




## PRCC Password Reset & Forgotten Password Procedure

1. Login to your PRCC RiverGuide account:

A screenshot of the PRCC RiverGuide 'SIGN IN' page. The page has a dark maroon background with a subtle texture. At the top left, the text 'PEARL RIVER' is displayed in a gold, serif font. The 'SIGN IN' form is a white box with a gold header. It contains fields for 'Username' and 'Password', a 'Remember me on this computer' checkbox, a black 'SIGN IN' button, and a 'Forgot Password?' link. At the bottom of the page, a small footer reads 'Pearl River Community College | © 2019 All rights reserved'.

2. You will notice that there is an Account Management tab (upper right hand side). Select the key  to enter the user Portal.

A screenshot of the PRCC RiverGuide dashboard. The top section is titled 'Unread Messages' and shows a notification: 'You Have 1684 Unread Messages' with a dropdown arrow. Below this is a blue button with the number '1684' and the text 'Google Apps'. The bottom section is titled 'Account Management' and contains text about managing the RiverGuide password. To the right of this text is a blue square icon with a white key symbol. A vertical sidebar on the left side of the dashboard shows a series of colored tabs (grey, orange, yellow).





3. In the user portal there are three options:

**My Profile** – This is a **view only** page and cannot be changed

**PEARL RIVER**

User Portal

My Profile

**Manage Profile**

PRCC ID	<input type="text"/>
Username	<input type="text"/>
Display Name	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Street Address	<input type="text"/>
City	<input type="text"/>

**Account Recovery** - This option allows you to set your security questions for account recovery

Account Recovery

Challenge Question Set ID : challengeQuestion1

Challenge Question \*

What is your favorite color?

Your Answer \*

....

Challenge Question Set ID : challengeQuestion2

Challenge Question \*

What is the name of the first school you attended?

Your Answer \*

.....

Update

Cancel





**Change Password** – This option allows a user to change their password

## Change Password

Enter New Password	
Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

## Forgot Password Option

You will have two options to reset your password when logging into Riverguide if you have forgot your password:

- Recover with email
- Recover with security questions

Option 1. Recover with Email

- Choose **Forgot Password**

**PEARL RIVER**

**SIGN IN**

Username

Password

☐ Remember me on this computer

**SIGN IN**

[Forgot Password?](#)





If you have your personal email setup in our system, you can recover with email by selecting the **Recover with Mail** option as seen below:

Enter your username and select submit, if you have a personal email address on file, you will receive an email from [noreply@prcc.edu](mailto:noreply@prcc.edu).

Please see the following screenshots for this example:

Enter your username and select Recover with Mail:


A screenshot of the Pearl River Community College password recovery interface. At the top, the 'PEARL RIVER' logo is visible. Below it, a yellow header reads 'RECOVER PASSWORD'. The main area contains the text 'Enter below details to recover your password'. A text input field contains the username 'luke.lawson.6'. Below the input field are two radio button options: 'Recover with Mail' (which is selected) and 'Recover with Security Questions'. At the bottom are two black buttons labeled 'SUBMIT' and 'CANCEL'.

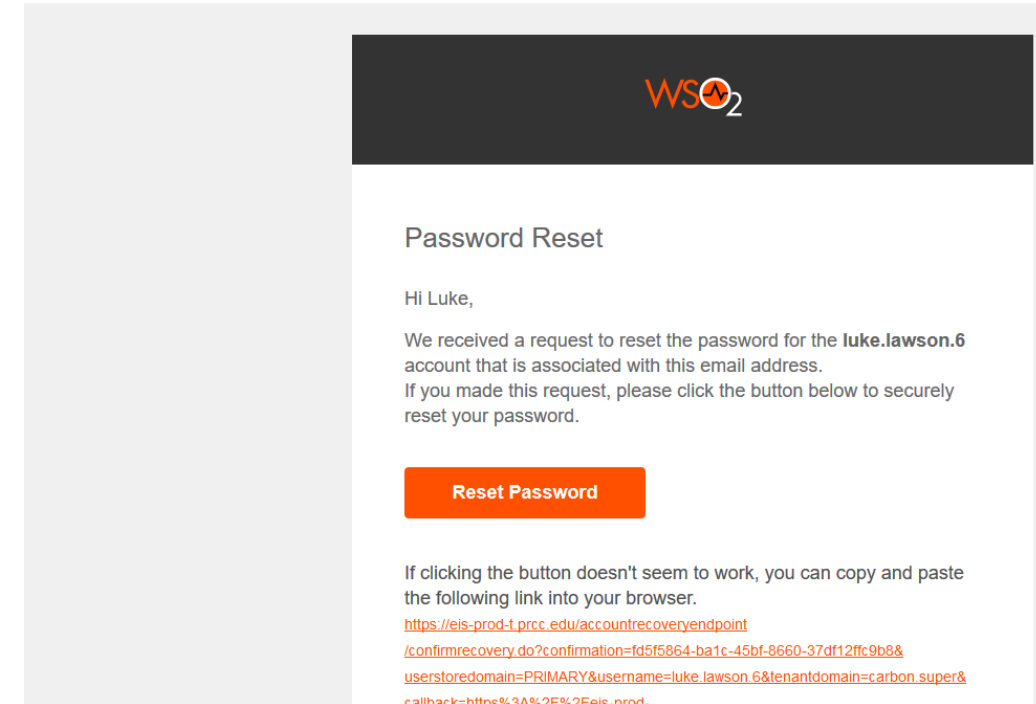
An email will be sent to your personal email address that you have provided

