



Using the Password Reset Interface

MyReynolds provides a common point of entry to access Canvas, Student Email, Student Information System (SIS) and to manage account information using one logon and one password. Users that have forgotten their login password can use the Password Reset interface to create a new one.

Steps to Resetting Your Password

1. Go to **Reynolds.edu** and click **MyReynolds**.
2. Click **Forgot Password**.

3. Enter your VCCS (student) username and then click **Submit**.

4. Answer three of your five security questions, making sure to click **Next** between each response.

Note: The answers you enter must be an exact match of what you originally provided. The answers are not case-sensitive.

If you don't know the answer to the question that is displayed, click on **Skip**. If you don't know the answer to any of your questions, you must call the Reynolds Information Center at 804-371-3000 for assistance.

5. After answering your third security question, click **Submit** to advance to the password change screen. Enter your new password twice and then click **Submit** to save it.

Note: Passwords must be 8 to 32 characters in length, include at least one lower case letter (a-z), one upper case letter (A-Z), one number (0-9) and one special character (\$, etc.).

6. If the password change was successful, you will see a message saying you are all set. You can click **Click Here** to return the login page or automatically be redirected after five (5) seconds.