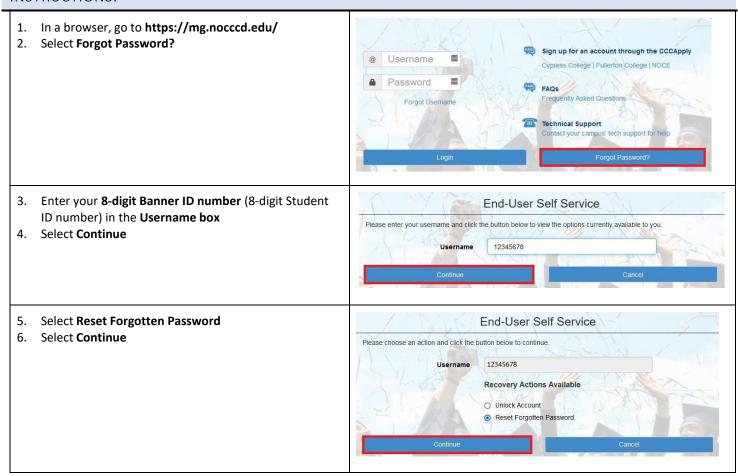# HOW TO RESET YOUR STUDENT E-Mail PASSWORD

SUMMARY

Cypress College provides currently enrolled students with a student email address to allow access to Cypress College computing resources. Student e-mail account passwords are synchronized with myGateway and must be managed through the myGateway portal.

Cypress College

Updated: August 23, 2022

PREREQUISITES

- 8-digit Banner ID number (Student ID number)
  - Example: 12345678

INSTRUCTIONS:

1. In a browser, go to **https://mg.nocccd.edu/** 2. Select **Forgot Password?**	
3. Enter your **8-digit Banner ID number** (8-digit Student ID number) in the **Username box** 4. Select **Continue**	
5. Select **Reset Forgotten Password** 6. Select **Continue**	

7. You will receive a **One Time Passcode** (OTP) to the default delivery method. Enter the OTP number received in the OTP box. Select **Problems with the OTP?** If you have issues 8. Select **Continue**	**End-User Self Service** Please enter a One Time Passcode (OTP) from your mobile authenticator to continue. **Username** 12345678 **Requested Action** Reset Forgotten Password **One Time Passcode** 987123 Problems with the OTP? Continue	Cancel
9. Create a **New Password** and **Confirm Password**. Your New Password must be at least 10 characters long and must not contain the < character OR the sequence &# 10. Select **Continue**	**End-User Self Service** Please enter your new password in the fields below. **Password Complexity Rules** Your new password must satisfy the following rules: • *Must be at least 10 characters long* ✓ • *Must not contain the < character OR the sequence &#* ✓ **Username** 12345678 **Requested Action** Reset Forgotten Password **New Password** ••••••••••••• **Confirm Password** ••••••••••••• Continue	Cancel
11. Select **Try to continue logging in** to log into myGateway	**End-User Self Service** **Password Reset Successfully** Try to continue logging in

ADDITIONAL INFORMATION AND SUPPORT

If you encountered any difficulties, please contact the Cypress College Academic Computing Technologies (ACT) Help Desk via email at helpdesk@cypresscollege.edu or by phone at 714-484-7157.