

# My Services Password Reset

1. If you cannot log into your My Services account, click on the “Reset Password” link on the bottom right of the log in screen.

**CURRENT STUDENTS**

**ATTENTION \*STUDENTS\* ONLY:**  
On January 1, 2016, your student login to CVCC online services will change. You will log in to My Services with a new username and password.

**ATTENTION CVCC \*FACULTY/STAFF\* ONLY:**  
If you are having trouble logging in, please contact the VIPHelp Desk at extension 4444.

**\*STUDENTS\* My Services Login**  
You will log in to your CVCC My Services account using your first initial, full last name, and the last 3 digits of your Colleague ID (student ID) number.  
Your password will begin with cvcc-, followed by the last 4 digits of your social security number.

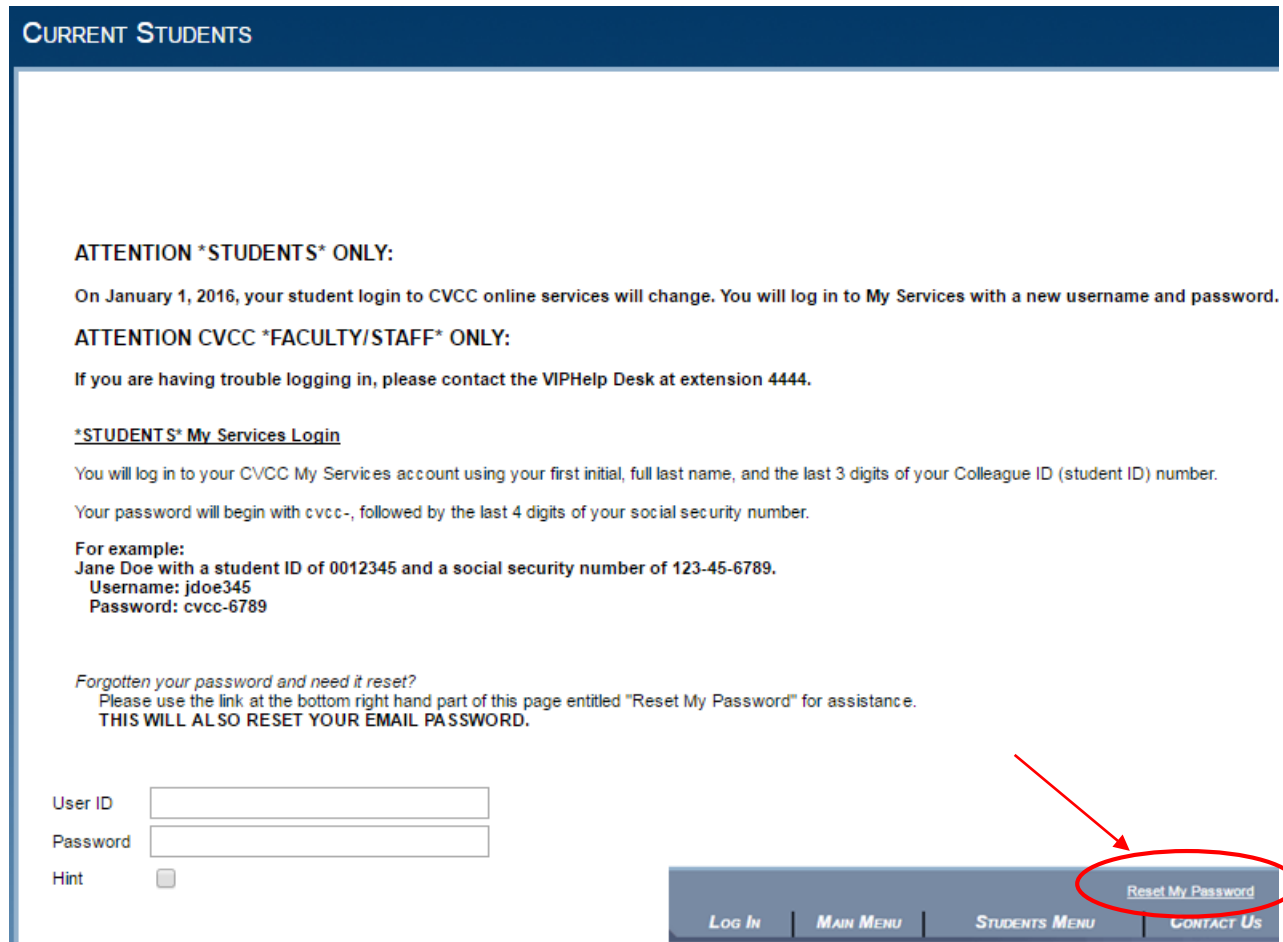
**For example:**  
Jane Doe with a student ID of 0012345 and a social security number of 123-45-6789.  
Username: jdoe345  
Password: cvcc-6789

*Forgotten your password and need it reset?*  
Please use the link at the bottom right hand part of this page entitled "Reset My Password" for assistance.  
**THIS WILL ALSO RESET YOUR EMAIL PASSWORD.**

