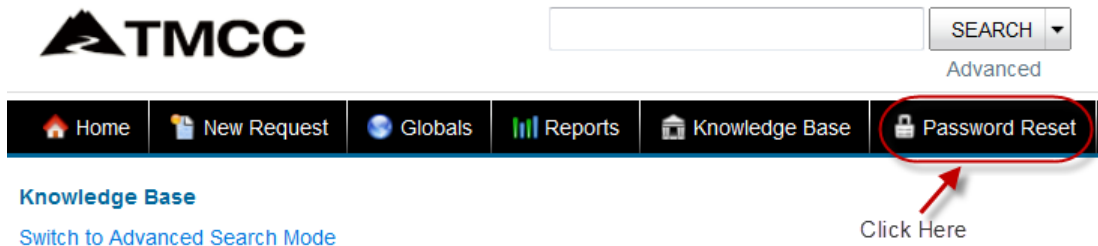


FACULTY/STAFF PASSWORD RESET INSTRUCTIONS

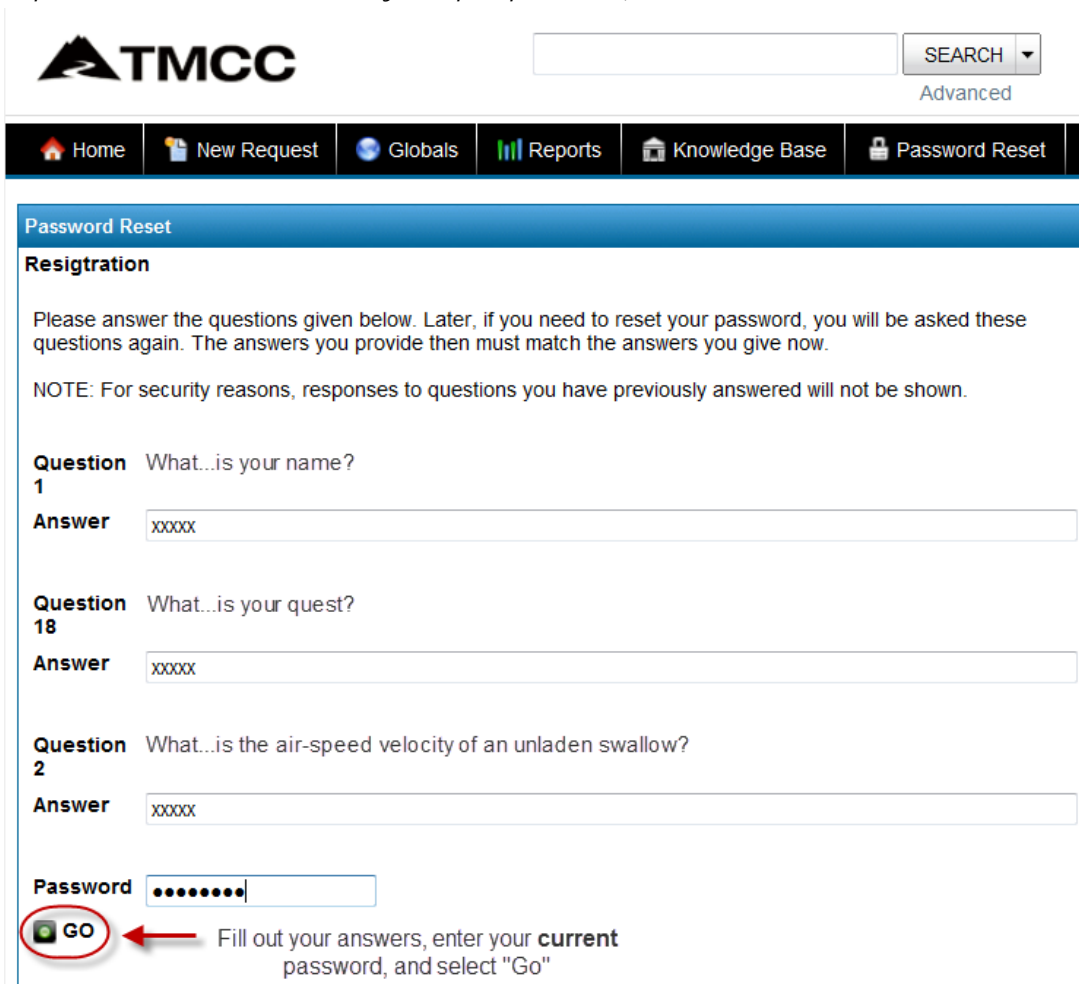
To go to the Password Reset system, go to: <https://support.tmcc.edu/passwordreset>

TO REGISTER WITH THE TMCC FACULTY/STAFF RESET SYSTEM:

1. Click on the Password Reset tab on the top menu.
2. Use the Register/Update Registration fields to the left side of the page. Enter your username and your current password, and hit Go. This will take you to the registration page to set up your security questions. You will only need to do this once.



3. Set up your security questions and enter your current password. Hit Go.
(Note: the questions listed below are only sample questions.)



The screenshot shows the Password Reset registration page. It includes a search bar and navigation menu at the top. Below the navigation menu, there is a section titled "Password Reset" and "Resigtration". The page contains three sample security questions with placeholder answers (xxxxxx) and a Password field. A red circle highlights the "GO" button, with a red arrow pointing to it and the text "Fill out your answers, enter your current password, and select 'Go'".

4. Now you have been successfully registered. If you would like to reset your password, follow the steps below.

TO RESET YOUR TMCC FACULTY/STAFF PASSWORD:

1. Click on the Password Reset tab on the top menu.
2. Use the Reset Password field on the right side of the page that just asks for your username.
3. You will then be prompted to answer the security questions that you set up previously during your registration. After you answer your questions correctly, you can reset your password. Make sure you use at least eight (8) characters in your new password, with at least one (1) capital letter, one (1) lowercase letter, one (1) number, and one (1) special character.

**Note: If you are not successful with the Password Reset System, Help Desk can always manually reset it for you, but we do need to positively identify you before we can do that. Here are your options:*

- If you are on campus, you can come by RDMT 205 with your photo ID (anything with your name and picture on it: driver's license, TMCC ID, etc), and we can reset it here for you.
- You can fax us a copy of your photo ID to 775-673-7208, and include your phone number on your fax so we can call you with your temporary password.
- You can scan your photo ID and attach it as a JPEG file in an e-mail to helpdesk@tmcc.edu, and include your phone number in your message so we can call you with your new temporary password.
- You can take a digital picture of your ID and attach it as a JPEG file in an e-mail to helpdesk@tmcc.edu, and include your phone number in your message so we can call you with your new temporary password