



Using the Advanced Password Reset Tool

MyReynolds provides a common point of entry to access Blackboard, Student Email, Student Information System (SIS) and to manage account information using one logon and one password. Users can use the Advanced Password Reset tool to find their username and reset their password.

Find your Username

1. Go to **Reynolds.edu** and click **MyReynolds**.
2. Click **Forgot Username**.

3. Check the **I'm not a robot** box.

4. If prompted, select the images that are requested and then select **Verify**.

5. Click **Continue**.
6. Enter your first and last name, date of birth (in MM/DD/YY format) and either your EMPLID or social security number, then click **Next**.

7. If the information conflicts with existing records, you will need to either call the Reynolds Information Center at 804-371-3000 or come on-campus and go to an Enrollment Services office to get your password reset.

Otherwise, you will be shown your username along with a couple options. If you need to set your password, click the second radio button. Click **Next** and then follow the steps in the **Set Your Password** section below.

Set your Password

1. You will see a screen prompting you to choose an email account or phone number to send a temporary password to. Choose **Send Email** or **Send SMS** for the account you wish to receive the password.

2. Once you receive the password, click **Continue**.
Note: The temporary password you receive is only valid for 30 minutes.

Set your Password (continued)

- You will be taken back to the MyReynolds login page. Enter your username and the temporary password, then click **Sign In**.
- Enter your new password twice, making sure to adhere to the password security standards. When done, click **OK** and verify that you see a password change confirmation message.

Note: Passwords must be 8 to 32 characters in length, include at least one lower case letter (a-z), one upper case letter (A-Z), one number (0-9) and one special character (\$, etc.).



The screenshot shows a web form for setting a new password. It has two input fields: 'New Password:' and 'Verify New Password:'. Both fields contain masked characters (dots). Below the fields are two buttons: 'OK' and 'Cancel'.

- Allow up to 10 minutes for your new password to be updated with all VCCS applications (e.g. Blackboard, SIS, etc.) before attempting to log back in to MyReynolds.

Helpful Tip

- After you get your password reset, make sure that your contact information (email addresses and phone numbers) is up-to-date in SIS. This will ensure that future requests to receive a temporary password are sent to the right place.

The **Personal Information** section on your SIS Student Center page should be checked as often as possible. If any changes need to be made, click on the appropriate link to update your information.



The screenshot shows the 'Personal Information' section of a web application. It has a blue header with a dropdown arrow. Below the header are several links: 'Demographic Data', 'Emergency Contact', 'Names', and 'User Preferences'. There is also a dropdown menu with 'other personal...' and a right-pointing arrow. To the right is a 'Contact Information' section with two columns: 'Mailing Address' and 'Billing Address'. The 'Mailing Address' field contains redacted information followed by 'VA'. The 'Billing Address' field contains 'None'. Below these are 'Main Phone' (804/ [redacted]) and 'VCCS Student E-mail' ([redacted]@email.vccs.edu). At the bottom of the section is a black box with white text: 'Information blacked out for security purposes.'



If you can't find your username and reset your password, call the Reynolds Information Center at 804-371-3000 or come on-campus and stop by one of our [Enrollment Services](#) offices.

For additional technical support help, go to http://www.reynolds.edu/register_for_classes/technology_support/default.aspx.