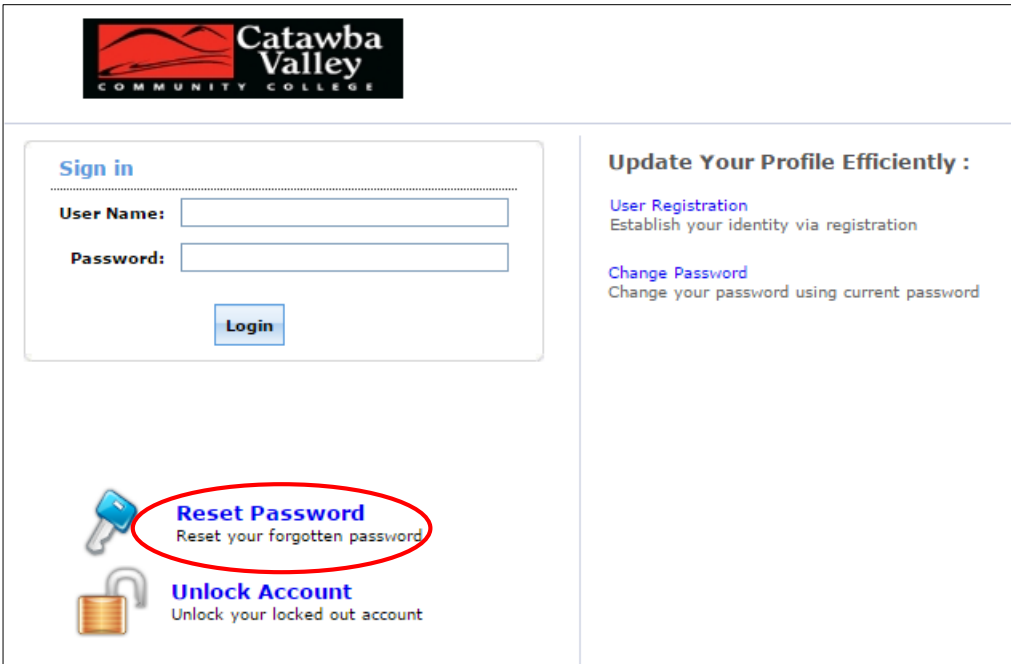
User ID   
Password   
Hint

[Reset My Password](#)

[LOG IN](#) | [MAIN MENU](#) | [STUDENTS MENU](#) | [CONTACT Us](#)

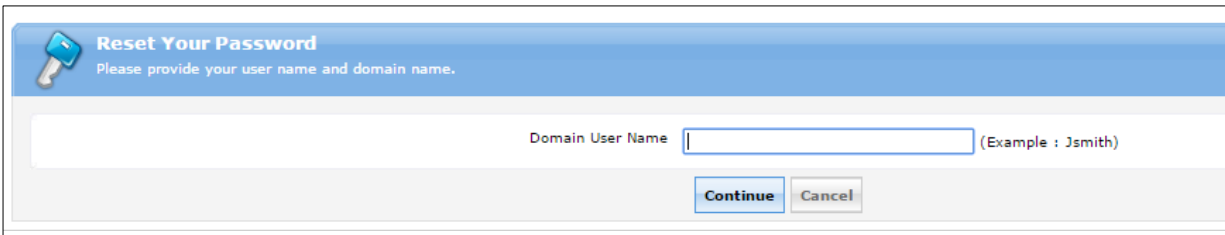


2. You will be taken to another screen where you will click on Reset Password.



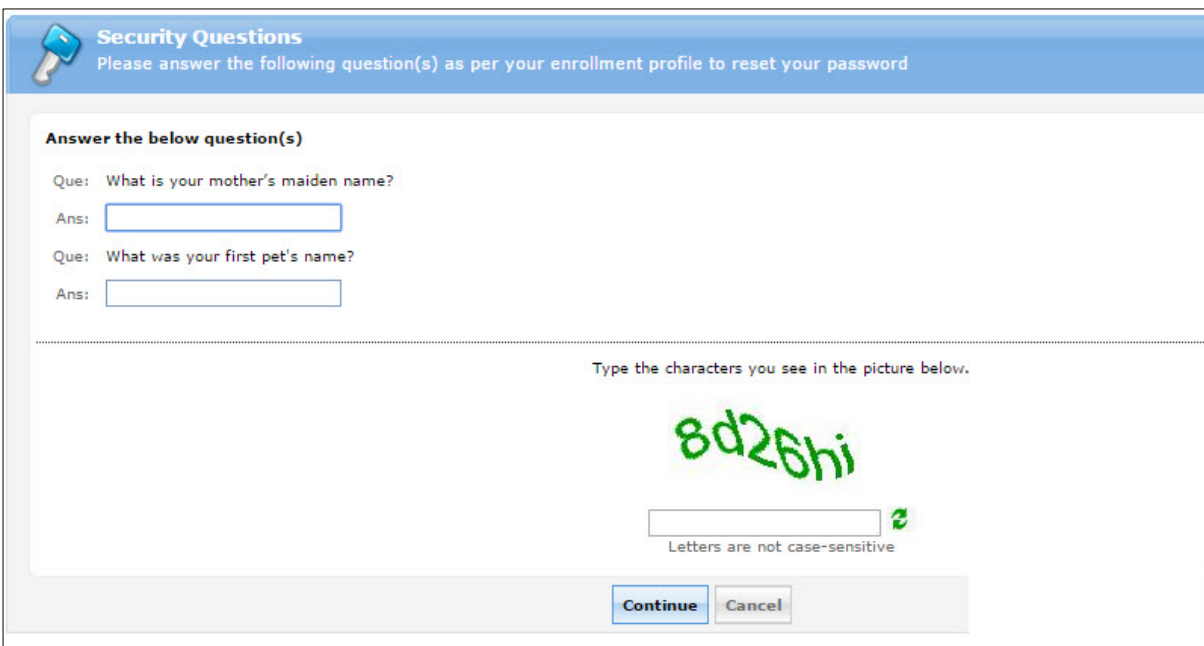
The image shows the login page for Catawba Valley Community College. At the top left is the college's logo. Below it, there is a "Sign in" section with fields for "User Name:" and "Password:", and a "Login" button. To the right, under "Update Your Profile Efficiently :", there are links for "User Registration" and "Change Password". At the bottom left, there are two options: "Reset Password" (with a key icon and a red oval around it) and "Unlock Account" (with a padlock icon).

