

HOW TO RESET AN ACTIVE PASSWORD



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Step 1

Locate your welcome letter within the email associated with your *ACC application*, then you will find your *student ID and username*. You will need your username information to complete this process.



Welcome Donald Duck),

Thank you for submitting your application to Alamance Community College. We are excited you have chosen ACC, and we cannot wait to be part of your journey.

Your student ID number and username, are listed below:

Student Id 0979482

Username: Dqduck123@alamancecc.edu

Set up your **ACC student Account**

Your ACC student account will give you access to email, Moodle (online classes platform), and Self-Service (your student portal).

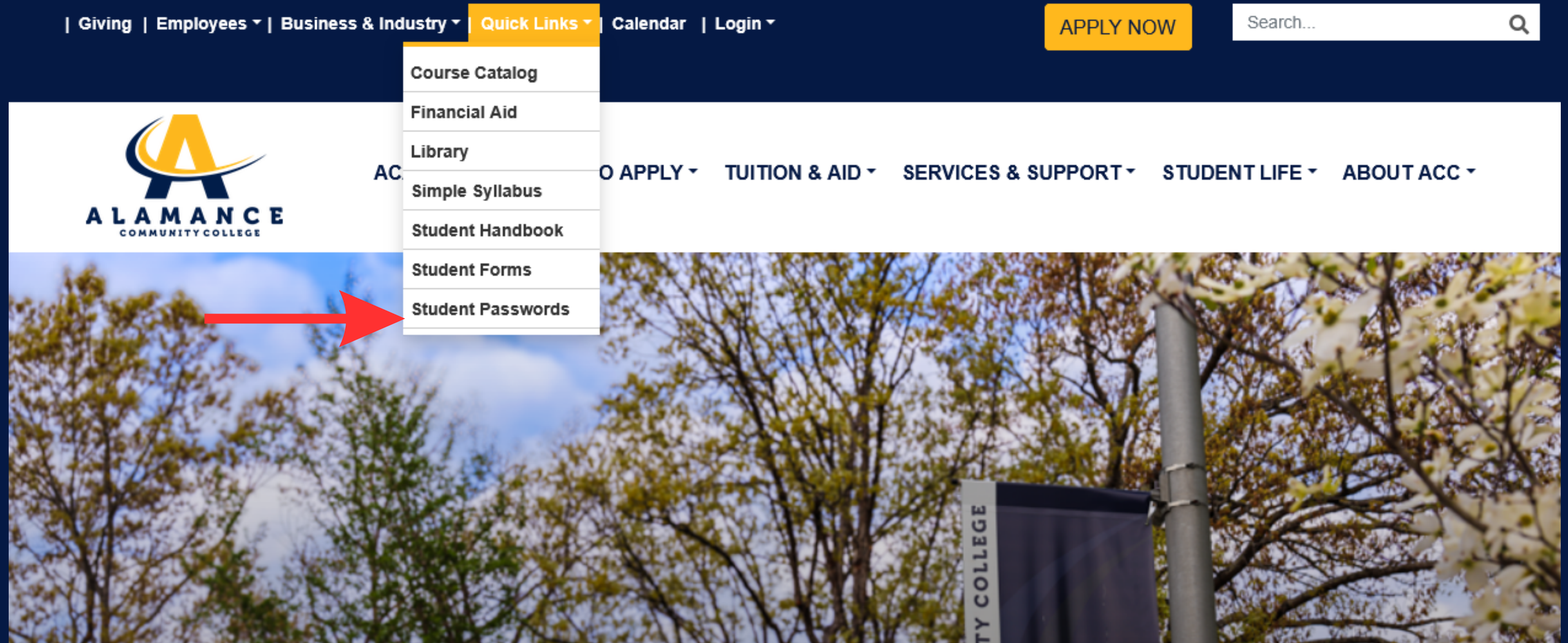
You will need your *student ID number and username*.

You can view your advisor's contact information in Self-Service and your advisor can assist you with registration.

[Student Portal](#)

