



# MID-PLAINS COMMUNITY COLLEGE

## Password Management

[Change Password](#)

[Reset\Forgot Password](#)

### Password Policy

1. Password must contain a minimum of 8 characters.
2. The password must contain characters from 3 of the following 4 categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example, !, \$, #, %)
3. Password may not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
4. Password cannot be the (exact) same as any of the last 5 passwords used.



**Password must be changed every 120 days for students and 90 days for faculty and staff.**  
This time starts from the date changed or reset. The password will expire after that date.

### Change Password

[Update MPCC Laptop\Computer Password](#)

[From My Apps page](#)

#### Update MPCC Laptop\Computer Password (**Employees Only**)



Users should be on campus when updating the password. If a user changes the password off campus, it will not update in the active directory which will cause syncing issues for the password. Users may have to use an old password to log on device.

1. Use the **Ctrl + Alt + Delete** key combo to bring up the computer's menu.
2. Click on **Change Password**.
3. Type the *current password* in the **Old Password** field.
4. Type the *new password* in the next two lines.
5. Click the arrow next to **Confirm Password** field.

**Information Technology Services Helpdesk**

Phone: 308-535-3712 or  
1-800-658-4308 Ext. 3712

Website: [www.midplainscommunity.sysaidit.com](http://www.midplainscommunity.sysaidit.com)

