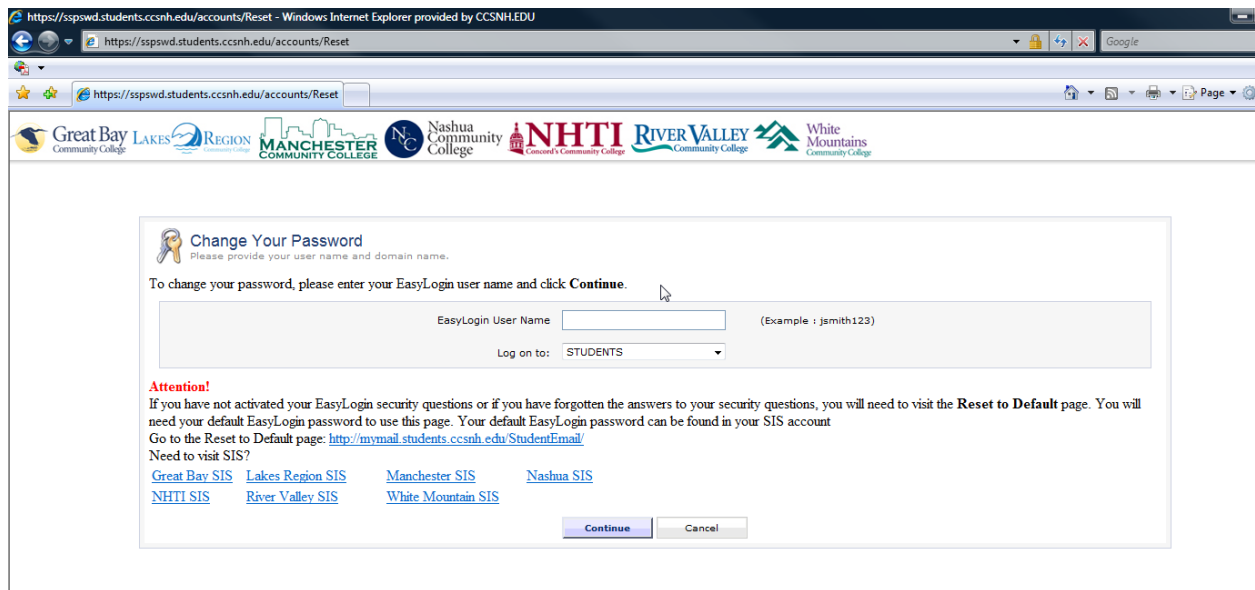


## How to change a forgotten EasyLogin password

- *You must **ACTIVATE** your account before you can use the “forgot password” feature. If you have not activated your account please see “Activating your EasyLogin account”*
- 1.) If you forget your EasyLogin password, click on any “I forgot my Password” link on your college web pages or go to <https://sspswd.students.ccsnh.edu/accounts/Reset>.
  - 2.) Once at the web page, you will be prompted to enter your EasyLogin username. ( see figure 1)



https://sspswd.students.ccsnh.edu/accounts/Reset - Windows Internet Explorer provided by CCSNH.EDU

https://sspswd.students.ccsnh.edu/accounts/Reset

Great Bay Community College | Lakes Region Community College | Manchester Community College | Nashua Community College | NHTI Concord's Community College | River Valley Community College | White Mountains Community College

### Change Your Password

Please provide your user name and domain name.

To change your password, please enter your EasyLogin user name and click **Continue**.

EasyLogin User Name  (Example : jsmith123)

Log on to: STUDENTS

**Attention!**  
If you have not activated your EasyLogin security questions or if you have forgotten the answers to your security questions, you will need to visit the **Reset to Default** page. You will need your default EasyLogin password to use this page. Your default EasyLogin password can be found in your SIS account  
Go to the Reset to Default page: <http://mymail.students.ccsnh.edu/StudentEmail/>  
Need to visit SIS?  
[Great Bay SIS](#) | [Lakes Region SIS](#) | [Manchester SIS](#) | [Nashua SIS](#)  
[NHTI SIS](#) | [River Valley SIS](#) | [White Mountain SIS](#)

