



GO.RCCD.EDU is where you can go to change or reset your own password. To do this, the first time you sign into GO.RCCD.EDU you will need to complete a brief registration process. Registration consists of three steps: 1) provide answers to challenge question (required). 2) provide an alternate email address (optional). 3) setup the mobile authenticator on your smartphone (optional).

If you are a new student or have never signed into any online district services, your default password will be the first letter of your first name *capitalized*, followed by the first letter of your last name *lower-case*, followed by your six-digit date of birth *MMDDYY*. For example, if your name is Steven Tracy and your date of birth is March 2, 1995, your default password is **St030295**.

## Step #1 Answer Challenge Questions - *required*

Challenge questions are used when you forget your password and need to reset it. Setting up your challenge questions is **required**, so you can only skip this step three times before you will be forced to complete it.

1. Select **Continue** to answer challenge questions.

The screenshot shows the 'Enrollment - Challenge Answers' form. It includes a 'Username' field with 'stracy6@student.rccd.edu' and a 'Password' field with masked characters. Below these are two dropdown menus for selecting challenge questions. The first dropdown is open, showing '1) What was your most memorable gift as a child?'. The second dropdown is also open, showing '3) What is your favorite cartoon character?'. There are 'Skip' and 'Continue' buttons at the bottom.

2. Select two challenge questions and provide answers.

## Step #2 Provide an Alternate Email - *optional*

An alternate email (your personal email address) is used to send notifications to you when you forget your password and need to reset it. This step is **optional**, so you skip it and select **Permanently Suppress Reminders** to avoid future notifications.

1. Enter your alternate email address.

The screenshot shows the 'Enrollment - Email Address' form. It includes a 'Username' field with 'stracy6@student.rccd.edu', a 'Password' field with masked characters, and an 'Alternate Email Address' field. Below these is a checkbox labeled 'Permanently Suppress Reminders'. There are 'Skip' and 'Continue' buttons at the bottom.

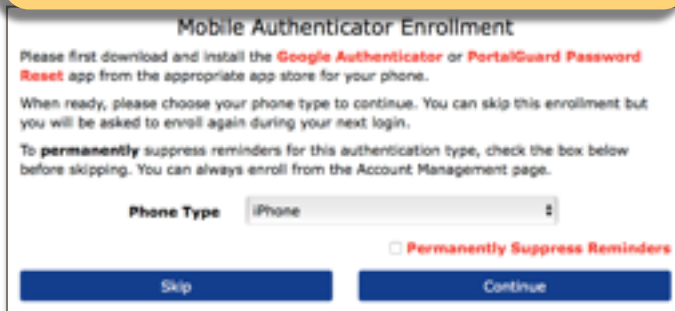
2. A One Time Passcode (OTP) will be sent to your alternate email. Enter this code and select **Continue**.

The screenshot shows the 'End-User Self Service' form for entering a One Time Passcode (OTP). It includes a 'Username' field with 'stracy6@student.rccd.edu' and a 'One Time Passcode' field. Below the OTP field is a link that says 'Problems with the OTP?'. There are 'Cancel' and 'Continue' buttons at the bottom.

## Step #3 Setup Mobile Authentication - optional

In addition to or instead of an alternate email account, you can use mobile authentication to reset your password. This step is **optional**, so you skip it and select **Permanently Suppress Reminders** to avoid future notifications.

1. Select your phone type & download the app.



Mobile Authenticator Enrollment

Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone.

When ready, please choose your phone type to continue. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Phone Type:


Permanently Suppress Reminders

2. Use the app to scan the QR code and enter the One Time Passcode.



Mobile Authenticator Enrollment

1) Please use mobile app to scan the QR code below.




2) Now enter the OTP it generates in the field below to finish enrollment.

One Time Passcode:

## Change Your Password

If you know your password and want to change it, use the [Change Password](#) option.

1. At the login window, select [Change Password](#).



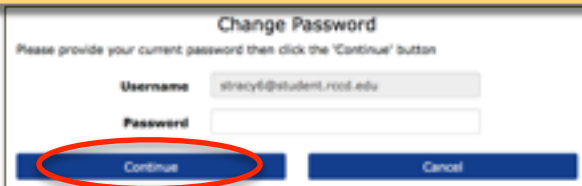
Riverside Community College District

Secure Login

Username:

Password:

2. Enter your RCCD email address and password.



Change Password

Please provide your current password then click the 'Continue' button

Username:

Password:

3. Enter a new password and select [Continue](#).



Change Password

Please provide your new password, confirm it then click the 'Continue' button

**Password Complexity Rules**

Your new password must **always** satisfy the following rules:

- Must be at least **8** characters long ✓

It must also satisfy any **3** of the rules below:

- Must have at least **1** lowercase character ✓
- Must have at least **1** uppercase character ✓
- Must have at least **1** numeric character ✓
- Must have at least **1** special character ✗

Username:

New Password:

Confirm Password:

## Reset Your Forgotten Password

If you've forgotten your password, you can use the [Forgot Password?](#) option to set a new one.

1. At the login window, select [Forgot Password?](#)



Riverside Community College District

Secure Login

Username:

Password:

2. Enter your RCCD email and select [Continue](#).



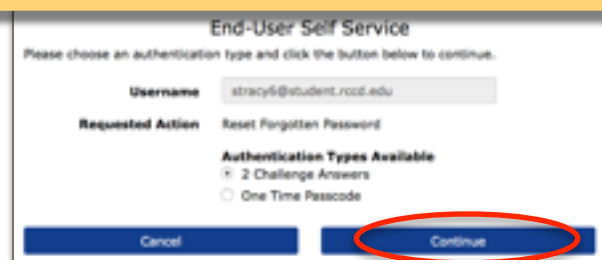
End-User Self Service

Please enter your username and click the button below to view the options currently available to you.

Username:

3. Choose how you would like to authenticate: Answer your challenge questions (configured when you setup your account). Alternatively, you can use the One Time Passcode (OTP). Get an OTP from the admissions and records office or have an OTP sent to you if you have configured an alternate email address or Mobile Authenticator app to retrieve a passcode.

**When using an OTP, DO NOT USE SPACES.**



End-User Self Service

Please choose an authentication type and click the button below to continue.

Username:

Requested Action: Reset Forgotten Password

Authentication Types Available

2 Challenge Answers

One Time Passcode