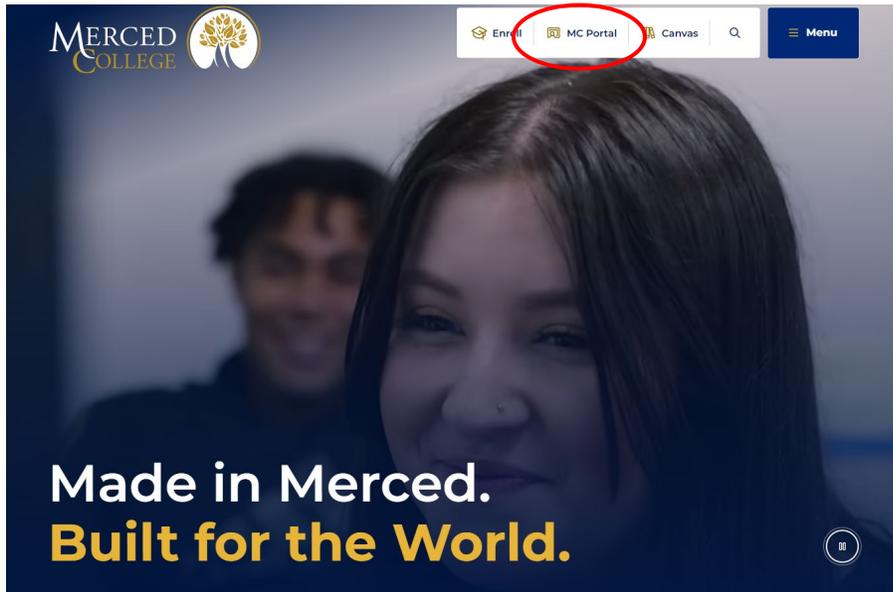


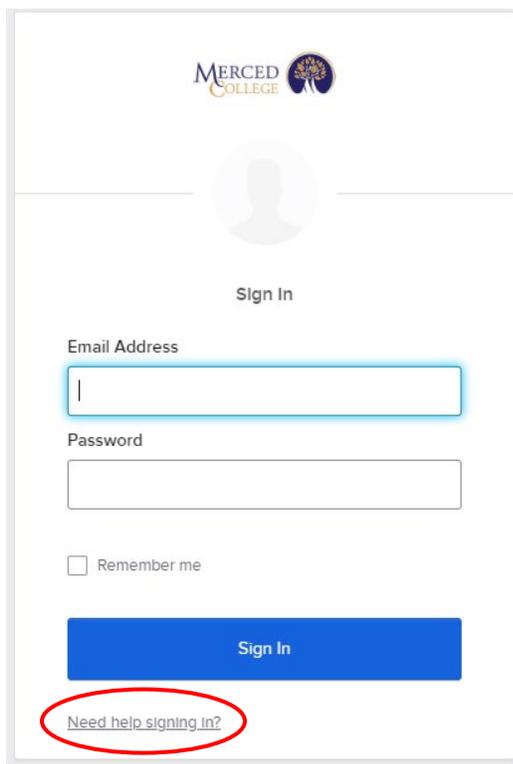
Forgot Password

How to Access Your Account and Reset Your Password

Go to the Merced college website and click MC Portal



Click "Need help signing in?"



Click "Forgot Password"





