset a password, three pieces of information are required:

1. Your student number
2. Your date of birth
3. The last 8 digits of the barcode from your student ID card.

When the information is put in correctly, the boxes turn green.

#### Step 2: Complete a security validation and receive a PIN through text or email

The screenshot shows the "RESET PASSWORD" form with two validation options: "Cell Phone (SMS Text)" and "Secondary Email". Above the options is the text: "You can choose one of the following two options to validate your identity. The email or phone must be from our records." Below the options is the same privacy warning as in the previous screenshot.

A secondary method of validation is needed, either

1. Send an email with a 4 digit pin
2. Send a text message with a 4 digit pin

Please note: Your phone number or personal email must be on file with MHC.

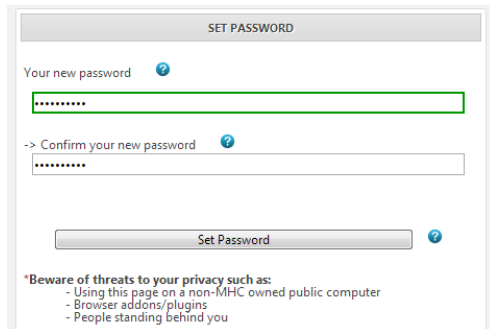
Depending on which option you select, the following screens will appear.

The screenshot shows the "RESET PASSWORD" form with the "Cell Phone (SMS Text)" option selected. Below the options is the text: "Select your cell phone number on record." followed by three input fields containing the numbers "40388...39", "78087...07", and "40386...69". The same privacy warning is present at the bottom.

The screenshot shows the "RESET PASSWORD" form with the "Secondary Email" option selected. Below the options is the text: "Select your email on record." followed by an input field containing the email address "...es@mhc.ab.ca". The same privacy warning is present at the bottom.

**Step 3: Enter the Pin received in the next screen that appears**

**Step 4: Input your new password**



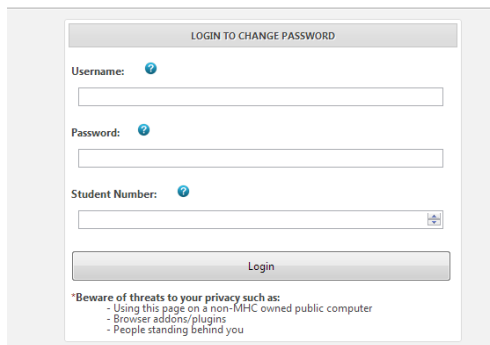
As you reach the requirements of the password, it will turn green and a confirmation will appear. Once the passwords match, a “Set Password” link will appear.

If that is clicked, the password will be changed.

You should receive an email message confirming that your password has been set across all student accessible systems at MHC.

### **Change Password**

The only difference between the change password, and forgot password, is the initial screen and the lack of a PIN validation.



Once you log in using your student username (without the @mymhc.ca ending) and your password you will be taken to the set password screen. The rest of the process is as in step 4 above.

If you have any problems accessing these college information technology services contact our [Support Centre](#) either by email [callcentre@mhc.abc.a](mailto:callcentre@mhc.abc.a), phone 403 529-3899, or in person at room 223 the kiosk window beside the main entrance to IT Services.