Email: [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

Page 1

Updated by: Tamela Laurie

Updated on: 9/2023

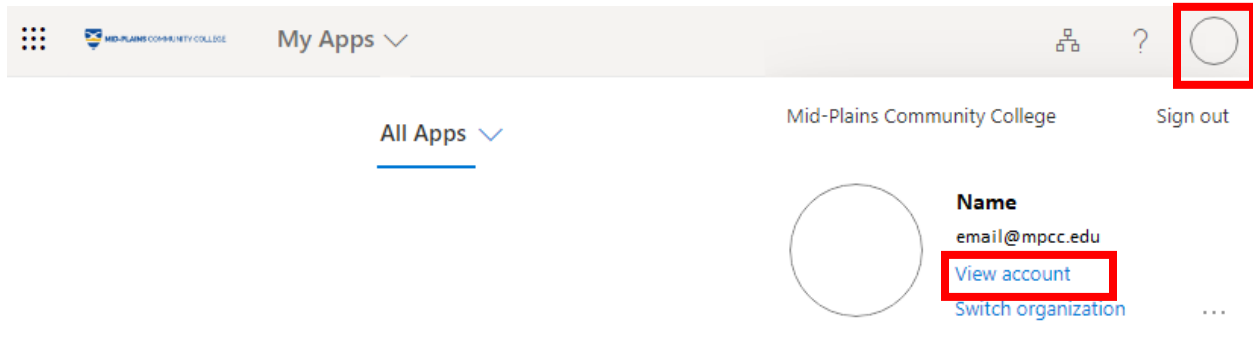


# MID-PLAINS COMMUNITY COLLEGE

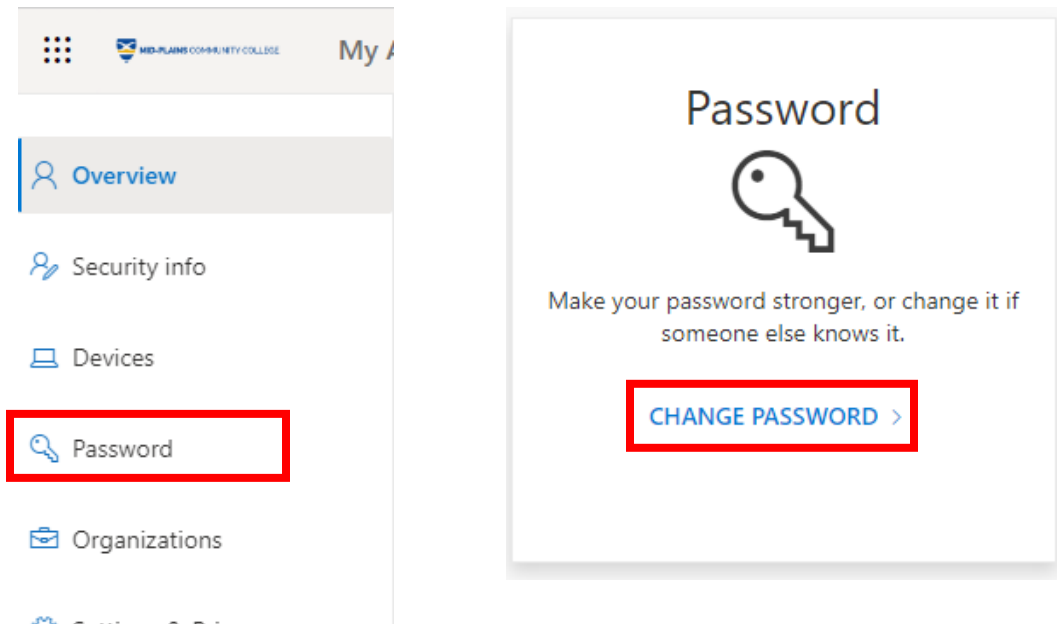
## Password Management

From My Apps page

1. Once logged on, click on the circle with initials in the top right corner.
2. Click on **View Account**.



3. Click on **Password** under Overview or click **Change Password** in the Password box.



4. Enter the *current password* in the **Old Password** field.
5. Enter a *new password* that meets the requirements in the **New Password** and **Confirm Password** field.

### Information Technology Services Helpdesk

Phone: 308-535-3712 or  
1-800-658-4308 Ext. 3712

Website: [www.midplainscommunity.sysaidit.com](http://www.midplainscommunity.sysaidit.com)

Email: [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

Page 2

Updated by: Tamela Laurie

Updated on: 9/2023



# MID-PLAINS COMMUNITY COLLEGE

## Password Management

6. Click **Submit** button.

Change password

User ID

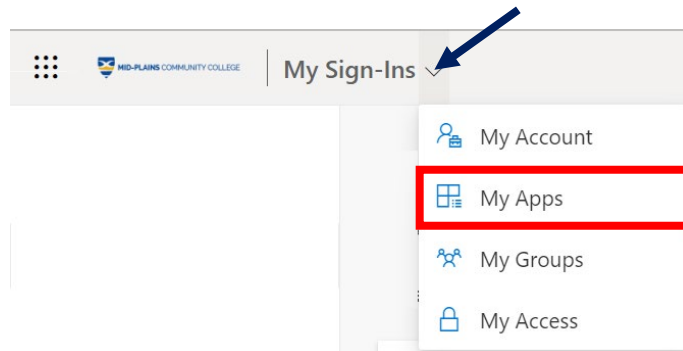
Old password

Create new password

Confirm new password

**Submit** Cancel

7. To return to the My Apps page, click on carat and choose **My Apps**.



### Information Technology Services Helpdesk

Phone: 308-535-3712 or  
1-800-658-4308 Ext. 3712

Website: [www.midplainscommunity.sysaidit.com](http://www.midplainscommunity.sysaidit.com)

Email: [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

Page 3

Updated by: Tamela Laurie  
Updated on: 9/2023



# MID-PLAINS COMMUNITY COLLEGE

## Password Management

### Reset\Forgot Password

[From Sign In dialog box](#)

[From Password dialog box](#)

#### From Sign in dialog box

1. Click **Can't access your account** link in the sign-in dialog box.

The screenshot shows the 'Sign in' dialog box for Mid-Plains Community College. It includes the college logo, the text 'Sign in', a text input field containing 'jdoe0001@students.mpcc.edu', and a blue 'Next' button. A red rectangular box highlights the link 'Can't access your account?' located below the text input field. At the bottom of the dialog box, there are two links: 'Continue As Guest' and 'Forgot my username or First Time User'.