Sign In

Email Address

Password

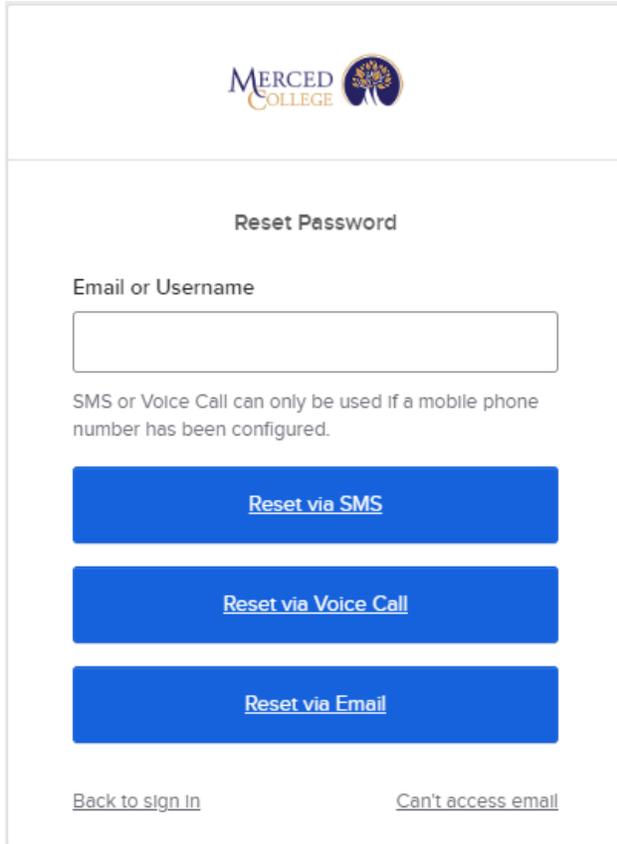
Remember me

[Need help signing in?](#)

[Forgot password?](#)

[Help](#)

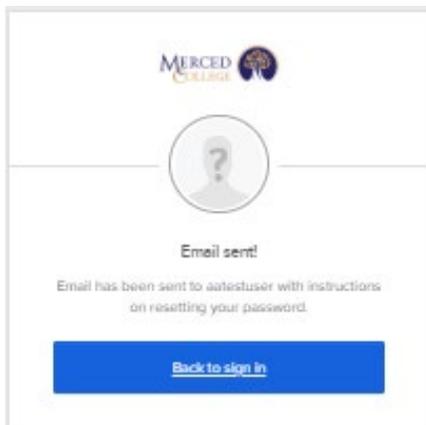
Type your student email or username and select one of the options, “Reset via SMS” for the reset code to be a text message, “Reset via Voice Call” to receive a call with the reset code, or “Reset via Email” to receive the reset code by email.



The screenshot shows the Merced College logo at the top. Below it is the heading "Reset Password". There is a text input field labeled "Email or Username". Below the input field is a note: "SMS or Voice Call can only be used if a mobile phone number has been configured." There are three blue buttons stacked vertically: "Reset via SMS", "Reset via Voice Call", and "Reset via Email". At the bottom, there are two links: "Back to sign in" and "Can't access email".

Note: If you did not setup these recovery methods during your first sign-on, please contact the student help desk (myhelp@mccd.edu).

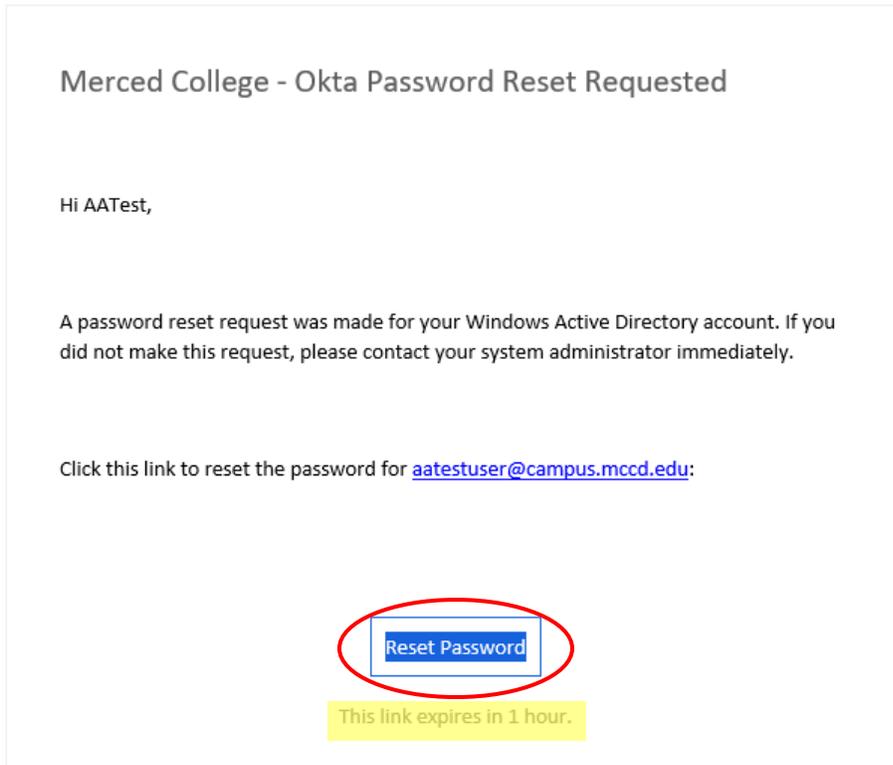
Once you select an option, you will receive a message confirming the instructions have been sent.