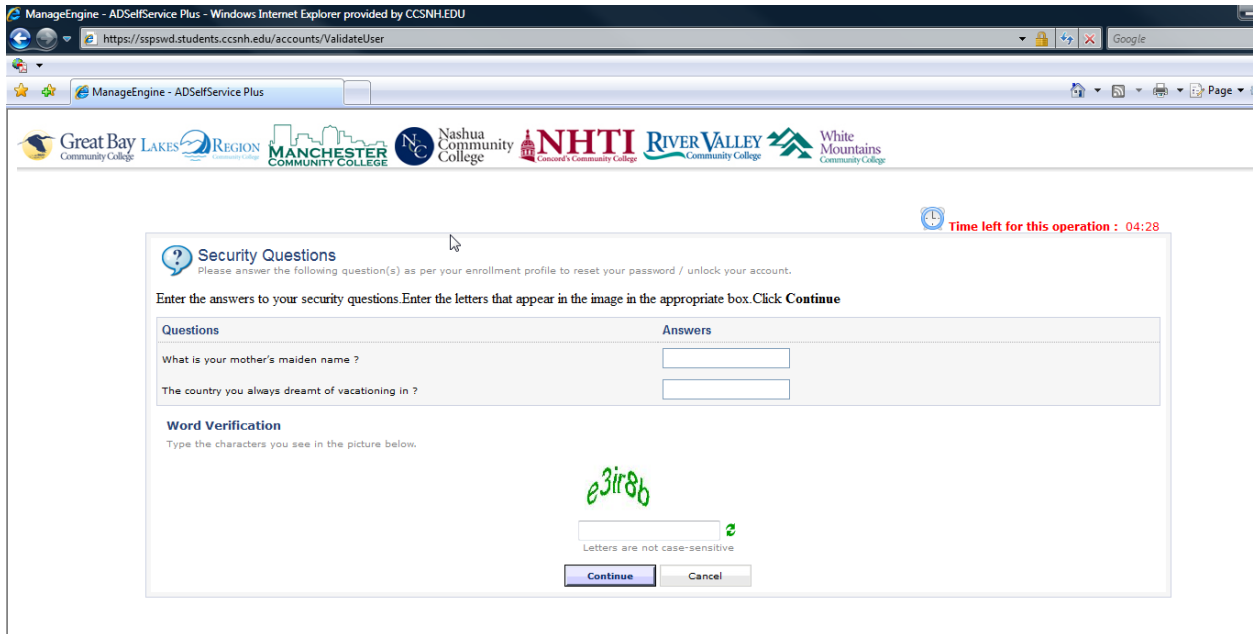
(Figure 1)

### **Attention!**

If you have not activated your EasyLogin security questions, or if you have forgotten the answers to your security questions, you will need to visit the **Reset to Default** page. You will need your default EasyLogin password to use this page. Your default EasyLogin password can be found in your SIS account.

