



Information Technology

My Password Assistant

Self Service Password Reset (SSPR)

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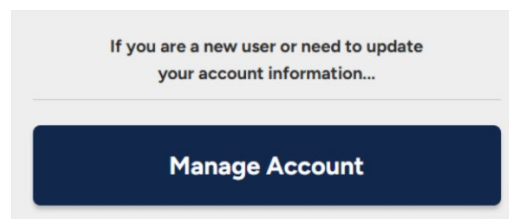
My Password Assistant

Register for Self-Service Password Reset (SSPR)

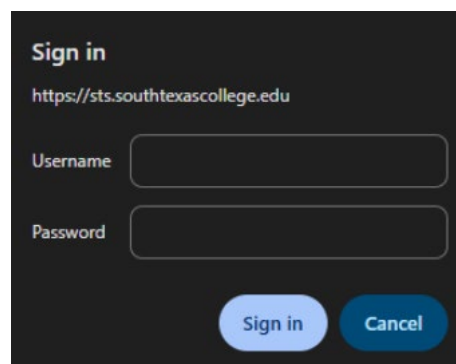
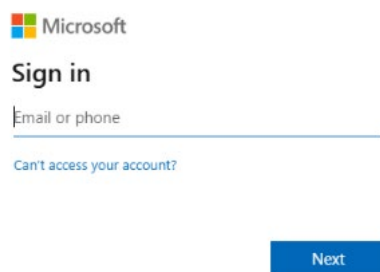
To use the My Password Assistant Self-Service Password Reset (SSPR) feature, you must first register sign-in methods. These methods are used to verify your identity and allow you to reset your password or unlock your account when needed.

Important: *The Manage Account option will only work if you are able to sign in with your current working password. If you do not know your password, please contact the IT Service Desk at (956) 872-2111.*

To begin, go to mypassword.southtexascollege.edu and select **Manage Account**, or click [here](#) to access it directly.



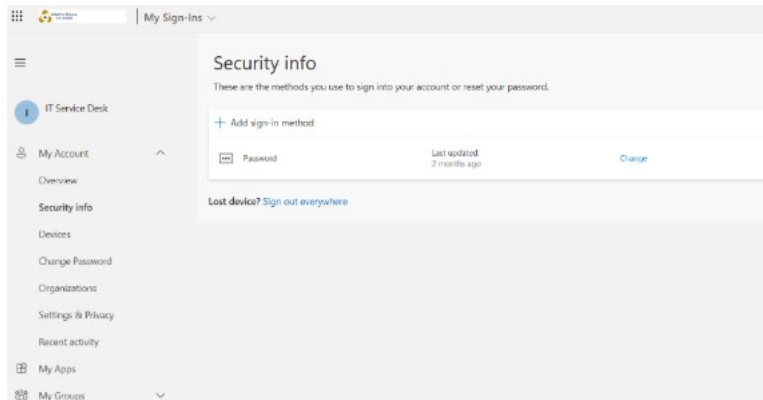
You will be prompted to sign in using your full **South Texas College email address**. In some cases, you may be asked to sign in again using your username and password.



Note: *If you are an STC employee and are off campus, **DUO authentication** will be required to continue.*

Begin Registration

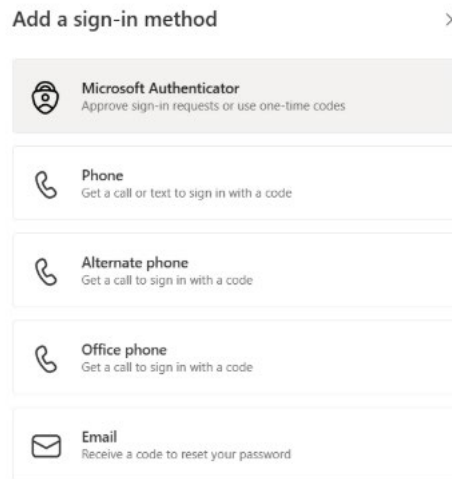
After you successfully sign in, you will be taken to the **Security info** page.



To add a sign-in method, select the **plus (+) icon**.



You will then be asked to choose a sign-in method. You may register any methods from the list; however, we strongly recommend using Phone and Email.



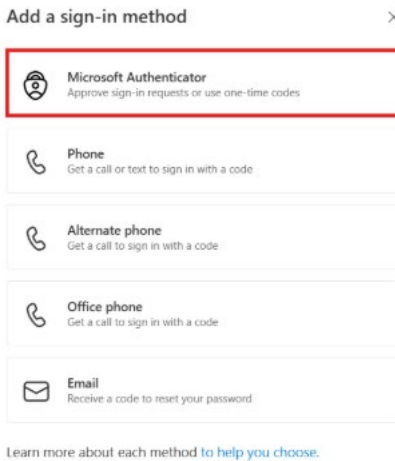
Learn more about each method [to help you choose](#).