3. You will be directed to another screen to enter your username (i.e., jdoe345):



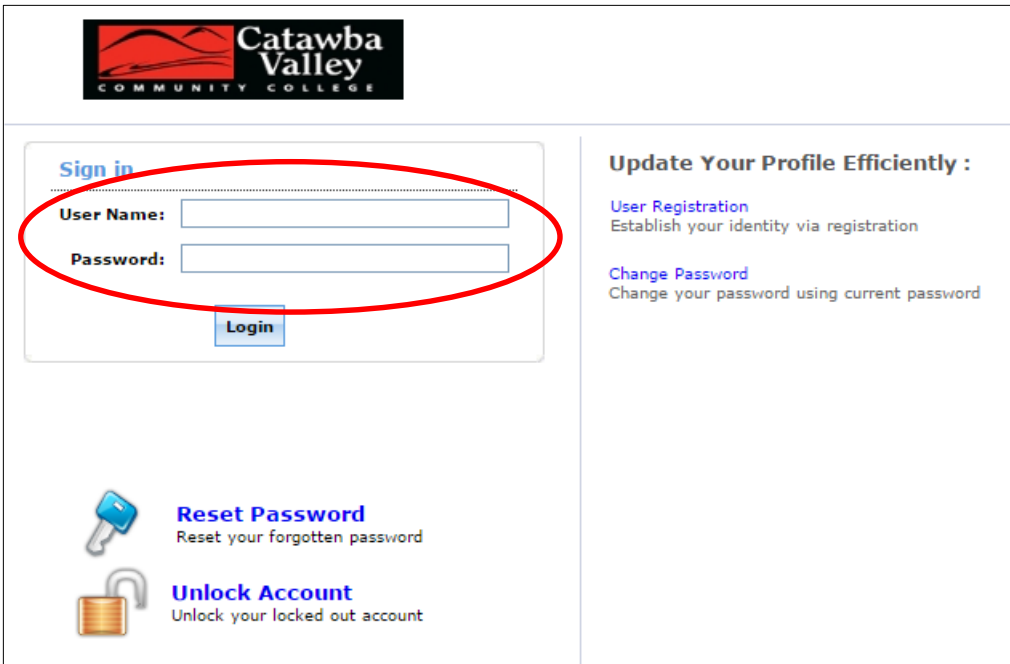
The image shows a "Reset Your Password" screen. It has a blue header with a key icon and the text "Reset Your Password" and "Please provide your user name and domain name." Below the header is a text input field labeled "Domain User Name" with an example "(Example : Jsmith)". At the bottom are "Continue" and "Cancel" buttons.

4. After you enter your username, if you have enrolled in the self-service password reset, you will see a screen asking you to answer your two security questions.



The image shows a "Security Questions" screen. It has a blue header with a key icon and the text "Security Questions" and "Please answer the following question(s) as per your enrollment profile to reset your password". Below the header, there are two questions: "What is your mother's maiden name?" and "What was your first pet's name?". Each question has an "Ans:" label and a text input field. At the bottom, there is a CAPTCHA section with the text "Type the characters you see in the picture below." and a picture of the characters "8d26hi" in green. Below the picture is a text input field and a "Refresh" icon. At the bottom are "Continue" and "Cancel" buttons.

5. If you have not gone through the self-enrollment process and have not created your two security questions, you will need to go back to the first page and login using your username and current password.



**Catawba Valley**  
COMMUNITY COLLEGE

**Sign in**

**User Name:**


**Password:**


**Login**

**Update Your Profile Efficiently :**

[User Registration](#)  
Establish your identity via registration

[Change Password](#)  
Change your password using current password

 **Reset Password**  
Reset your forgotten password

 **Unlock Account**  
Unlock your locked out account

After you enter in your User Name and Password, follow the instructions for creating your security questions and adding your cell phone number and an alternate email address.