



Using the Password Reset Interface

MyReynolds provides a common point of entry to access Blackboard, Student Email, Student Information System (SIS) and to manage account information using one logon and one password. Users that have forgotten their login password can use the Password Reset interface to create a new one.

Steps to Resetting Your Password

1. Go to **Reynolds.edu** and click **MyReynolds**.
2. Click **Forgot Password**.

My Username
[input field]
My Password
[input field]
SIGN IN
Forgot Password | Forgot Username

3. Enter your VCCS (student) username and then click **OK**.

Enter MyVCCSID (username) [input field] OK

4. Answer three of your five security questions, making sure to click **Next** between each response.

Note: The answers you enter must be an exact match of what you originally provided. The answers are not case-sensitive.

What was the last name of your fifth grade teacher?
[input field]
Next Skip this Question Cancel

If you don't know the answer to the question that is displayed, click on **Skip this Question**. You will only be able to cycle through your questions a maximum of three times before being forced to use the [Advanced Password Reset Tool](#).

Maximum number of reset password attempts reached. If you can not remember your security answers please use the Advanced Password Reset tool

5. After answering your third security question correctly, you will be brought to the password change screen. Enter your new password twice and then click **OK**.

Note: Passwords must be 8 to 32 characters in length, include at least one lower case letter (a-z), one upper case letter (A-Z), one number (0-9) and one special character (\$, etc.).

New Password: [input field]
Verify New Password: [input field]
OK Cancel

6. If the password change was successful, you will see a message telling you that. Be sure to wait at least 10 minutes before attempting to log back in to MyReynolds.

You have successfully changed your password and an email was sent to your inbox.
Please allow up to 10 minutes for your new password to be accepted by Blackboard, VCCS SIS, and other applications.



If you can't find your username and reset your password, call the Reynolds Information Center at 804-371-3000 or come on-campus and stop by one of our Enrollment Services offices.

For additional technical support help, go to http://www.reynolds.edu/register_for_classes/technology_support/default.aspx.