Password Reset for Students, Faculty, and Staff

This article is to assist with students, faculty, and staff that want to unlock their PCC account or reset/change their password. It’s an alternative to calling in to the IT Helpdesk (but the Helpdesk is always available and happy to help during business hours!); and this option is available 24 hours, 7 days a week. The following steps will show you where to go and what to do in illustrated and easily detailed steps to take the power of password reset and unlocking into your own hands!

Requirements:

1) Pre-enrollment

Or

1) Username
2) Colleague ID Number (Student ID or Employee ID number)

Change Password:

This option is for people that know their current password but want to change it to something else. Just hit the change password button and input your username and password, then input a new one. Viola! Enjoy your new password around campus!

Steps to Reset Your PCC Password:

This option is for folks who don’t remember their password and need to recover it.

1) Visit https://reset.piedmontcc.edu (see below image)

![Password Reset Interface](image)

2) Click Reset Password
3) Enter Your Username (Example provided on page—see below)

Please login using your User ID only. Example: PCStudent12 (first initial, middle initial, last name, last 2-digits of your Student/Colleague ID Number)

Username:

[Input field for Username]

Next

Cancel

4) Wait for this process to Authenticate
5) Enter the answers to the questions (if you have previously enrolled, you will have to answer your security questions). Default questions are First Name, Last Name, and 7 Digit College ID. Your College ID is on your registration statement (Students) and your Pay Advice (Employees).
6) Enter your new password (must be at least 6 characters – at least 1 letter, 1 uppercase letter, and 1 number (special characters are permitted)).
7) Login to your PCC Services (Blackboard, WebAdvisor, etc.) – Office 365 synchronization may take up to 5 minutes.

Steps to Enroll to Unlock your Account:

This process is to enroll your account into the

1) Visit https://reset.piedmontcc.edu
2) Click Enroll --- To Secure your Identity
3) Input Username and Password, then wait for the process to Authenticate

From the pulldown menu, select 5 questions to be your security questions and then type the answers below them. (Illustrated Below)
4) Hit Next to save the Questions and Answers, this process may take a few moments.
5) That’s it! Your account is enrolled and ready to recover via the unlock option.

When using the Unlock option, after inputting your username you will be asked 4 Questions. These questions will be comprised of: the information from the 5 questions selected and created from enrollment and your First name, last name, and Student/Employee ID number. After answering the questions and the answer is verified (can take a moment!), your account will be unlocked!

That’s it! Thank you for viewing this guide to the Piedmont Community College IT Password Reset Server.

Shawn O’Hara/Kristina Morris 3.7.2017