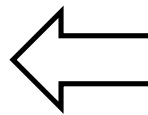# HOW TO CHANGE A USER'S PASSWORD IN MYGATEWAY
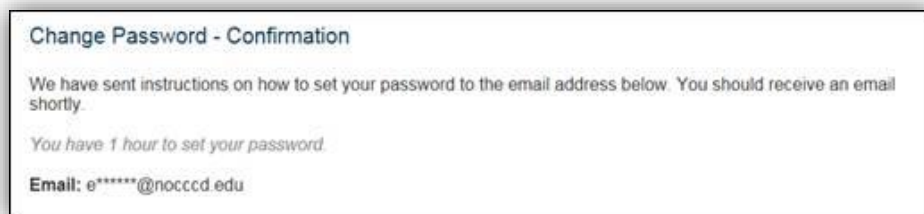
Please follow the new rules of 8-10 characters, with at least 1 number, 1 letter.

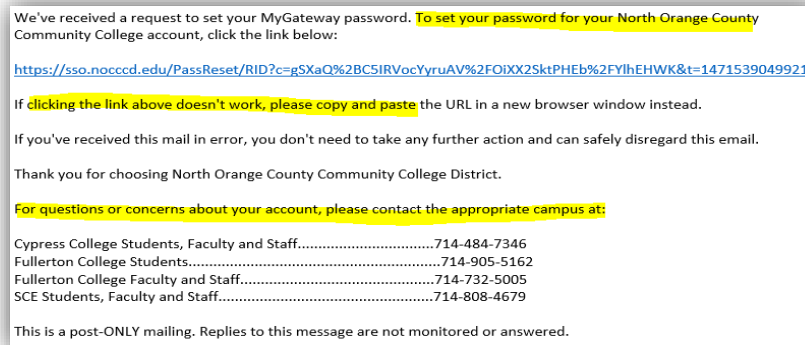- **Go to mg.nocccd.edu and click on the FORGOT PASSWORD link.**

The FORGOT PASSWORD application asks the user for the student's **email address and their last 4 digits of their banner number and to manually check the "I'm not a robot"** verification.

- **You will see a Change Password Confirmation:**

Change Password - Confirmation

We have sent instructions on how to set your password to the email address below. You should receive an email shortly.

You have 1 hour to set your password.

Email: e******@nocccd.edu

Then *wait* for the email – which sends a link to change your password. **Be patient!** If the system is really busy, the email might not come immediately. This is what the email looks like:

We've received a request to set your MyGateway password. To set your password for your North Orange County Community College account, click the link below:

https://sso.nocccd.edu/PassReset/RID?c=gSXaQ%2BC5IRVocYyruAV%2FOiXX2SktPHEb%2FYlhEHWK&t=1471539049921

If clicking the link above doesn't work, please copy and paste the URL in a new browser window instead.

If you've received this mail in error, you don't need to take any further action and can safely disregard this email.

Thank you for choosing North Orange County Community College District.

For questions or concerns about your account, please contact the appropriate campus at:

Cypress College Students, Faculty and Staff................................714-484-7346
Fullerton College Students...714-905-5162
Fullerton College Faculty and Staff..714-732-5005
SCE Students, Faculty and Staff...714-808-4679

This is a post-ONLY mailing. Replies to this message are not monitored or answered.

The application generates a unique link that is **only available for an hour from the time the link was created.**

Fill in the password and confirmation password fields and then click the **PROCESS** button.
NOTE: the password **MUST be 8-20 characters and contain a number and a character (letter).**

Set your password

Please type your new password and confirm it. Your password must be 8 - 20 character and contain a number and a character

Password

Confirm Password

Process

- **Once successfully processed, the user will see the following screen:**

NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT
Greatness. Achieved.

Change Password - Successful

Congratulations! You have successfully set your password. An email will be sent shortly notifying you that your password has been changed. Please keep your new password safe, secure, and do not share your password. Thank you!

Click Log In to access MyGateway.

Once myGateway receives the password change request, you will **get another email** letting them know it was received. The email looks like this:

This is notification that your MyGateway password request has been received.
Depending on how busy our systems are, synchronization to all our systems could take 1-60 minutes.
If your password doesn't work, please wait a few minutes and trying again. Once synchronized, you can login to MyGateway at https://mg.nocccd.edu by using your username and your new password.

Thank you for choosing North Orange County Community College District.

If you did not change your password, please contact us immediately to reset your password:

Cypress College Students, Faculty and Staff..................................714-484-7346
Fullerton College Students...714-905-5162
Fullerton College Faculty and Staff..714-732-5005
SCE Students, Faculty and Staff..714-808-4679

This is a post-ONLY mailing. Replies to this message are not monitored or answered.

NOTE: *Depending on how busy systems are – (registration, etc.) The wait can be up until an hour.*