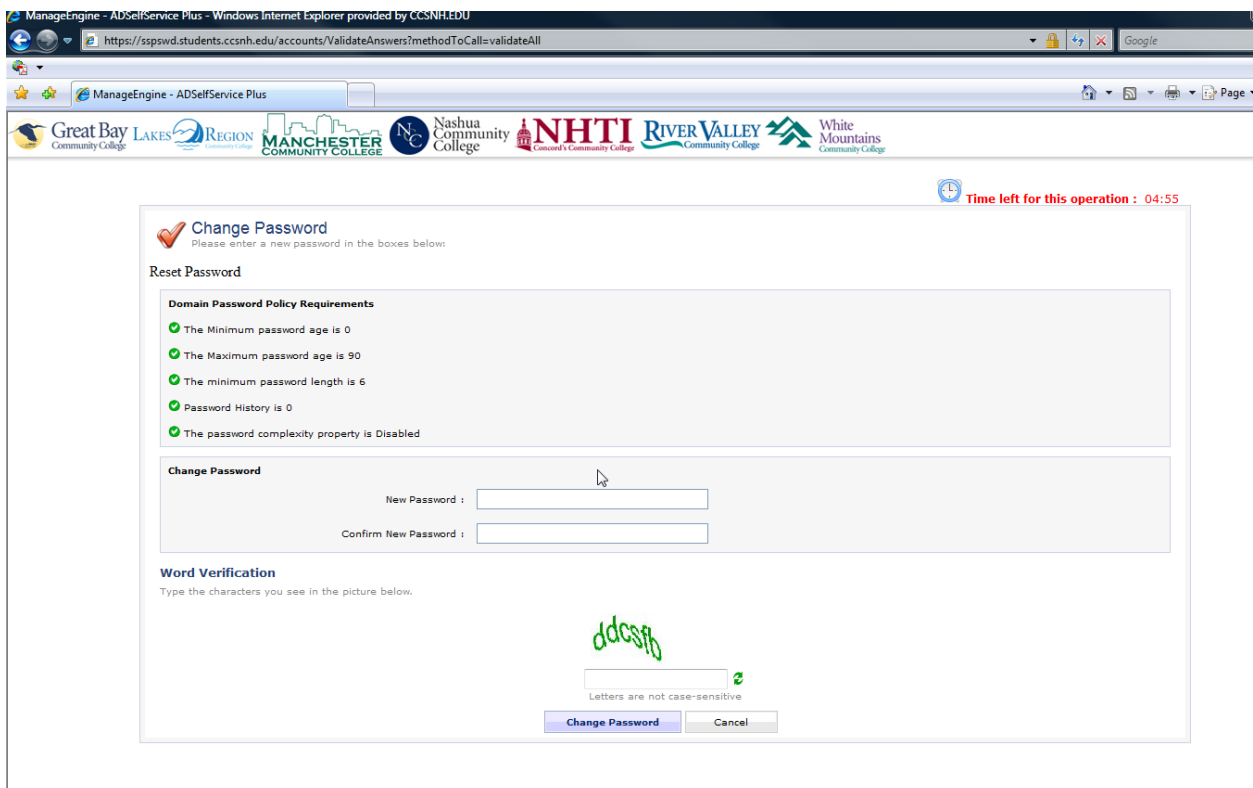
Go to the Reset to Default page: <http://mymail.students.ccsnh.edu/StudentEmail/>

- 3.) Enter your EasyLogin username and click the “Continue” button. You will then be prompted to enter your answers to the security questions you created during activation. You will also need to enter the characters that appear in the image shown to you. Once you have answered your questions and entered the characters in the image, click the “Continue” button. ( see figure 2)



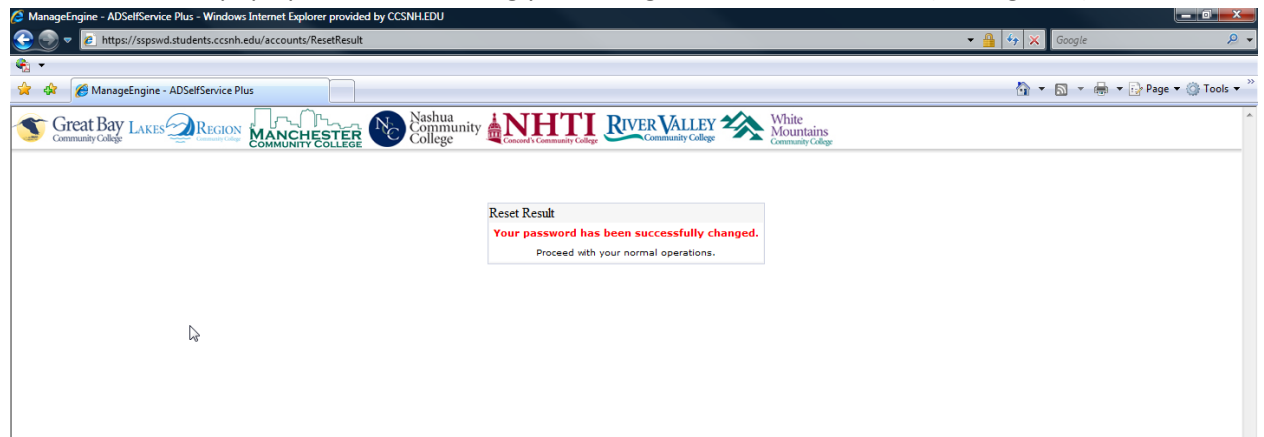
- 4.) If you answer your questions correctly, you will be asked to enter a new password and confirm the new password. Again, you will need to enter the characters that appear in the image on the page. Once you have entered and confirmed your new password and entered the characters in the image, click the “Reset password” button. (See figure 3)

Your passwords must be at least 6 characters long.



(Figure 3)

5.) You will receive a pop up notice confirming your change has been successful. ( see figure 4)



(figure 4)

6.) Once you have successfully changed your password, you can login in using the new password. Please remember to close the browser to sign out.