



Password Self Service Guide

Use the NIACC Password Self-Service tool to set your first password, change your current password, reset a forgotten password, or unlock your account after multiple incorrect password attempts.

1. Go to **mypassword.niacc.edu**
2. Choose **Create First Password or Forgot Your Password**.
3. Enter **username** and click **continue**.
4. **Answer** the two questions and click **continue**.
5. If you've never used the Password Self Service tool, you may be **prompted to enroll** and set **Security Questions**.
6. For each question, use the dropdown to choose or change a question, then answer and confirm your answer to each question. Once complete, click **Next**.
7. If you have previously used the Password Self Service tool it will forward to next step and allow **Password Reset**.
8. **Reset Password**. Enter the **new password** of your choice. Confirm the new password. Then click **Reset Password**.
Password Complexity Format must be a minimum of 12 characters and include 3 of the following 4: 1 special character, 1 number, 1 uppercase character, and 1 lowercase character.
9. **Change your Password**. Your password will expire every **120 days**. To change your password before expiration, log into the password tool with your current password. Choose the **Change Password** tab. Enter your old password, then enter and confirm your new password. Use the Password Complexity Format.
10. **Unlock Your Account**. Entering the wrong password three or more times will lock your account. Choose **Account Locked Out?** and enter your username and click continue. Answer the two security questions and click continue. Click **Unlock Account**.
11. **Sign Out**. Always remember to sign out when you are done using Password Self-Service.

If you encounter any error messages or have trouble, contact the NIACC Help Desk at 641-422-4357

**Monday - Thursday • 7:30 AM to 6 PM
Friday • 7:30 AM to 4 PM**