A screenshot of a confirmation message box titled 'Information'. The message states: 'Password recovery information has been sent to the email registered with the account luke.lawson.6'. There is a close button (an 'x' icon) in the top right corner and a 'Close' button in the bottom right corner.



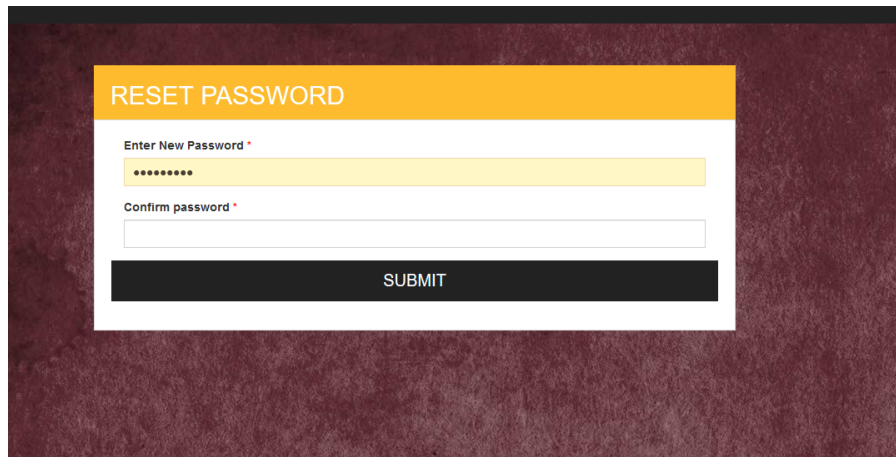
Check your personal email and select the link to reset your password:

 **No Reply** <noreply@prcc.edu>  
To:



The screenshot shows an email interface with a dark header containing the WSO2 logo. The main content area is white and titled "Password Reset". It addresses "Hi Luke," and states: "We received a request to reset the password for the **luke.lawson.6** account that is associated with this email address. If you made this request, please click the button below to securely reset your password." Below this text is an orange button labeled "Reset Password". Further down, it says: "If clicking the button doesn't seem to work, you can copy and paste the following link into your browser." followed by a long URL: <https://eis-prod-t.prcc.edu/accountrecoveryendpoint/confirmrecovery.do?confirmation=fd5f5864-ba1c-45bf-8660-37df12ffc9b8&userstoredomain=PRIMARY&username=luke.lawson.6&tenantdomain=carbon.super&callback=https%3A%2F%2Feis-prod>

Reset Password:



The screenshot shows a web form titled "RESET PASSWORD" on a dark red background. The form has a white background and contains two input fields: "Enter New Password \*" and "Confirm password \*". The first field is filled with eight dots. Below the input fields is a black button labeled "SUBMIT".





## Option 2. Recover with Security Questions

Choose **Forgot Password**

The image shows a web form titled "PEARL RIVER" at the top. Below the title is a "SIGN IN" section with a yellow header. The form contains fields for "Username" and "Password", a checkbox for "Remember me on this computer", a "SIGN IN" button, and a link for "Forgot Password?". A mouse cursor is pointing at the "Forgot Password?" link.

Enter your username and select Recover with Security Questions

The image shows a web form titled "PEARL RIVER" at the top. Below the title is a "RECOVER PASSWORD" section with a yellow header. The form contains a text input field with the username "luke.lawson.6", two radio buttons for "Recover with Mail" and "Recover with Security Questions" (the latter is selected), and two buttons: "SUBMIT" and "CANCEL".





You will be prompted to answer your two security Questions:

What is your favorite color?

What is the name of the first school you attended?

Once they are answered, you can then reset your password.

## RESET PASSWORD

Enter New Password \*

Confirm password \*

