

New Password Management Suite

First-Time Users

The new password management suite is now implemented in the portal: myRACC.racc.edu

All current RACC employees (staff, faculty, adjuncts) will login with the same username and password.

FIRST-TIME USERS (STUDENTS, STAFF AND FACULTY)

First-Time Users must click the “First-Time Users” link on the myRACC login page.



ON THE “FIRST-TIME USER” PAGE, USERS WILL BE REQUIRED TO ENTER THREE (3) PIECES OF INFORMATION:

- **ID** – Students will use their username (ab12345), NOT their student ID #
All staff and faculty will use their assigned RACC usernames (jsmith)
- **Last Name**
- **Role** – Select from the drop-down list: Student, Faculty and Staff, Instructors (adjuncts only) and Retired Staff



Home / First-Time Users Sign In

To sign up, you must meet the following requirements:

- Be an active student or employee
- Be a retired RACC employee
- Know your RACC ID username

To sign up, please enter your RACC ID username, Last Name and select a Role.

Students will most times use the first initial of the first name, the first initial of the last name, and the last 5 digits of the student ID# (ex. az12345).
RACC employees will select "Faculty and Staff" role.
RACC retired employees will select the "Retired Staff" role.
Adjuncts will select the "Instructors" role.

- Upon successful validation, you will get an email at your personal email address as-well-as an on-screen temporary randomly generated password.
Copy (PC: CTRL+C) (MAC: CMD+C) your on-screen password to your clipboard.
Paste (PC: CTRL+V) (MAC: CMD+V)
- Use these credentials to log onto myRACC and complete the first-time users setup.

ID

Last Name

Role

-
-
-
-
-

Student Example (John Smith - 0012345)

ID	<input type="text" value="js12345"/>
Last Name	<input type="text" value="Smith"/>
Role	<input type="text" value="Student"/>

Staff Example (John Smith - jsmith)

ID	<input type="text" value="jsmith"/>
Last Name	<input type="text" value="Smith"/>
Role	<input type="text" value="Faculty and Staff"/>

AFTER ENTERING THE ID, LAST NAME AND ROLE, CLICK THE “OK” BUTTON.

A new temporary password will be displayed on the screen.

Important! Copy the password to your clipboard. You will need this password to login.

The temporary password will also be sent to the email address you provided, NOT your RACC Ravens email.



THE USER WILL NOW LOGIN WITH THE USERNAME AND THE NEW TEMPORARY PASSWORD.

myRACC Login Page



UPON CLICKING "LOGIN" USERS WILL BE REDIRECTED TO THE SETUP SCREEN.

Step 1. Users must select three (3) questions from the list and provide answers. Hit the "Save my security questions" button at the bottom left hand corner of the page.

myRACC Portal Search Portal... Test User3 Sign Out

Update Security Questions

STEP 1 Update your password reset questions

Update your password questions

Please input your answers so we can verify your identity in case you forget your password. Your answers are not case-sensitive, but must be at least three (3) characters in length. Save your answers by clicking the "Save" button.

Question

Question: What is your favorite place to visit?

Answer: [Redacted] Show Text

Question

Question: What was the destination of your first airplane flight?

Answer: [Redacted] Show Text

Question

Question: Where did you meet your spouse/significant other?

Answer: [Redacted] Show Text

Save my security questions

Save your questions!!

STEP 2 Change your password

Reset Your Password

Password and Security Standards

- Minimum Password Length: 8 characters
- Password Complexity: minimum of 1 lower case, 1 upper case, 1 numeral or special character
- Account Lockout Policy: 3 failed attempts
- Account lockout duration: 15 minutes duration with reset available after 15 minutes

Click here to have a password generated for you.

New Password: [Input Field]

Verify New Password: [Input Field]

OK Cancel

STEP 3

Take me to myRACC Portal

Computer Usage Policy | Legal Disclaimer | Privacy Policy Reading Area Community College RACC

Question

Question: Please Select

Answer: What is the first name of your favorite teacher?

Question

Question: What was the destination of your first airplane flight?

Answer: Who is your favorite actor, musician, or artist?

Question

Question: Where did you take your first family vacation?

Answer: Where did you meet your spouse/significant other?

Question

Question: When you were young, what did you want to be when you grew up?

Answer: What was the best birthday present you ever received?

Question

Question: What is the name of your childhood best friend?

Answer: What was the last name of your favorite elementary teacher?

Question

Question: What is the first name of your hairdresser/barber?

Answer: What is the first name of your mother's closest friend?

Question

Question: What is the name of your favorite grocery store?

