



Muskegon Community College

Office of Information Technology

HOW TO RESET YOUR PASSWORD

Requirements:

- Internet access from home or on campus.

Procedure:

1. Navigate to <https://webmail.muskegoncc.edu/pwreset/>.
2. Select "Reset password using credentials." (Note: If you already know your password and want to reset it, click on "Reset password using old password" and follow the onscreen instructions.)
3. Enter your username as you would enter it to log on to campus computers. If you do not know your username, please visit <http://www.muskegoncc.edu/whoami>.
4. Enter your last name and first name in the appropriate fields.
5. Enter your student ID or staff ID number in the ID number field. If your ID number is less than seven digits, add a leading zero. Example: 123456 should be entered as 0123456.
6. Enter the last four digits of your social security number.
7. Enter the month and day of your birthday in two-digit format (August 1 would be 08 and 01).
8. Enter the password you would like to use as your new password. Remember that it must be at least 8 digits long.
9. Re-enter your new password to verify that you typed it correctly.
10. Click "Reset Password" to reset your password.
11. If you receive an error stating that your identity cannot be verified, please repeat the steps above to ensure that you have entered the proper information. If you still receive the error, see the [Student Help & Resources](#) or [Faculty/Staff Help & Resources](#) sections of our website for information on how to contact the appropriate Helpdesk.



Muskegon Community College

What's My Password

Student initial password: firstinitial + lastinitial + student id + !

Faculty/Staff initial password: Issued individually.

This username and password provides access to your MCC email, the campus network, your SFTP folder, WebAdvisor, and campus lab/library computers. By connecting to the MCC network you agree to abide by Muskegon Community Colleges Computer Acceptable Use Policy. Click [here](#) for the [MCC Acceptable Use Policy](#). Please enter your information in the following fields accurately and completely to reset a password. **All fields are required. If you need further assistance, students please contact our 24 hour helpdesk at (866) 718-5170. Faculty and Staff only, please call 231-777-0351 Monday through Friday, 7:30AM to 4:30PM.**

MCC Login Username	<input type="text"/>	Example: jane.smith
Last Name:	<input type="text"/>	Example: Smith
First Name:	<input type="text"/>	Example: Jane
MCC Student ID number:	<input type="text"/>	Example: Your ID number MUST be a total of seven (7) digits. Insert zeros (0) at the front to total seven digits: 0123456 (Staff/Faculty /Student ID)
Last 4 digits of your SSN:	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>	Example: If your Social Security Number is 999-00-4455, you would type 4455.
2-digit Month and Day of birth:	<input type="text"/> / <input type="text"/> / <input type="text"/>	Example: If your birth date is 01-30-1982, the Month would be 01 and the Day would be 30.

Passwords must be at least 8 characters long.

New Password: <input type="password"/>	Confirm Password: <input type="password"/>
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Your connection attempt and password change request are logged.