

MySWC Password Reset – Tutorial

Before You Start

- Make sure your personal email is accessible and you are able to check your messages now.
- Or, if you registered your mobile phone, have it with you and make sure text messaging is working.
- If you have not yet setup a MySWC account, you will not be able to use this feature.

Step-By-Step Instructions

1. Go to <https://sso.swccd.edu/> and click the “forgot password” link below the password field

a. Enter your username and click the “Continue” button:

- i. A Verification Code will be sent to your mobile phone or your personal email address. This code is only **valid for 10 minutes!** If you need a new one resent, click the "resend" link below the box.

IMPORTANT: Check your **junk/spam folder** for the code if not found in your inbox, especially if you use Microsoft mail, like Hotmail, MSN, Live.com, Outlook.com.

2. Verify Your Identity

- a. Enter the Verification Code that was sent to your mobile phone or personal email and click the “Continue” button
- b. On the popup, click the “Continue” button once the verification was successful.

3. Enter New Password

a. Enter a new password

- i. Password rules: minimum of 8 characters, maximum of 32 characters, must contain at least one uppercase letter, must contain at least one lowercase letter, must contain at least one number, cannot contain any part of your first name, last name, username, or SWC ID, and special characters are okay to use

b. Reenter your new password and click the “Continue” button

c. On the popup, click the “Continue” button once the new password was successfully set

- i. You should see "Password Reset Successfully," click the "Continue" button.

4. Done!

- a. Your MySWC Account password has been reset! You are now able to login with your new MySWC account password. From the MySWC Account Management page, be sure to view the list of SWC Secure Sites that use MySWC to verify your identity, as your new password will be used to login.