

Live@EDU Student E-mail Instructions: How to reset a student's e-mail password?

Step 1. Go to IVC Website: <http://www.imperial.edu>, click on **Home tab** and then select **student e-mail**.

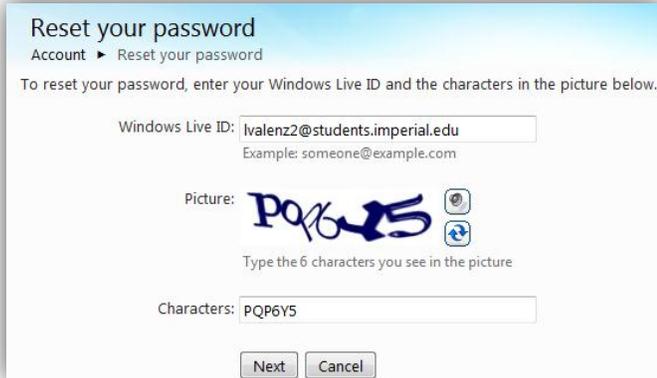
Step 2. Click on **Forgot your password** link.

Step 3. Select the radio button (**I forgot my password**) and then click on **Reset your password** link.

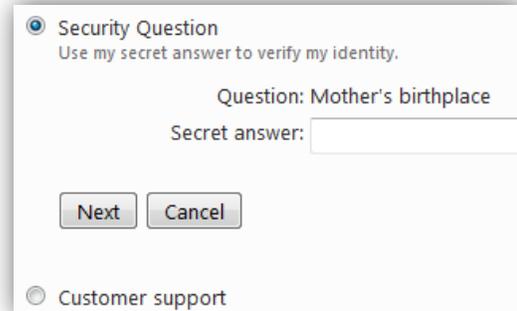
Step 4. In Windows Live ID, type your student e-mail, for example: lvalenz2@students.imperial.edu

Step 5. Click on the characters text box and type the 6 characters you see in the picture.

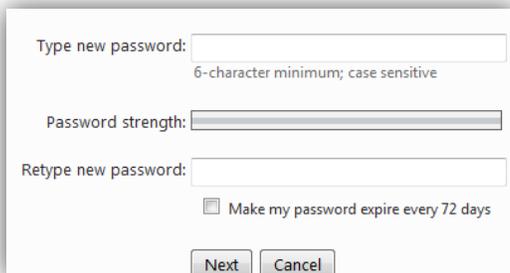
Step 6. Click **Next**.



Step 7. Select the radio button (**Security Question**) and then type in the answer to the security question in the text box and then click



Step 8. Type in a new password (at least 6 character minimum, case sensitive) and then retype your new password and then click Next.



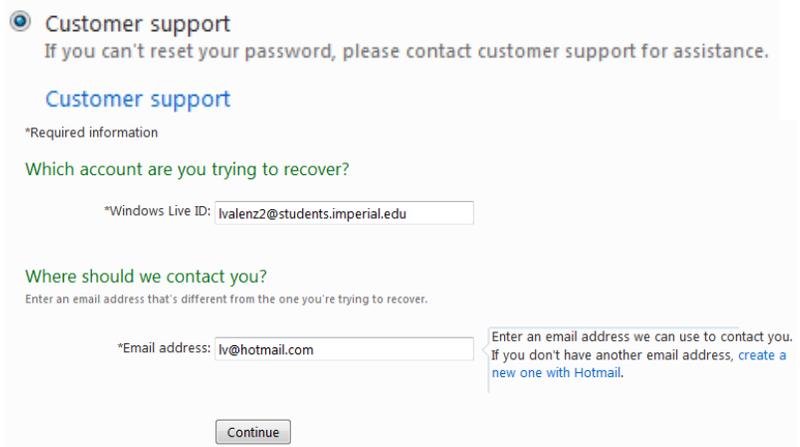
Sample of successfully changing your password.

You have changed your password

Use your new password to sign in to Windows Live ID sites and services. I

[Sign in to Windows Live](#)

Step 8. If you don't know the answer to your security questions, click on radio button **Customer Support** and click on the **customer support** link. In Windows ID, type in your student e-mail address and then type in an alternative e-mail address and click **continue** and then follow the prompts to fill out the necessary information to get support on this. See sample below.



If you forget your student e-mail address or PIN password, please follow the instructions below.

Step 1. Go to IVC Website: <http://www.imperial.edu>, click on **For Students** tab and then select **WebSTAR**.

Step 2. Click on **Forgot Your PIN** link.

The screenshot shows the Imperial Valley College student portal login page. At the top, it says "IMPERIAL VALLEY COLLEGE student portal". Below that, a green bar indicates that upon logging in, the user will be redirected to <http://my.imperial.edu/webstar>. A red box contains "Login Instructions" and "First-Time Users" information. Below the instructions, there are statistics: (Total Users: 25649, Online Users: 86, Total Listings: 32). At the bottom, there are input fields for "IVC ID:" and "PIN:", an "Agree and Continue" button, and a "Forgot Your PIN?" link.

Step 3. You can recover your PIN by reading carefully the instructions and filling out the form to recover your PIN by security question, personal information or ID number.

The screenshot shows the "Recover your PIN" form. It starts with a notice about FERPA. Below the notice are three tabs: "Recover PIN using Security Question", "Recover PIN using Personal Information", and "Recover ID Number". The "Recover PIN using Personal Information" tab is selected. Below the tabs, there is a section titled "Please fill out the form below to recover your PIN:". This section contains three input fields: "IVC ID:" with the value "G00348584", "Date of Birth (format: YYYY-MM-DD):" with the value "1978-09-07", and "Last 4 Digits of SSN:" with the value "9684". At the bottom of the form is a "Recover PIN" button.

After you either retrieved the Security question, PIN or ID, you will receive an e-mail to your personal e-mail address, which will give you your username and password.

The screenshot shows an email message. The header contains a warning: "Links and other functionality have been disabled in this message. To restore functionality, move this message to the Inbox. This message was marked as spam using a junk filter other than the Outlook Junk E-mail filter." The email details are: "From: Imperial Valley College PIN Recovery Page <noreply@imperial.edu>", "To: Larry Valenzuela", "Cc:", and "Subject: IVC PIN Recovery". The main body of the email contains the text "Your Email/Student Portal PIN is:".

Thank you for your attention to this request,

Sincerely,
IT Staff