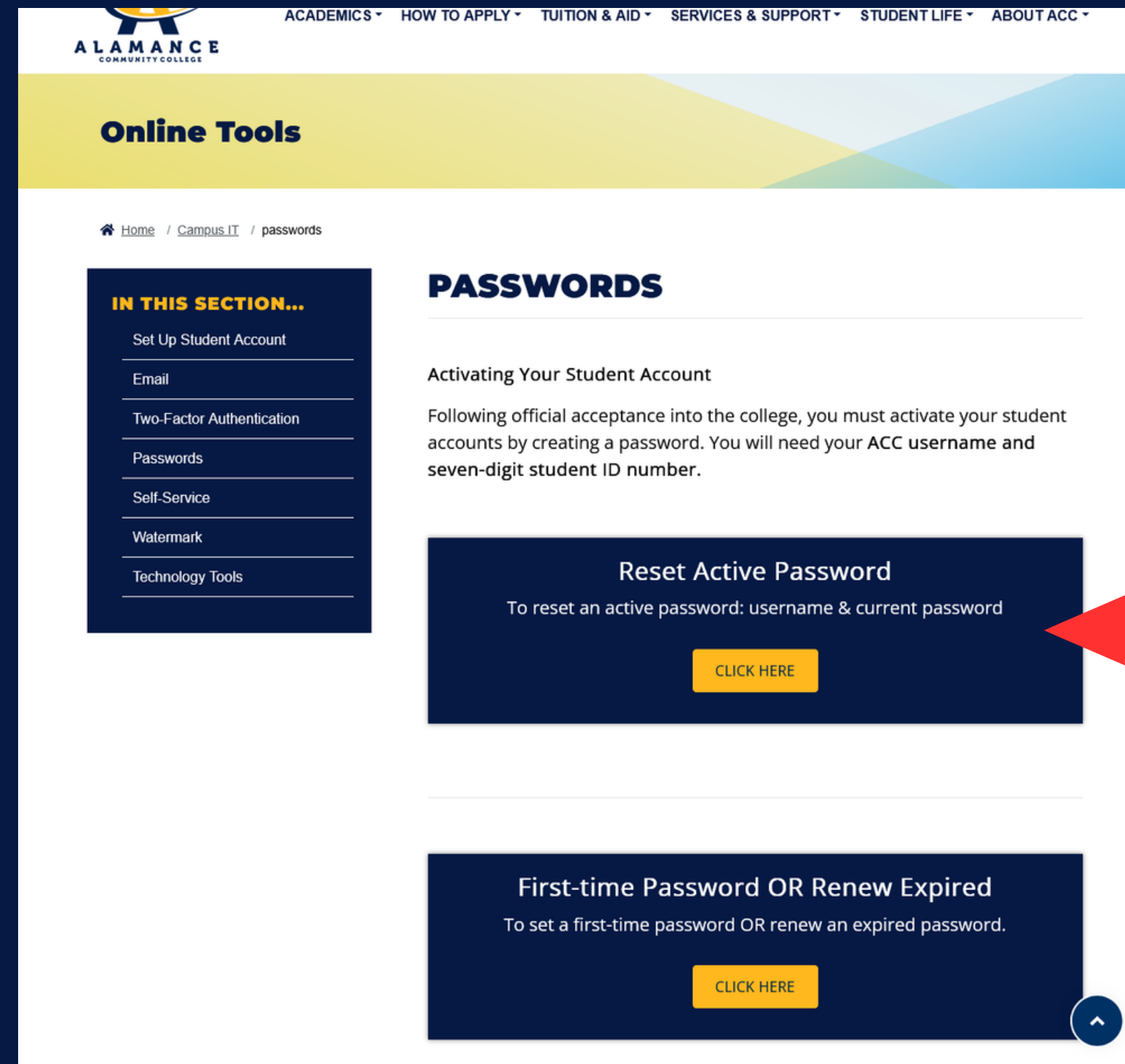
Step 2

Next you will go to www.alamancecc.edu/, then in the top left corner click on *quick links* and select “*student passwords*”



Step 3

Once you are on the *students passwords tab* you will see two different options of password activation: Reset Active Password and First Time Password or Renew Expired. You will select the “Reset Active Password” option since you are a *current student*.



If you are a current student resetting an active password that needs to be changed please select “Reset active password”

Step 4

Once you select the “*reset active password*” tab you will be sent to the setup screen (*Active Accounts: Change Password*) where you will type into your username, old password then you will create your new password.

Username is your first initial of your first and middle name, then your full last name with a 3 digit number included.

Example: Donald Quack Duck
Dqduck123

Type your old password

Active Accounts: Change Password

Enter your username and password information. Click Next button to continue.

Your password must have at least:

- ✓ 8 Characters
- ✓ 1 Letter
- ✓ 1 Number

Username:

Old password:

New password:

Confirm password:

☐ I'm not a robot

reCAPTCHA

To create your new password it has to be 8 characters long with 1 letter and 1 number required

Make sure you check the “ I’m not a robot verification” box then select next.

Final Step

Once you have successfully changed your password you will see this confirmation on the following page.

Active Accounts: Change Password

Password Changed

Congratulations! Your password has been changed successfully.

Finish

Please Note

Remember to keep your password in a safe place for future reference. Passwords will expire every 90 days. Password expiration notification messages will only be sent to your ACC email account not any personal email on file.

If any of these steps gave you an *error message* please reach out to ACC Support Desk at 336-578-2002 (ex. 4011) or go on the Alamance Community college homepage, in the top left corner under employees the drop down will show help desk ticket then your login with your school email if you can or personal email that you have access to. If you use a Gmail email ACC support correspondence could be in your spam folder so periodically check your spam folder.

