

Password Self-Service

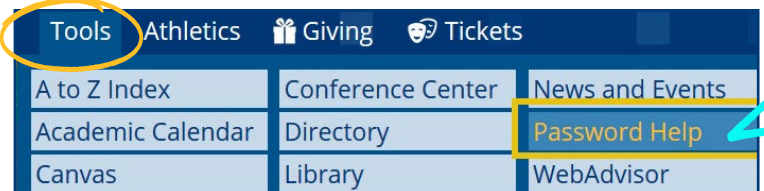
Change your password • Unlock your account • Reset your password

Easy Step-by-step Guide



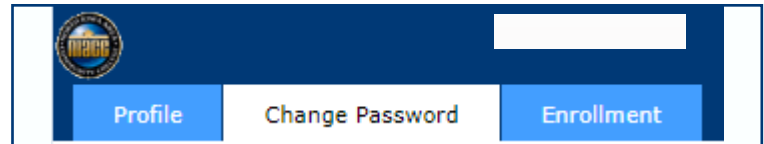
Login to Password Self-Service

1. Go to www.niacc.edu. Under "Tools: Choose "Password Help". (or go directly to mypassword.niacc.edu)



2. From the Password Self-Service home page, "Login" using your NIACC username and password. If you don't know your username, go to trojanhome.niacc.edu, scroll down to "Forgot your username?" and click on the link provided.

3. After you login, you can change your password and/or update your security questions (located under the "Enrollment Tab").



Change Password

If you wish to change your password, log into the system with your current NIACC username and password. You will be asked to enter your current password, and your new password twice (to confirm accuracy). The College's standard rule for password complexity applies*. Click "Okay". Your password has been changed. Don't forget to sign out when you are done.

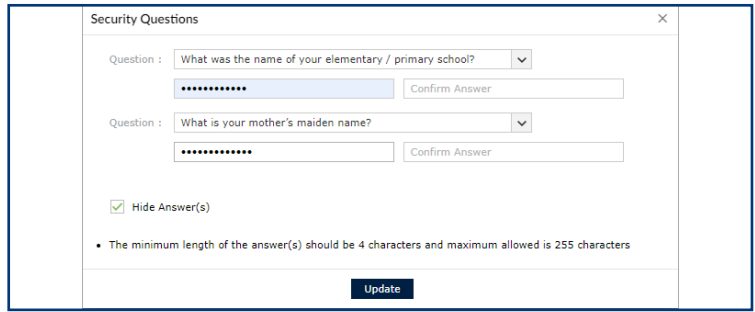
*College Standard Rule for Password Complexity

Your password must include at least three of the four following requirements: uppercase letters, lower case letters, numbers, and symbols.

Security Questions

You can personalize your security questions. By default, your security questions are: #1 Birth date MM/DD, #2 Last 4 digits of your Colleague ID (Prior to March 23, 2021, the last 4 digits of your Social Security Number). To personalize your security questions, log into Password Self-Service and click the "Enrollment" tab. From the question drop down menu, choose a different question and provide your answer. Don't forget to sign out when you are done.

If you do not recall the answers to your security questions, contact the NIACC Help Desk at 1-641-422-4357.



The screenshot shows a "Security Questions" dialog box with two questions: "What was the name of your elementary / primary school?" and "What is your mother's maiden name?". Each question has a dropdown menu and a text input field with a "Confirm Answer" button. There is a "Hide Answer(s)" checkbox and a note: "The minimum length of the answer(s) should be 4 characters and maximum allowed is 255 characters". An "Update" button is at the bottom right.

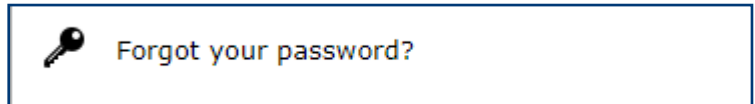
Reset Password

1. If you have forgotten your password, go to www.niacc.edu. Under "Tools", choose "Password Help", (or go directly to mypassword.niacc.edu) choose "Forgot your password?" on the Password Self-Service home page.

