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"

CLICK HERE TO PROCEED TO SELF-SERVICE

5. Click on forgot your "Password" link.

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
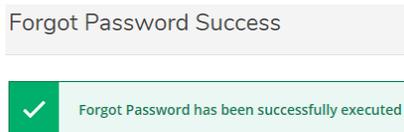
8. Log into your MCC email. You will receive a Self-Service Account Management Response email.

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. 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.

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.

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".

   Forgot Password Success

   ✓ Forgot Password has been successfully executed
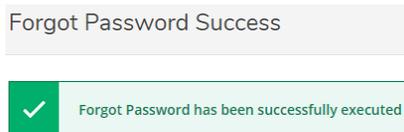
8. Log into your personal email. You will receive a Self-Service Account Management Response email.

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.