

# REQUEST TO RESET PASSWORD



## WEBADVISOR PASSWORD RESET

- ☐ The link to the Password Reset Form is available online here:  
<https://www.norcollege.edu/services/drc/Pages/forms.aspx>
- ☐ Please complete the request form by filling in all necessary information. The information you provide is needed to reset your password and to verify identity.
- ☐ Within 24 hours, DRC will reset your password back to the default password. You will receive email confirmation upon reset.
- ☐ Go to the RCCD [WebAdvisor](#) login page.
- ☐ Your **USERNAME** is your seven-digit Norco College ID number.
- ☐ Your **DEFAULT PASSWORD** is your six-digit date of birth.  
(i.e. April 01, 2020 would be 040120)
- ☐ Your **NEW PASSWORD** must be between 6-9 characters, including numbers and letters.

## STUDENT EMAIL PASSWORD RESET

- ☐ The link to the Password Reset Form is available online here:  
<https://www.norcollege.edu/services/drc/Pages/forms.aspx>
- ☐ Please complete the request form by filling in all necessary information. The information you provide is needed to reset your password and to verify identity.
- ☐ If you do not know your student email address, go to the [WebAdvisor](#) main menu screen and click **LEARN YOUR RCCD EMAIL ADDRESS**. Your email should be \_\_\_\_\_@student.rccd.edu.
- ☐ Once reset, DRC will email you a **ONE-TIME PASSCODE** that is **valid for 3 hours**.
- ☐ Go to [GO.RCCD.EDU](https://go.rccd.edu) to reset the password. Click **FORGOT PASSWORD**. Type in your RCCD email address. Insert the **ONE-TIME PASSCODE**.
- ☐ Follow the password requirement prompts on screen to set up your email password and login to Outlook.