

New Password Reset Process

Option #1 - I have received an email to reset my password.

- 1. Go to the Montgomery Community College web site. https://www.montgomery.edu/
- 2. Select MCC TECHTRAIL in the top right-hand corner of the web site.
- 3. From the drop down list, select Self Service.



4. Select the button that says "Click here to proceed to Self Service"



5. Click on forgot your "Password" link.

Self-Service
User name
Password
Forgot your <u>user name</u> (r <u>password</u> ?
Sign In

	Enter the following information. If your account can be		
<ol> <li>identified, an email will be sent with instructions of to reset your password. Use your personal email a</li> </ol>			
ser Na	ame *		

- 6. Enter your user name and MCC email address and click "Submit".
- 7. If successful, you will receive the following message "Forgot password has been successfully executed".

Forgot Password Success						
~	Forgot Password has been successfully executed					

- 8. Log into your MCC email. You will receive a Self-Service Account Management Response email.
- 9. Click on the "Reset your Password" link in the email.
- 10. Enter your user name, new password, confirm new password and click the "Reset Password" link.



## Option #2 – I have forgotten my password and cannot access my MCC email account.

- 1. Go to the Montgomery Community College web site. <u>https://www.montgomery.edu/</u>
- 2. Select MCC TECHTRAIL in the top right-hand corner of the web site.
- 3. From the drop down list, select Self Service.



4. Select the button that says "Click here to proceed to Self Service"

CLICK HERE TO PROCEED TO SELF-SERVICE

5. Click on forgot your "Password" link.

Self-Service	Forgot Password < <u>Back to Login page</u>	
User name Password Forgot your <u>user name</u> (r password ?	Enter the following information, identified, an email will be sent to reset your password. Use you User Name *	If your account can be with instructions on how r personal email address
Sign In		

- 6. Enter your user name and personal email address on file and click "Submit". Note: If you do not have a personal email address in your Self Service user profile or do not receive the following "successfully executed" message, please reach out to Student Services (910-898-9600) to get your personal email added to your account. Once your personal email has been added then you can complete these steps to reset your password.
- 7. If successful, you will receive the following message "Forgot password has been successfully executed".



- 8. Log into your personal email. You will receive a Self-Service Account Management Response email.
- 9. Click on the "Reset your Password" link in the email.
- 10. Enter your user name, new password, confirm new password and click the "Reset Password" link.