



GO.RCCD.EDU is where you can go to change or reset your own password. To do this, the first time you sign into **GO.RCCD.EDU** you will need to complete a brief registration process. Registration consists of three steps: 1) provide answers to challenge question (required). 2) provide an alternate email address (required). 3) setup the mobile authenticator on your smartphone (optional).

If you are a new student or have never signed into any online district services, your default password will be the first letter of your first name *capitalized*, followed by the first letter of your last name *lower-case*, followed by your six-digit date of birth *MMDDYY*. For example, if your name is Steven Tracy and your date of birth is August 7, 1997, your default password is **St080797**.

Step #1 Answer Challenge Questions

Challenge questions are used when you forget your password and need to reset it. Setting up your challenge questions is required, so you can only skip this step three times before you will be forced to complete it.

1. Select **Continue** to answer challenge questions.

Enrollment - Challenge Answers

Please enter your current password and click the button below to enroll your challenge answers. You can skip this enrollment **3** more times before being forced to enroll.

Username

Password

Skip **Continue**

End-User Self Service

Please answer at least 2 of the 10 questions below.
NOTE: Answers must be at least **4** characters long.

Username

1) What was your most memorable gift as a child?

3) What is your favorite cartoon character?

Cancel **Continue**

2. Select two challenge questions and provide answers.

Step #2 Provide an Alternate Email

An alternate email (your personal email address) is used to send notifications to you when you forget your password and need to reset it. Like Step #1, providing an alternate email address is required, so you can only skip this step three times before you will be forced to complete it.

1. Enter your alternate email address.

Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment **3** more times before being forced to enroll.

Username

Password

Alternate Email Address

Skip **Continue**

End-User Self Service

A One Time Passcode (OTP) has been emailed. It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

One Time Passcode

[Problems with the OTP?](#)

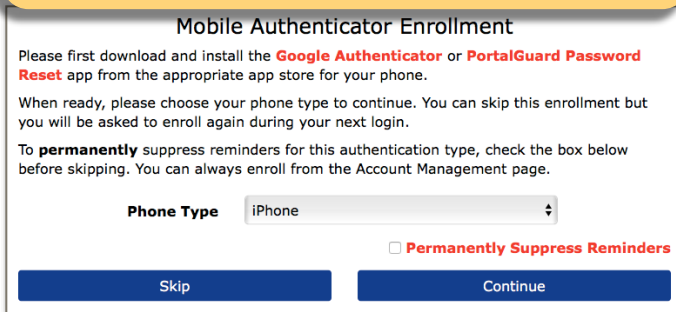
Cancel **Continue**

2. A One Time Passcode (OTP) will be sent to your alternate email. Enter this code and select **Continue**.

Step #3 Setup Mobile Authentication

If you can't access your alternate email account, you can use mobile authentication to reset your password. This step is optional.

1. Select your phone type & download the app.



Mobile Authenticator Enrollment

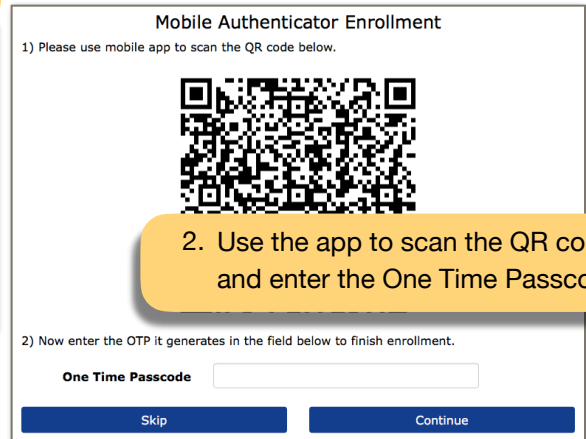
Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone.

When ready, please choose your phone type to continue. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.


Phone Type:

Permanently Suppress Reminders



Mobile Authenticator Enrollment

1) Please use mobile app to scan the QR code below.



2) Now enter the OTP it generates in the field below to finish enrollment.

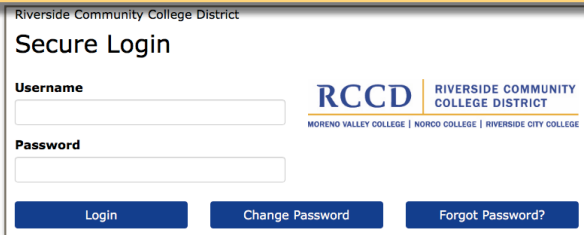
One Time Passcode:

2. Use the app to scan the QR code and enter the One Time Passcode.

Change Your Password

If you know your password and want to change it, use the [Change Password](#) option.

