

# User Guide of Forgot Password for Student / Teacher and First Time User

## 1. Enter Personal Information

Enter your student / teacher number, Captcha and click “Confirm”.

The screenshot shows the Centennial College logo at the top, followed by the text: "If you are first time user or forgot your password, please complete the following steps to update it." Below this is a progress bar with four steps: Step 1 (Enter User Number), Step 2 (Send Validation Code), Step 3 (Enter Validation Code), and Step 4 (Update Password). Step 1 is highlighted with a red border. The main form area is titled "Step 1. Enter Student / Teacher Number" and contains a text input field for the student/teacher number, a validation section with a green checkmark and "I'm not a robot" text, and a reCAPTCHA widget. Below the form are "Confirm", "Clear", and "User Guide" buttons. At the bottom of the page are links for "privacy policy", "Copyright © 2016 Centennial College. All rights reserved.", and "web publishing policy".

Step 1  
Enter User Number

Step 2  
Send Validation Code

Step 3  
Enter Validation Code

Step 4  
Update Password

**Step 1. Enter Student / Teacher Number**

Student / Teacher Number:

Please enter your student / teacher number.

Validation:  I'm not a robot

reCAPTCHA  
Privacy - Terms

Please click the above checkbox of "I'm not a robot" and pass reCAPTCHA test.

[Confirm](#) [Clear](#) [User Guide](#)

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## 2. Send Validation Code

Select to receive validation code by either mobile phone (SMS) or personal email and click “Confirm”.



If you are first time user or forgot your password, please complete the following steps to update it.

Step 1 Enter User Number    **Step 2 Send Validation Code**    Step 3 Enter Validation Code    Step 4 Update Password

**Step 2. Send Validation Code**

We are going to send you a validation code, please select which way you want to receive the code:

- A validation code will be sent to your mobile phone number, 9xxxxxx1.
- A validation code will be sent to your email address, jxxxxxxxx6@gmail.com.
- If it is not your mobile phone number or email address, please contact our [IT Help](#) for assistance.

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### 3. Enter Validation Code

Enter the validation code you received and click “Confirm”.

The screenshot shows a notification from Centennial College stating: "Centennial College: Your six-digit validation code is 461154." with a timer showing 15:52. Below this is the Centennial College logo and the text: "If you are first time user or forgot your password, please complete the following steps to update it." The process is divided into four steps: Step 1 (Enter User Number), Step 2 (Send Validation Code), Step 3 (Enter Validation Code), and Step 4 (Update Password). Step 3 is highlighted with a red border. The main content area for Step 3 contains the following text: "The validation code has been sent to you by SMS/email. Please enter the code into the system within 5 minutes. If the code expires, please click 'reload' to try again." Below this text is a text input field labeled "Validation Code:" containing the value "461154". At the bottom of the form are two buttons: "Confirm" and "Clear".

Step 1  
Enter User Number

Step 2  
Send Validation Code

**Step 3**  
Enter Validation Code

Step 4  
Update Password

**Step 3. Enter Validation Code**

The validation code has been sent to you by SMS/email. Please enter the code into the system within 5 minutes.  
If the code expires, please click "reload" to try again.

Validation Code:

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#### 4. Update Password

Enter your new account password and click “Confirm”. Once your password has been updated, a confirmation message will be shown. Acknowledgement will be sent to your mobile phone (SMS) and mailbox.

If you are first time user or forgot your password, please complete the following steps to update it.

Step 1 Enter User Number      Step 2 Send Validation Code      Step 3 Enter Validation Code      **Step 4 Update Password**

**Step 4. Update Password**

New Password:

1. Has to be at least 10 characters long
2. Contains at least an uppercase (A - Z), a lowercase (a - z) and a numeric (0 - 9) character
3. Does not contain white space character and either of these characters, \$ " ' \ / .
4. Password must **NOT** be repeated for at least 3 cycles of change
5. [More Info](#)

Re-type New Password:

Important: Please note that your new password can only be used to log in the Centennial College Central Authentication Service (CAS).

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If you are first time user or forgot your password, please complete the following steps to update it.

Step 1 Enter User Number      Step 2 Send Validation Code      Step 3 Enter Validation Code      **Step 4 Update Password**

**Step 4. Update Password**

Your password has been updated successfully.

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