2. Enter your NIACC username and click "Continue".

3. You will be asked to answer your two security questions. If have personalized your security questions and you do not recall your answers, contact the NIACC Help Desk at 1-641-422-4357.

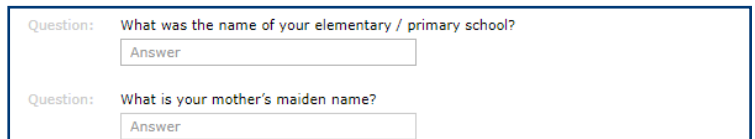
4. When your answers have been confirmed, you will be asked to enter your new password twice. The College's standard rule for password complexity applies. See "Change Password" for complexity requirements*. Remember to sign out when you are done.



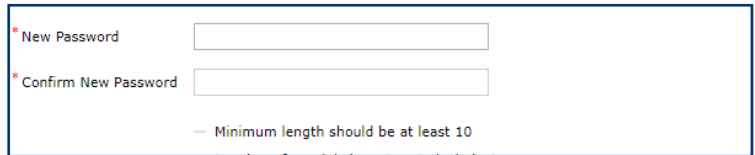
A button with a key icon and the text "Forgot your password?".



A text input field labeled "Username" with a user icon on the right.



Two question-answer pairs: "What was the name of your elementary / primary school?" and "What is your mother's maiden name?". Each has an "Answer" input field.



Two input fields: "* New Password" and "* Confirm New Password". A note below says "Minimum length should be at least 10".

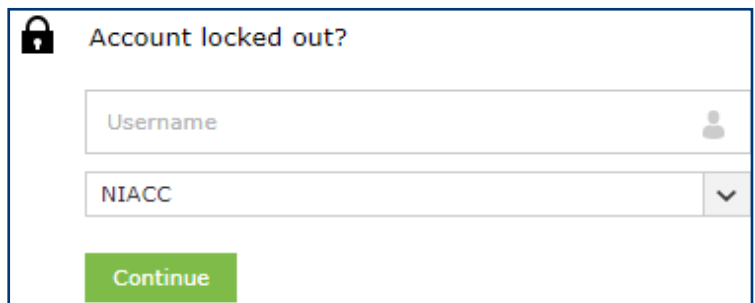
Unlock Your Account

1. If you have locked your account due to entering your password incorrectly three times or more, go to www.niacc.edu. Under "Tools: Choose "Password Help", (or go directly to mypassword.niacc.edu) choose "Account locked out?" on the Password Self-Service home page.

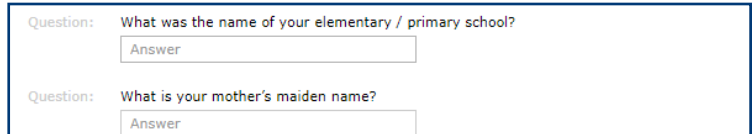
2. Enter your NIACC Username. Click "Continue".

3. You will be asked to answer your two security questions. If you have personalized your security questions and you do not recall your answers, contact the NIACC Help Desk at 1-641-422-4357.

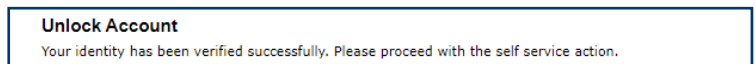
4. When your answers have been confirmed, you will be provided the opportunity to click a button to "Unlock Account". Close the tab when you are done.



The form has a lock icon and the title "Account locked out?". It includes a "Username" input field, a dropdown menu with "NIACC" selected, and a green "Continue" button.



Two question-answer pairs: "What was the name of your elementary / primary school?" and "What is your mother's maiden name?". Each has an "Answer" input field.



A message box with the title "Unlock Account" and the text: "Your identity has been verified successfully. Please proceed with the self service action."

Sign Out

Always remember to sign out when you are done using Password Self-Service.