Setting Your Password & Logging In

Heartland Community College – Information Technology

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MANAGE MY PASSWORD

If you do not know or have never set your password, or it has expired, you can set/reset it with Manage My Password.

If you are **on campus**, you must first log into a campus workstation using "username' in the User name field and "password" in the password field. Follow the directions below to complete the password set/reset.

If you are **off campus**, simply visit Manage My Password from a computer that is connected to the internet. Go to http://www.heartland.edu/password or click the Manage My Password link from the myHeartland Welcome screen at https://my.heartland.edu.
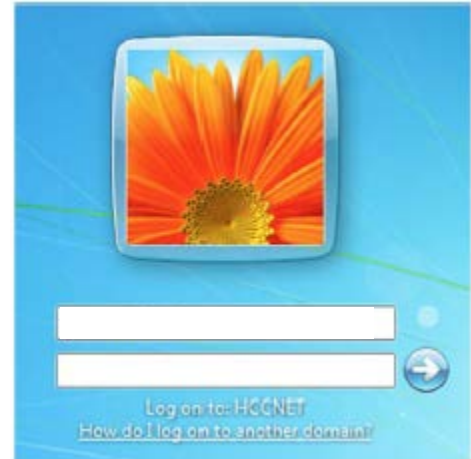
See the attached guide for step-by-step instructions for resetting your password with Manage My Password.

LOGGING INTO WINDOWS

To log into your Windows workstation, simply press [Ctrl] + [Alt] + [Del] when prompted to do so and enter your Heartland login name and current password in the appropriate fields. Ensure the "Log on to" field reads HCCNET. With your login name and password entered, press [Enter] or click the arrow button:

NOTE: If you are on campus and logged into Manage My Password, you will first need to log out after successfully setting your password.

If all went well, you will receive a "Welcome" message while Windows loads your desktop.

If you receive an error, first retry your credentials, and then contact IT for assistance. Contact the IT Helpdesk at 309-268-8350.

Using Manage My Password

1. To create a password for the first time or to reset a forgotten password, click on the Create or Reset Password link.

2. Please read the Security and Appropriate Use Policy, enter your login name and then click **Next/I agree.**

3. You must answer the identity verification questions.

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Verify Your Identity: Submit Your Answers

You must answer 3 of the following 3 questions.

What is your date of birth (MM/DD/YYYY)? Note: You must enter the date in the format MM/DD/YYYY, including the forward slashes and leading zeros.

What are the last four digits of your Social Security Number?

What is your ID Number?

Next   Cancel

4. Enter your new password in the box, confirm the password and then click **Next**.

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Login Assistant You were successfully authenticated.

○ **Account Unlock:** Keep Your Current Password
● **Password Reset:** Choose Your New Password and Unlock Your Account

Your new password must be minimum of eight characters; must contain at least one upper case letter, one lower case letter, and one number; cannot include your Full Name or Login Name; and cannot be same as any previously used HCC passwords.

Enter a new password:

Re-enter the password:

Next   Cancel

5. Your password has been updated, you may close this browser window.

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Success: Your password was reset

You can now use your new password to log in. To secure your account by changing security questions please click here. You may now close this window.

Changing your password using Manage My Password

1. Click on the Change Password link. You must know your current password to update your password here.

Change Password

Change your password. You must know your current password and your new password must be unique.

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Update Password

| jsmith01 |
| Old password |
| New password |
| Confirm new password |

Submit   Cancel

Your new password must be minimum of eight characters; must contain at least one upper case letter, one lower case letter, and one number; cannot not include your Full Name or Login Name; and cannot be same as any previously used HCC passwords.

2. The Update Password screen opens, enter your login name in the first box.

3. Enter your current password.

4. Create your new password, following the password policy.

5. Confirm your new password.

6. Your password has been updated, you may close this browser window.

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Update Password

Your password is successfully updated.

Securing your Heartland account in
Manage My Password

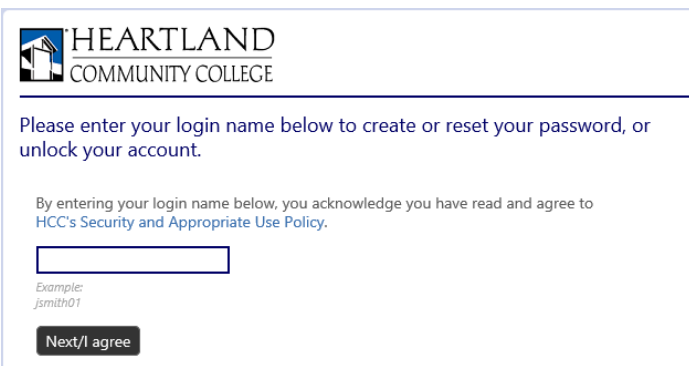To recover your password or unlock your account you will need to set answers for your security questions.

1. Click on the Secure Account link.

2. Click Next to begin the registration process.

3. Enter your current password.

4. Click Next.

Unlocking your account in Manage My Password

Your account may become "locked" by entering too many incorrect passwords, to Unlock your account follow these steps.