2. Click on **Work or school account**.

The screenshot shows a dialog box titled 'Which type of account do you need help with?'. It features the Mid-Plains Community College logo at the top. Below the title, there are two options: 'Work or school account' (Created by your IT department) and 'Personal account' (Created by you). The 'Work or school account' option is highlighted with a red rectangular box. A 'Back' button is located at the bottom right of the dialog box.

3. Enter the *MPCC email address* in the **Email or Username** field.
4. Enter *characters* in the picture in the field.
5. Click **Next** button.

#### Information Technology Services Helpdesk

Phone: 308-535-3712 or  
1-800-658-4308 Ext. 3712

Website: [www.midplainscommunity.sysaidit.com](http://www.midplainscommunity.sysaidit.com)

Email: [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

Page 4

Updated by: Tamela Laurie  
Updated on: 9/2023



# MID-PLAINS COMMUNITY COLLEGE

## Password Management



Get back into your account

Who are you?

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

Email or Username:

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



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

6. Click **I forgot my password** radio button then click **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

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

### Information Technology Services Helpdesk

Phone: 308-535-3712 or

1-800-658-4308 Ext. 3712

Website: [www.midplainscommunity.sysaidit.com](http://www.midplainscommunity.sysaidit.com)

Email: [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

Page 5

Updated by: Tamela Laurie

Updated on: 9/2023



# MID-PLAINS COMMUNITY COLLEGE

## Password Management

7. Select a method to verify your account and follow the directions. You may need to do this twice. If you no longer can use these methods, you will need to **contact the helpdesk** to reset your password.

MID-PLAINS COMMUNITY COLLEGE

### Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*80) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

8. Enter the *new password* in the **New Password** and **Confirm Password** fields.
9. Click **Finish** button.

MID-PLAINS COMMUNITY COLLEGE

### Get back into your account

verification step 1 > verification step 2 > choose a new password

\* Enter new password:

\* Confirm new password:

Finish Cancel



# MID-PLAINS COMMUNITY COLLEGE

## Password Management

From Password dialog box

1. Click **Forgot my password** link in the password dialog box.

The screenshot shows the Mid-Plains Community College login interface. At the top is the college logo and name. Below it is the email address 'lauriet@mpcc.edu' with a back arrow. The main heading is 'Enter password'. There is a password input field with a placeholder 'Password'. A red rectangular box highlights the 'Forgot my password' link located below the password field. To the right of the password field is a blue 'Sign in' button. At the bottom of the dialog, there are two links: 'Continue As Guest' and 'Forgot my username or First Time User'.

2. Enter *characters* in the picture in the field.
3. Click **Next** button.



## Get back into your account

Who are you?

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

Email or Username:

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



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

**Information Technology Services Helpdesk**

Phone: 308-535-3712 or  
1-800-658-4308 Ext. 3712

Website: [www.midplainscommunity.sysaidit.com](http://www.midplainscommunity.sysaidit.com)

Email: [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

Page 7

Updated by: Tamela Laurie

Updated on: 9/2023



# MID-PLAINS COMMUNITY COLLEGE

## Password Management

4. Click **I forgot my password** radio button then click **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

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

**Next** Cancel

5. Select a method to verify your account and follow the directions. You may need to do this twice. If you no longer can use these methods, you will need to **contact the helpdesk** to reset your password.



Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*80) below. You will then receive a text message with a verification code which can be used to reset your password.

Call my mobile phone

Answer my security questions

Enter your phone number

Text

Cancel

### Information Technology Services Helpdesk

Phone: 308-535-3712 or

1-800-658-4308 Ext. 3712

Website: [www.midplainscommunity.sysaidit.com](http://www.midplainscommunity.sysaidit.com)

Email: [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

Page 8

Updated by: Tamela Laurie

Updated on: 9/2023





# MID-PLAINS COMMUNITY COLLEGE

## Password Management

6. Enter the *new password* in the **New Password** and **Confirm Password** fields.
7. Click **Finish** button.



### Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

---

\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

Information is taken from [Work or school account help \(microsoft.com\)](https://www.microsoft.com/en-us/work/school/Work-or-school-account-help)