

MCCCD Account Self Service Password Reset Process Guide

Faculty, staff and students at MCCCDC can initiate the password reset process via IDME.maricopa.edu. Follow these steps to complete the reset process.

MARICOPA
COMMUNITY COLLEGES


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next Cancel

1. Enter your email address in the *Email or Username* textbox.
Format - MEID@maricopa.edu
2. Type the Captcha code as displayed. Code is case sensitive.
3. Click **Next** to continue or **Cancel** to terminate the password reset process.

You are required to obtain a verification code to continue. To receive a verification code, two options are available. Email the code to you (**Option A**) or text the code to your mobile device (**Option B**).

Option A (Skip this step and go to Option B if you would like to receive the code via text message.)

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

You will receive an email containing a verification code at your alternate email address (to*****@domail.maricopa.edu).

Email

1. Confirm Email my alternate email is selected.
2. Verify the email address is correct.
3. Click **Email** to continue.

Verify your email address

Thanks for verifying your *your email address is displayed here* account!

Your code is: [blacked out code]

Sincerely,
MCCC

1. An email with your code will be sent to your email address.


2. The emailed code is required to continue the password reset process.

The screenshot shows the Maricopa Community Colleges logo at the top left. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this header from the main content. The main content starts with the instruction "Please choose the contact method we should use for verification:". On the left, there are three radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", and "Call my mobile phone". To the right of these options, the text says "We've sent an email message containing a verification code to your inbox." Below this text is a text input field with the placeholder "Enter your verification code". Underneath the input field is a "Next" button. To the right of the "Next" button, there are two links: "Are you having a problem?" and "Not seeing the email?". Below these links is a paragraph of text: "Please allow a minute or two for the email to reach your inbox. If you are still unable to see it, check your junk folder." Below this paragraph, it says "Alternatively, you can:" followed by two more links: "Try again" and "Contact your administrator". At the bottom left of the form area, there is a "Cancel" link.

1. Enter the verification code.
2. Click **Next** to continue.

Option B (Skip this step if you received the verification code via email.)

To verify via text message:

 **MARICOPA**
COMMUNITY COLLEGES

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

[Cancel](#)

1. Enter your complete phone number. Use the following format 1xxxxxxxxx (no hyphens or parentheses).
2. Click **Next**.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)

1. Enter the verification code you were sent via text message.
2. Click **Next**.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

strong

* Confirm new password:

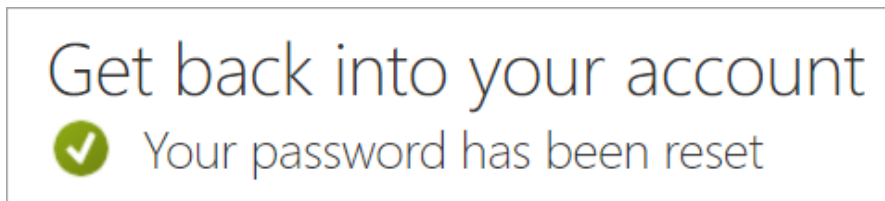
Finish Cancel

1. Type the new password.
2. Confirm the new password.
3. Click **Finish**.

Password Requirements for Students and Employees

All of these requirements must be met:

1. Must be at least **12 characters long**, with a maximum length of 24 characters.
2. Must contain character types from **3 of the 4** categories:
 - o Uppercase (A, B, C, ...)
 - o Lowercase (a, b, c, ...)
 - o Numerals (0 through 9)
 - o Special characters, such as ~ ` ! @ # \$ % ^ & * - + = \ | { } ()
3. Must not contain the user's account name, first/middle/last name, number substitutions (i.e., 3 for E), sequential (e.g., 123, abc) or repeating characters, commonly used words, or MEID.
4. The previous **10 passwords** may not be reused.
5. Passwords entered incorrectly 10 consecutive times or more shall be locked out for 15 minutes.



This message confirms that your password was reset successfully.