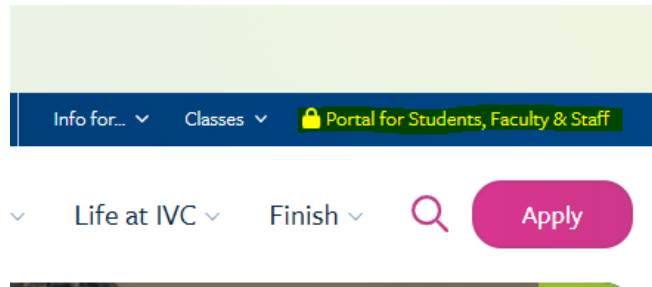


# How to create or change my password

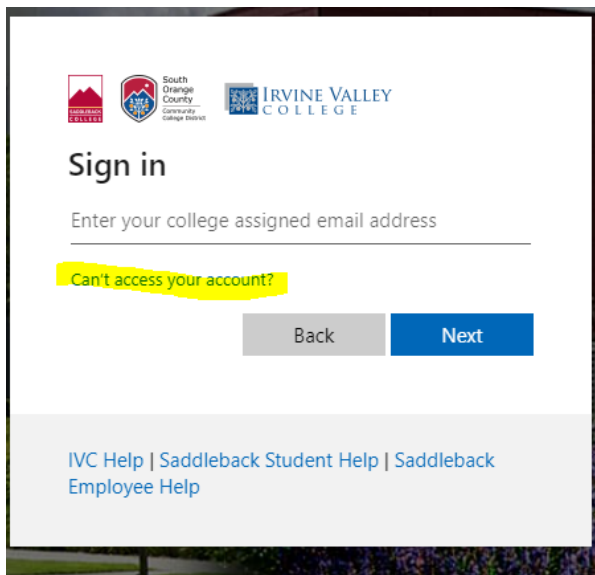
Go to IVC's main web page: <https://www.ivc.edu>

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

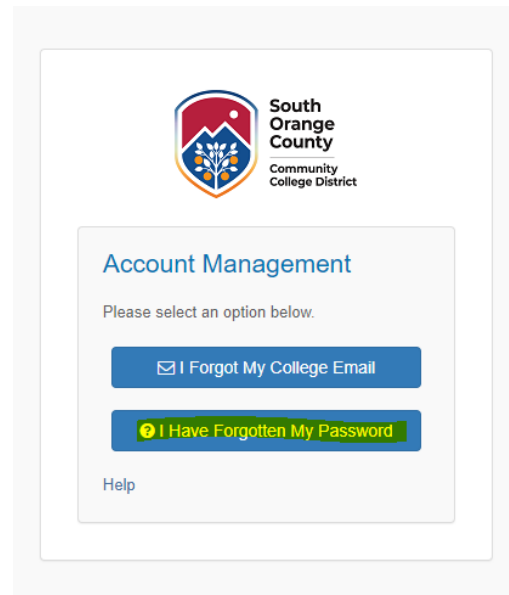
Step 1 - Click on the white lock



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

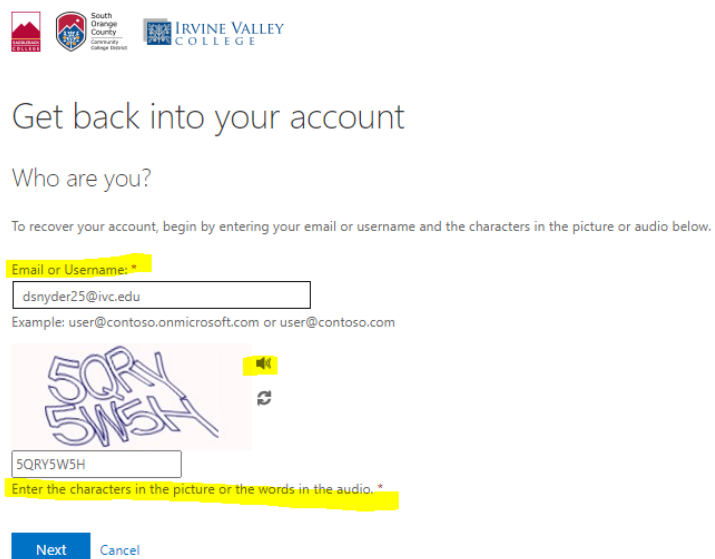


Step 3 – Click on I Have Forgotten My Password



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



## 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