Answer: In what city or town were you born?

Question

Question: In what city or town does your nearest sibling live?

Answer: What is the make of your first car?

Question

Question: What is your favorite movie?

Answer: What is your favorite pet's name?

Save

PROCEED TO STEP 2. AND CREATE YOUR NEW PASSWORD.

- Minimum Password Length: 8 characters
- Password Complexity: minimum of 1 lower case, 1 upper case, 1 numeral or special character
- Alternatively you may click the link: "Click here to have a password generated for you."

Click the "OK" button.

STEP 2 Change your password

Reset Password

Reset Your Password

Password and Security Standards

- Minimum Password Length: 8 characters
- Password Complexity: minimum of 1 lower case, 1 upper case, 1 numeral or special character
- Account Lockout Policy: 3 failed attempts
- Account lockout duration: 15 minutes duration with reset available after 15 minutes

Click here to have a password generated for you.

New Password:

Verify New Password:

OK **Cancel**

PROCEED TO STEP 3.

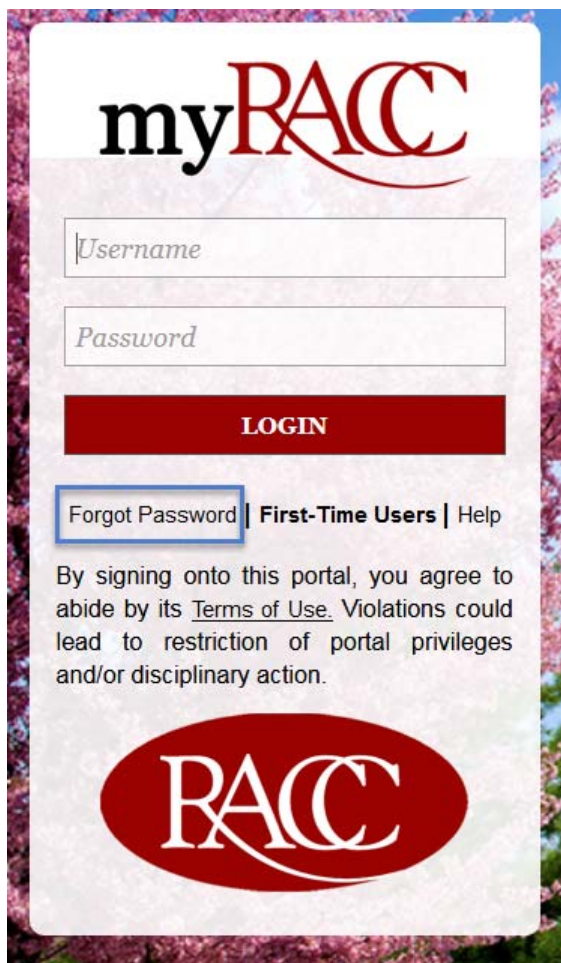
Click the button "Take me to myRACC Portal"

STEP 3

 Take me to *myRACC* Portal

FORGOT PASSWORD

If you forget your password, please click the link “Forgot Password” on the login page. Click “Help” for additional information.



myRACC

LOGIN

[Forgot Password](#) | [First-Time Users](#) | [Help](#)

By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action.

RACC

Upon clicking on “Forgot Password”, enter your username and click “OK”

Reset Your Password

Password and Security Standards

- Minimum Password Length: 8 characters
- Password Complexity: minimum of 1 lower case, 1 upper case, 1 numeral or special character
- Account Lockout Policy: 3 failed attempts
- Account lockout duration: 15 minutes duration with reset available after 15 minutes

Username

In case you've forgotten your **Username**,

If a user does not remember their username, the user needs to click on the “Click Here” button. This will redirect the user to the “First-Time Users” page.

The screenshot shows the myRACC Portal interface. At the top, there is a search bar and navigation tabs for "Reset Password" and "First-Time Users". The "First-Time Users" tab is active. Below the navigation, there are input fields for "ID", "Last Name", and "Role". To the right of these fields, a section titled "To sign up, you must meet the following requirements:" lists three conditions: "Be an active student or employee", "Be a retired RACC employee", and "Know your RACC ID username". Below this, another section titled "To sign up, please enter your RACC ID username, Last Name and select a Role." provides instructions for different user types: "Students" (first initials and last 5 digits of ID), "RACC employees" (Faculty and Staff), "RACC retired employees" (Retired Staff), and "Adjuncts" (Instructors). A list of instructions follows, including email notification, password copying/pasting, and using credentials for setup. An "OK" button is visible on the left side of the page.