The screenshot shows the Merced College logo at the top. Below it is a circular icon containing a question mark. Below the icon is the heading "Email sent!". Below the heading is a message: "Email has been sent to aatestuser with instructions on resetting your password." At the bottom, there is a blue button with the text "Back to sign in".

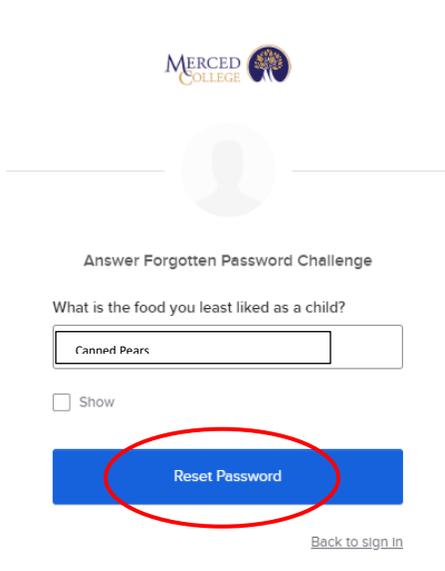
Go to the message sent via text, call, or email. This example used email as the option.

Click the link provided to reset your password.



Note: This link will expire in 1 hour and cannot be used after the expiration.

Answer the security question and click "Reset Password"



Note: If you did not set up these recovery methods during your first sign-on, please contact the student help desk (myhelp@mccd.edu).

Create a New Password following the requirements listed then click "Reset Password"



Reset your Okta password

Password requirements:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Password can't be the same as your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

Repeat password

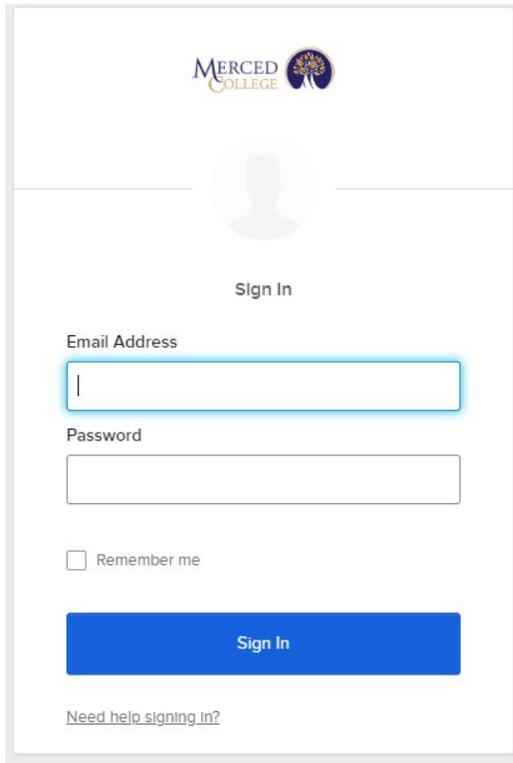
Sign me out of all other devices.

Reset Password

[Back to sign in](#)

You will be redirected to the sign-in screen.

Enter your username and new password and click “Sign In”



The image shows a sign-in interface for Merced College. At the top, the Merced College logo is displayed. Below the logo is a circular placeholder for a user profile picture. Underneath the profile picture is the text "Sign In". The form contains two input fields: "Email Address" and "Password". The "Email Address" field is currently empty and has a blue border. Below the "Password" field is a checkbox labeled "Remember me". At the bottom of the form is a blue button labeled "Sign In". Below the button is a link that says "Need help signing in?".

If you still need help, call (209) 381-6565 or email myhelp@mccd.edu or helpdesk@mccd.edu