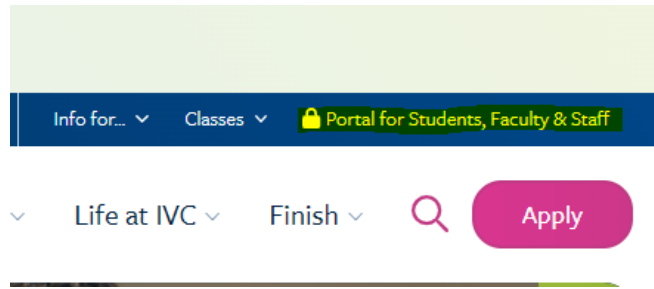


How to get or change my password

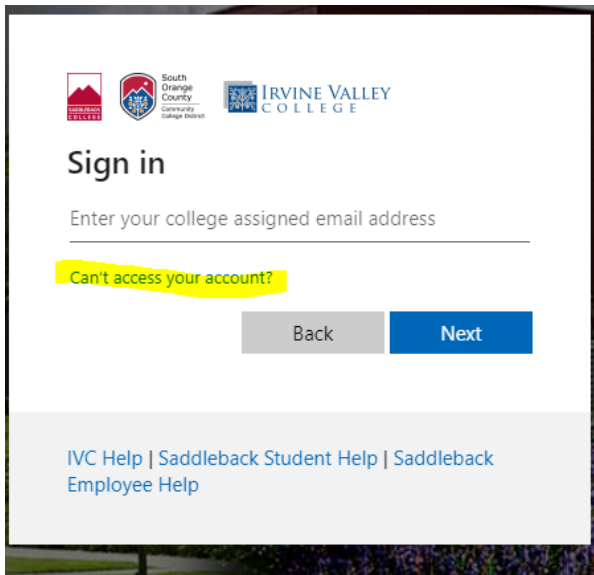
Go to IVC's main web page: <https://www.ivc.edu>

At the top right corner, you will see a white lock and the words, Portal for Students, Faculty & Staff.

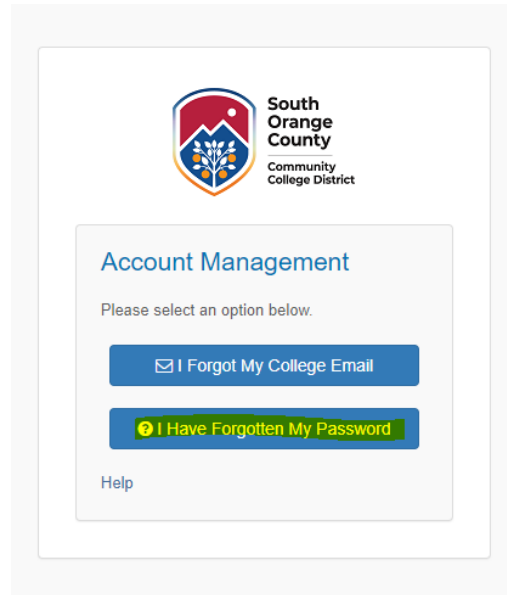
Step 1 - Click on the white lock



Step 2 – Click on Can't access your account?



Step 3 – Click on I Have Forgotten My Password



Step 4 – This is a verification that it's actually YOU!

- Enter your College Email or Username
- Enter the characters in the picture or the words in the audio
- Click Next



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. *

Step 5 - Verification

You have 3 choices for the verification



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

You will receive an email containing a verification code at your alternate email address (de*****@hotmail.com).

Email

1. Email my alternate email (personal email): You will receive an email containing a verification code at your alternate (personal) email address.

2. Text 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.

3. 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 call. Please answer to continue.

Step 6 – Enter verification code

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

Step 7 – Enter new password



Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish

Cancel

Step 8 – Password has been reset



Get back into your account

✔ Your password has been reset