



## Mountwest Password Reset Utility

Mountwest users can use the password reset utility to change their passwords or reset a forgotten password.

**Please note: You must have already registered your secondary authentication methods to use this feature. If not, please refer to the 'Mountwest MFA' guide on the IT Service Desk page for additional information on how to do this.**

If you have already setup your secondary authentication methods, follow steps below to get to the password reset page:

1. Go to <https://www.mctc.edu/>
2. Hover your cursor over Student or Employee Links and select 'Email'.
3. Enter your email address (including the **.mctc.edu**) and click 'Next'.
4. Click '**Forgot My Password**'.
5. You will be prompted to use one of your authentication methods that you setup.
6. Once validated, the system will prompt you to change your password.

Your new password will work to login into *email, myMCTC, & campus computers.*

If you have difficulties using the self-service password reset utility, please contact the Mountwest IT Help Desk for assistance via phone at **(304) 710-3470** or by email [\*\*helpdesk@mctc.edu\*\*](mailto:helpdesk@mctc.edu)