PROBLEMS CHANGING YOUR MY PORTAL PASSWORD

MADERA
COMMUNITY
COLLEGE

1. Go to www.maderacollege.edu and click **My Portal**

2. Click **[→ Sign In]**

3. Sign in to Microsoft (college ID number@my.scccd.edu)

4. Click **Change Password** at the bottom of the screen.

5. If unable to change, click **Password Reset**

STATE CENTER
COMMUNITY COLLEGE DISTRICT

Fresno City College | Reedley College | Clovis Community College
Madera Community College | Madera Community College at Oakhurst
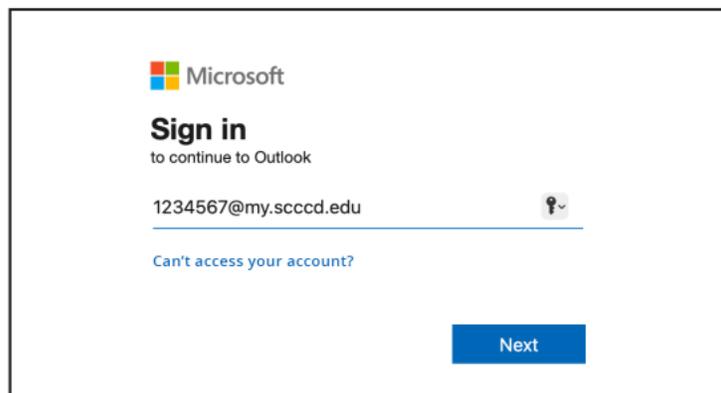
Update Password

The username or password is incorrect.

7 digit SCCCD/college ID number

Old password

New password

Confirm new password

[Submit] [Clear]

ⓘ If you forgot your password, use the Password Reset tool to regain access to your account.

■ Microsoft

Sign in
to continue to Outlook

1234567@my.scccd.edu

Can't access your account?

[Next]

MyPortal

On the next page, read the information and click [Reset your Password]

Home / Help / Password Help and Reset

Password Help and Reset

The password reset system will only work if you have previously added a cell p[hone or personal email address in]
MyPortal Communication Preferences (If you are not logged in you will be req[uired to...]
Preferences form). After updating your contact information in Communication Prefe[rences...]
trying to reset your password.

Students: The password reset tool requires that you enter your User ID using your 7-digit student ID number and @my.sccd.edu.

Example for Student ID: 0999999

User ID: 0999999@my.sccd.edu

[Reset your Password]

You will only be able to reset your password **if** you entered your cell number or personal email address in the **Communication Preferences** screen in **My Portal**

1. Enter your User ID and the characters that appear
2. Click **Next**

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Your 7 digit SCCCD ID number@my.scccd.edu

Example: user@contoso.onmicrosoft.com or user@contoso.com

NDWR

Enter the characters in the picture or the words in the audio.

Next   Cancel

Your User ID is your 7 digit SCCCD ID number followed by
@my.scccd.edu

EX: 0123456@my.scccd.edu

Click **"I forgot my password"** and Next

Get back into your account

Why are you having trouble signing in?

◉ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

○ I know my password, but still can't sign in

Next   Cancel

1. Enter your cell phone number and choose how you want to be contacted

2. You will be sent a verification code. Enter the code and click "Next"

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

◉ Text my mobile phone

○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (**********11) below. You will then receive a text message with a verification code which can be used to reset your password.

5595555555

Text

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

◉ Text my mobile phone

○ Call my mobile phone

We've sent you a text message containing a verification code to your phone.

207862

Next   Try again   Contact your administrator

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

    ●●●●●●●●

* Confirm new password:

    ●●●●●●●●

Finish   Cancel

Microsoft

Get back into your account

✔ Your password has been reset

Now, create your new password!
This is your password for My Portal,
your college email, Canvas,
and all student apps!

Once you've reset your password, go back to
My Portal and log in!

QUESTIONS?

SCCCD HELPDESK
For 24/7 assistance call:
559.499.6072 (local) or 844.887.2223 (toll free)

SCCCD SUPPORT CENTER
https://scccd.edusupportcenter.com

MADERA COMMUNITY COLLEGE TECHNOLOGY
https://www.maderacollege.edu/campus-life/technology-help.html