1. Click on the Unlock Account link.

   ## Unlock Account

   Unlock your account by answering your security questions. You account may become "locked" by typing too many incorrect passwords.

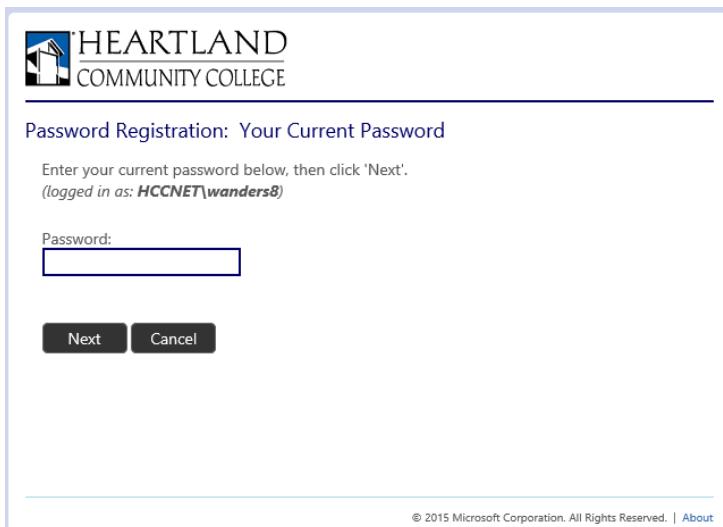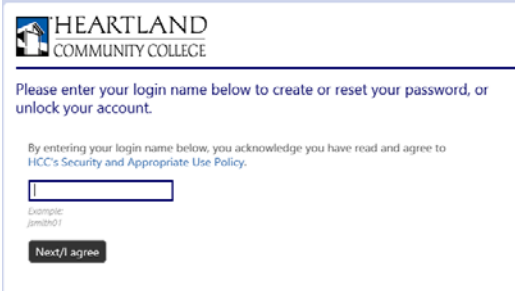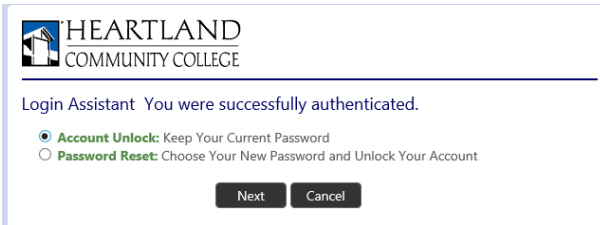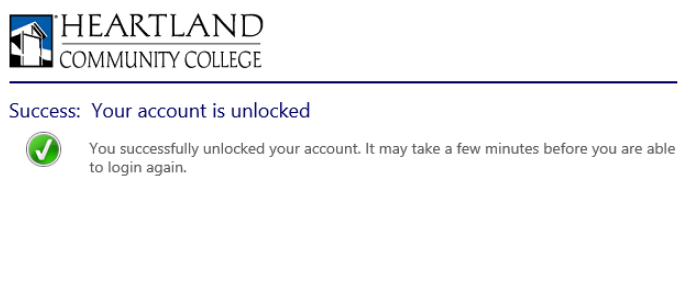2. Enter your login name in the box, click Next.

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   Please enter your login name below to create or reset your password, or unlock your account.

   By entering your login name below, you acknowledge you have read and agree to HCC's Security and Appropriate Use Policy.

   Example:
   jsmith01

   Next/I agree

3. Verify your identity, you must answer all three questions.

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   Verify Your Identity: Submit Your Answers

   You must answer 3 of the following 3 questions.

   What is your mother's middle name?

   What is your father's mother's maiden name?

   What it your favorite sports team?

   Next   Cancel

4. Click **Account Unlock.**

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   Login Assistant You were successfully authenticated.

   ⦿ **Account Unlock:** Keep Your Current Password
   ○ **Password Reset:** Choose Your New Password and Unlock Your Account

   Next   Cancel

5. Your account has been unlocked and you may close the browser window.

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   Success: Your account is unlocked

   You successfully unlocked your account. It may take a few minutes before you are able to login again.

5. You must answer at least three or more of the questions to set security. Answering more will enable to system to randomly choose which questions you will answer.

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Security Questions Registration: Register Your Answers

You must answer at least 3 questions to register.

Each answer must contain at least four characters, and no two answers may be the same.

What is your date of birth (MM/DD/YYYY)? Note: You must enter the date in the format MM/DD/YYYY, including the forward slashes and leading zeros.

What are the last four digits of your Social Security Number?

What is your ID Number?

What school did you attend in 6th grade?

In what city were you born?

What is the furthest place you have traveled?

What is your favorite hobby?

What is the last name of your favorite boss?

What is the name of your favorite sports team?

What is the name of your first pet?

The responses you provide are stored by your organization in Forefront Identity Manager.

Next/I agree   Cancel

6. You have secured your account; you may now close the browser window.

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Completed: You are now registered

If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password