1. At the login window, select [Change Password](#).



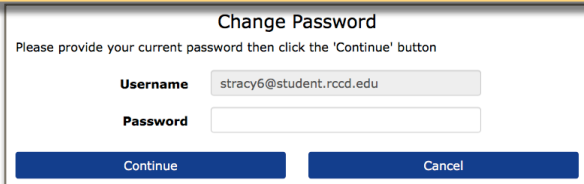
Riverside Community College District

Secure Login

Username:

Password:

2. Enter your RCCD email address and password.



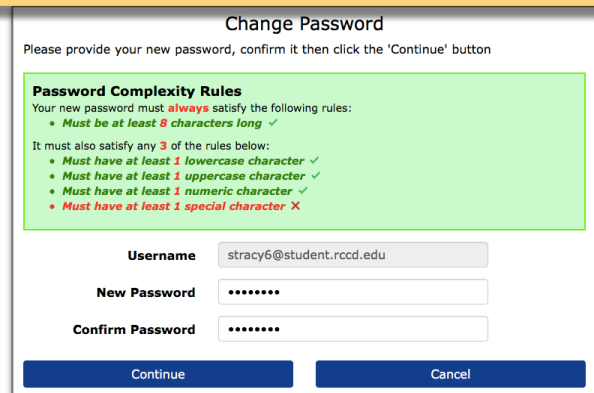
Change Password

Please provide your current password then click the 'Continue' button

Username:

Password:

3. Enter a new password and select [Continue](#).



Change Password

Please provide your new password, confirm it then click the 'Continue' button

Password Complexity Rules

Your new password must **always** satisfy the following rules:

- Must be at least **8** characters long ✓

It must also satisfy any **3** of the rules below:

- Must have at least **1** lowercase character ✓
- Must have at least **1** uppercase character ✓
- Must have at least **1** numeric character ✓
- Must have at least **1** special character X

Username:

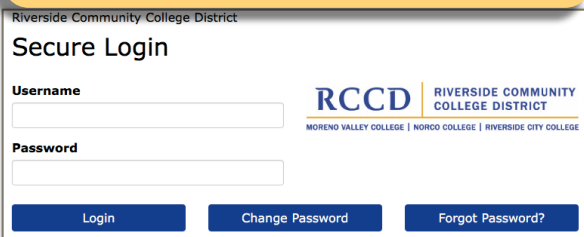
New Password:

Confirm Password:

Reset Your Forgotten Password

If you've forgotten your password, you can use the [Forgot Password?](#) option to set a new one.

1. At the login window, select [Forgot Password?](#)



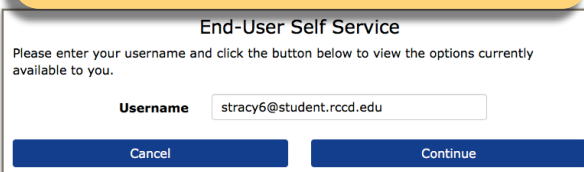
Riverside Community College District

Secure Login

Username:

Password:

2. Enter your RCCD email and select [Continue](#).

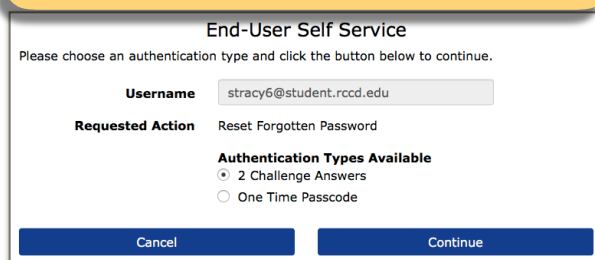


End-User Self Service

Please enter your username and click the button below to view the options currently available to you.

Username:

3. Choose how you would like to authenticate: Answer your challenge questions (configured when you setup your account), or use a One Time Passcode (OTP). If you select the OTP option, a passcode will be sent to your alternate email address (configured when you setup your account), or you can use the optional Mobile Authenticator app to retrieve a passcode.



End-User Self Service

Please choose an authentication type and click the button below to continue.

Username:

Requested Action:

Authentication Types Available

- 2 Challenge Answers
- One Time Passcode