After the portal identifies the user with their ID (screen name), Last Name and Role, the user will be prompted with the number of security questions on the page one by one in the wizard which they created. After keying in the answers to the security questions, the user will need to click on “Next”. If a user does not remember the answer to a question, they can also click on “Skip this Question”.

Note: The user needs to successfully answer two out of three of their security questions.

Reset Your Password

Password and Security Standards

- Minimum Password Length: 8 characters
- Password Complexity: minimum of 1 lower case, 1 upper case, 1 numeral or special character
- Account Lockout Policy: 3 failed attempts
- Account lockout duration: 15 minutes duration with reset available after 15 minutes

What is the first name of your favorite teacher?

Next

Skip this Question

Cancel

If you have forgotten the answers to your security questions please go to [First Time Users](#) page to setup questions.

If a user forgets the answer to any of their security questions, they may click on “*First-Time Users*” link, where the user can modify the security questions and answers. This link is displayed beneath every question within the wizard.

Reset Your Password

Password and Security Standards

- Minimum Password Length: 8 characters
- Password Complexity: minimum of 1 lower case, 1 upper case, 1 numeral or special character
- Account Lockout Policy: 3 failed attempts
- Account lockout duration: 15 minutes duration with reset available after 15 minutes

What is the first name of your favorite teacher? _____

Next

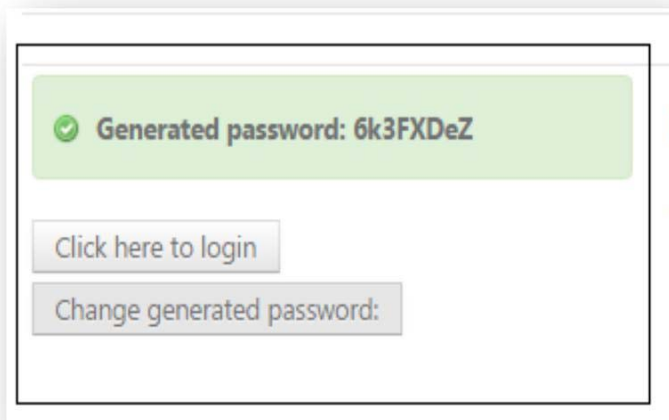
Skip this Question

Cancel

If you have forgotten the answers to your security questions please go to [First Time Users](#) page to setup questions.

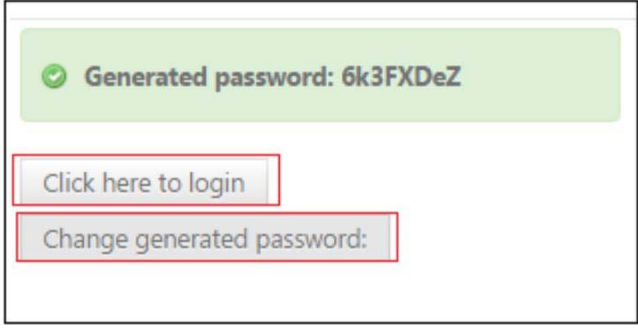
Once a user successfully answers the security questions, a random password will be generated and displayed on the screen.

Important! Copy the password to your clipboard. You will need this password to login.



Users will have two (2) options below the generated password

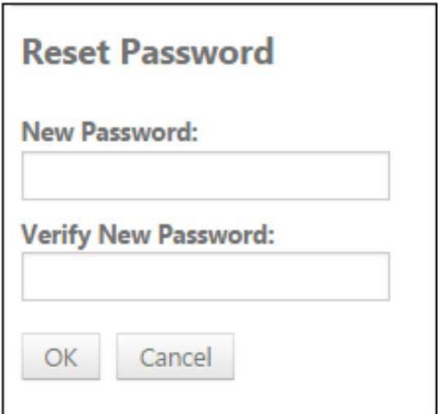
- Select “Click here to login”
- Select “Change generated password”



The screenshot shows a user interface for password generation. At the top, a green banner with a checkmark icon displays the text "Generated password: 6k3FXDeZ". Below this banner, there are two buttons: "Click here to login" and "Change generated password:". Both buttons are highlighted with a red rectangular border.

Selecting “Click here to login” will allow the user to reset their password to one of their choosing. The new password must meet RACC security standards:

- Minimum Password Length: 8 characters
- Password Complexity: minimum of 1 lower case, 1 upper case, 1 numeral or special character



The screenshot shows a "Reset Password" dialog box. It has a title bar with the text "Reset Password". Below the title, there are two input fields: "New Password:" and "Verify New Password:". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".