



Reset Your Forgotten myNOVA (VCCS) Password

This guide details the steps to reset your forgotten myNOVA (VCCS) password.

Note: If you experience any issues following these steps, please contact the IT Help Desk by phone at 703-426-4141 or email at ithelpdesk@nvcc.edu.

1. Open your web browser and go to <https://nvcc.my.vccs.edu/>.
2. Click the **FORGOT MY PASSWORD** button.

The screenshot shows the NOVA login page with a 'Need Help?' link. Below it is a 'Username' input field and a green 'GO' button. At the bottom, the 'FORGOT MY PASSWORD' button is highlighted with a red box, along with the 'FORGOT MY USERNAME' button.

3. Enter your username or the personal email address associated with your account.
4. Select the reCAPTCHA checkbox and click the **CONTINUE** button.

The screenshot shows the 'Forgot My Password' page. Step 1: 'Enter your username or personal email address' with 'as888888' entered in the box. Step 2: 'Check the "I'm not a robot" box below and then click continue.' The reCAPTCHA checkbox is checked, and the 'CONTINUE' button is highlighted with a red box.

5. Choose your preferred reset method (phone or email) and click the **SUBMIT** button.

The screenshot shows the 'Choose Your Preferred Reset Method' page. It has three radio button options: a phone number (***-***-7333), an email address (a*****7@e***l.vccs.edu), and 'No Secondary Email Address'. The phone number field is highlighted with a red box. At the bottom, the 'SUBMIT' button is highlighted with a red box.

6. A message is sent to your preferred reset method (phone or email). Click the **CLOSE** button.

The screenshot shows the 'Results' page with a message: 'A message will be sent to your mobile number on record for your account with instructions on how to reset your password. That mobile number is listed as: ***-***-7333'. The 'CLOSE' button is highlighted with a red box.

7. Copy the claim code in the email or text message sent to your preferred method. Select the link in message. The link is valid for 10 minutes.

The screenshot shows a message: 'You have requested to reset your password. Enter this claim code: 400945 in the form through the following link to reset your password: <https://identity.my.vccs.edu/portal/claim/step1?policyid=9f90f341-fc4a-4f6f-9ebf-8d0b7d8ae50d>'. The claim code '400945' and the URL are highlighted with red boxes. Below the message, it says 'This link will expire in 10 minutes.'



- Enter the Claim code sent to your preferred reset method (email or phone) and click the **Next** button.

Step 1

Answer the following questions to claim your account:

Enter the Claim code you received via Email or SMS: *

Next ➔

Back to Login Screen ➔

- A message displays stating the password reset is complete. Click the **Back to Login Screen** to return to the myNOVA (VCCS) login and login with myNOVA (VCCS) username and reset password.

Complete

Please retain your username for future use:

as888888

Back to Login Screen ➔

- Enter and confirm your new password based on the following password security standards:
 - At least one UPPERCASE letter
 - At least one lowercase letter
 - At least one number (0-9)
 - At least one special character (e.g., ` ~ ! @ # \$ % ^ & * () _ + { } [] - \ / ? : ,)
 - Does not exceed two consecutive characters of your username, first name, or last name
- Click the **Next** button.

Step 2

Update Your Password

The special character that can be used:
(e.g. ` ~ ! @ # \$ % ^ & * () _ + { } [] - \ / ? : ,)

Next ➔

Back to Login Screen ➔