



PRCC Forgot Password & Password Reset Procedure with OneLogin

1. Login to your PRCC RiverGuide account with your Username, Password and OneLogin MFA:

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Username

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2. If you have forgotten your password or get locked out of your account you will get this message:

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Invalid username or password

luke.lawson.6 [Not you?](#)

Password

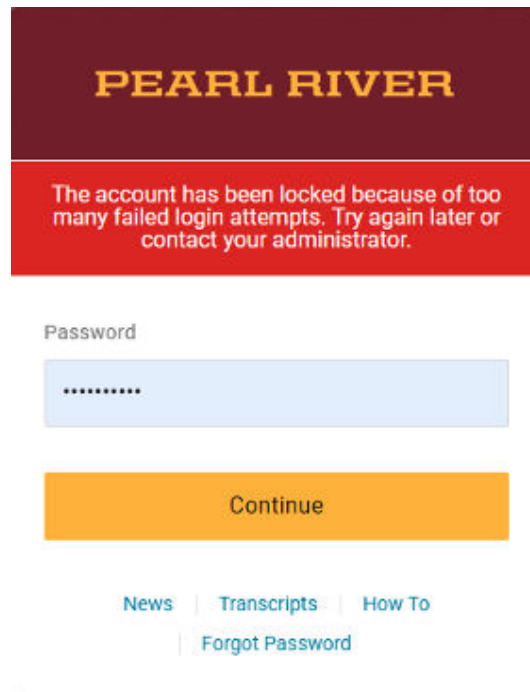
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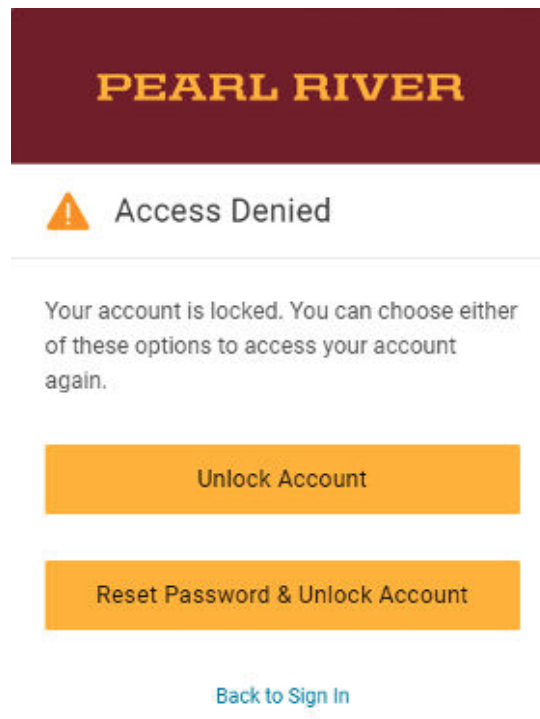


3. After three failed login attempts, you will get the “Account has been locked” message:



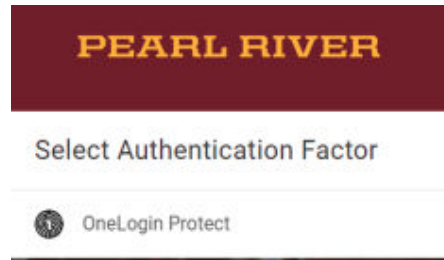
Click Continue

4. You can now Unlock your account or Reset your Password and Unlock your Account using the “OneLogin Protect” Application on your Smartphone.

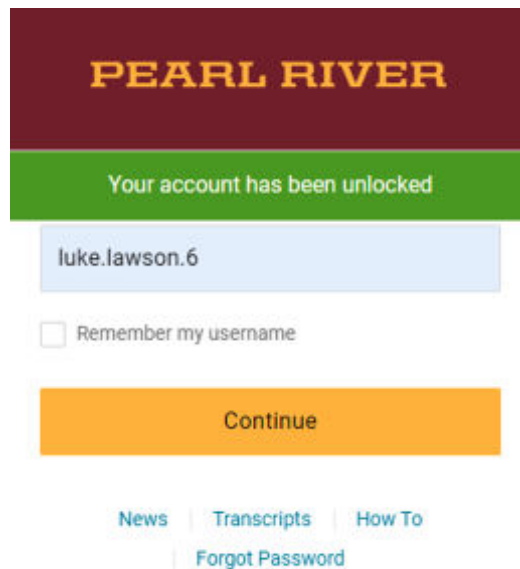




5. After you choose one of those options you will be prompted to Select the OneLogin Protect Authentication Factor



6. After you allowed the push notification from OneLogin and then logged in with your correct Username and Password, your account will be unlocked. If you had to reset your password, you will get the prompt to enter your NEW password with the required password criteria needed:





7. Here is the required criteria for PRCC passwords as below:

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Change Password

New Password

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- ✓ Minimum 8 characters
- ✓ Maximum 128 characters
- ✓ 1 Lowercase
- ✓ 1 Uppercase
- ✓ 1 Number
- ✓ 1 Special character

[Cancel](#) [Submit](#)

7. Once you have successfully changed your password, you will get the message your password has been updated:

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Your password has been updated

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Remember my username

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