


**PROBLEMS  
CHANGING YOUR  
MY PORTAL  
PASSWORD**



**MADERA**  
COMMUNITY  
COLLEGE

1. Go to [www.maderacollege.edu](http://www.maderacollege.edu) and click **My Portal**
2. Click 
3. Click **Change Password** at the bottom of the screen.
4. If unable to change, click **Password Reset**



Update Password

The username or password is incorrect.

**7 digit \$CCCD/college ID number**


Old password

New password

Confirm new password

Submit

Clear

 If you forgot your password, use the [Password Reset](#) tool to regain access to your account.

MyPortal


On the next page, read the information and click


[Reset your Password](#)



[Home](#) / [Help](#) / [Password Help and Reset](#)

# Password Help and Reset

 The password reset system will only work if you have previously added a cell p  
[MyPortal Communication Preferences](#) (If you are not logged in you will be req  
Preferences form). After updating your contact information in Communication Prefer  
trying to reset your password.

 **Students:** The password reset tool requires that you enter your User ID using your 7-digit student ID number and @my.scccd.edu.

Example for Student ID: 0999999

User ID: 0999999@my.scccd.edu

[Reset your Password](#)

You will only be able to reset your password **if**  
you entered your cell number or personal  
email address in the  
**Communication Preferences**  
screen in  
**My Portal**



1. Enter your User ID and the characters that appear
2. Click

## Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

**Your 7 digit SCCCD ID number@my.scccd.edu**

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Your User ID is your 7 digit SCCCD ID number followed by @my.scccd.edu

**EX: 0123456@my.scccd.edu**

Click **“I forgot my password”** and

Next

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

Next

Cancel

# Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*11) below. You will then receive a text message with a verification code which can be used to reset your password.

5595555555

Text

1. Enter your cell phone number and choose how you want to be contacted

# Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

207862

Next

[Try again](#) [Contact your administrator](#)

2. You will be sent a verification code. Enter the code and click **Next**

## Get back into your account

verification step 1 ✓ > **choose a new password**

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\* Enter new password:

\* Confirm new password:

Finish

Cancel

**Microsoft**

## Get back into your account

✓ Your password has been reset

**Now, create your new password!  
This is your password for My Portal,  
your college email, Canvas,  
and all student apps!**

**Once you've reset your password, go back to  
My Portal and log in!**

# QUESTIONS?



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## **SCCCD HELPDESK**

For 24/7 assistance call:  
559.499.6072 (local) or 844.887.2223 (toll free)

## **SCCCD SUPPORT CENTER**

<https://scccd.edusupportcenter.com>

## **MADERA COMMUNITY COLLEGE TECHNOLOGY**

<https://www.maderacollege.edu/campus-life/technology-help.html>