# Password Reset if You Have Not Logged In On Campus

| Step 1 | Login  
|--------|-------|
|        | Type in your Username – this is now your Active Directory Username  
|        | Type in the initial Password – this is a temporary password made up of (9) characters – follow the instructions below – do not include spaces between characters  
|        | - Position 1 = 1st initial of your username (must be capitalized)  
|        | - Position 2 – 5 = the last four digits of your social security number  
|        | - Position 6 – 7 = the last two digits of your birth year  
|        | - Position 8 – 9 = the letters ad in lowercase  
|        | Click OK (Your Personal settings are being copied over. This may take up to 20 minutes).  
|        | If password entered is correct, you will receive a message to CHANGE YOUR PASSWORD.  
|        | Click OK.  
|        | Contact 4ITSupport if you encounter problems entering your password.  

| Step 2 | Change Your Password  
|--------|----------------------|
|        | Type in your new password: a minimum of 8 characters, include at least one capital letter and at least one numeral, eg.: Mynewpsw5.  
|        | Type in the new password again to confirm it.  
|        | If the change was successful, you will receive a message that your password has been changed.  
|        | Click Ok  
|        | Contact 4ITSupport if you encounter problems changing your password.  

| Step 3 | Create Answers to the Active Directory Security Questions  
|--------|------------------------------------------------------|
|        | Open the Browser  
|        | Type in the URL for Password Self Service Portal https://passwordreset.ccp.edu/default.aspx  
|        | Click on the “Sign In” link (located at the right in the upper right hand corner)  
|        | Click on the “Identity” Tab (to the left)  
|        | Click on the “Answer Update” link.  
|        | You must answer all three questions. Tip: USE ANSWERS THAT YOU WILL REMEMBER.  
|        | Click Submit  

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