Add Sign-In Methods

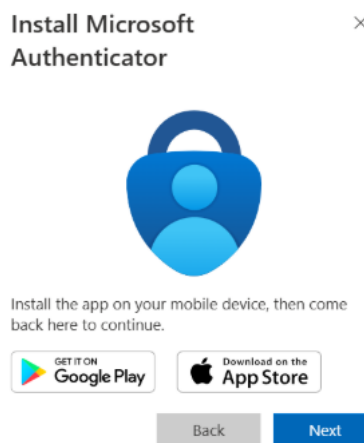
Microsoft Authenticator

Note: We recommend completing the Microsoft Authenticator setup from a computer or laptop for the best experience.

1. Select **Microsoft Authenticator** from the list of sign-in methods.

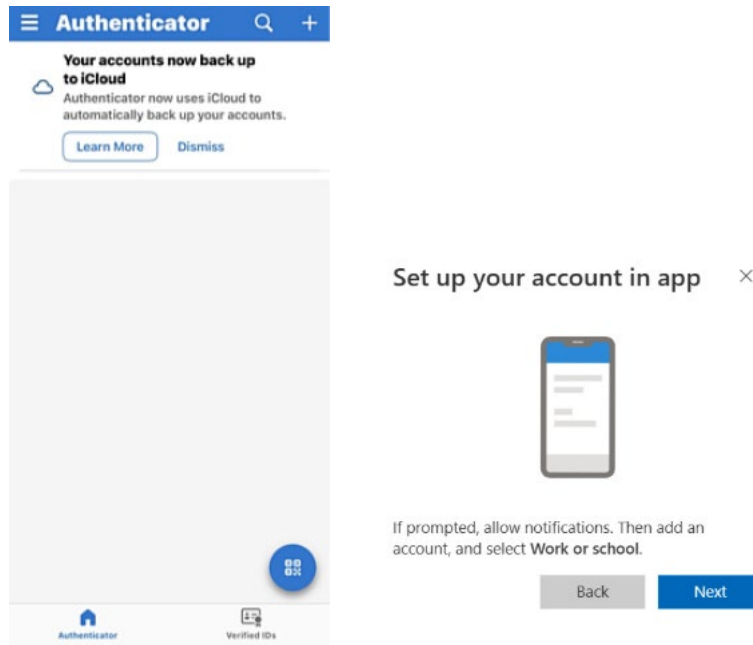


2. Install the Microsoft Authenticator app on your mobile device from either the Google Play Store or the Apple App Store.

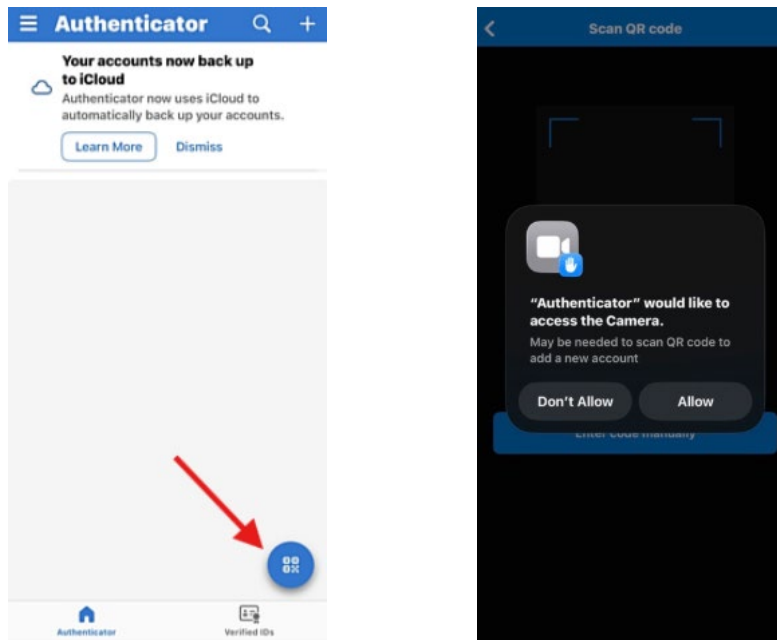


3. Once the app is installed, select **Next**.

4. Open the Microsoft Authenticator app on your mobile device. Then return to the **Set up your account in app** page and select **Next**.

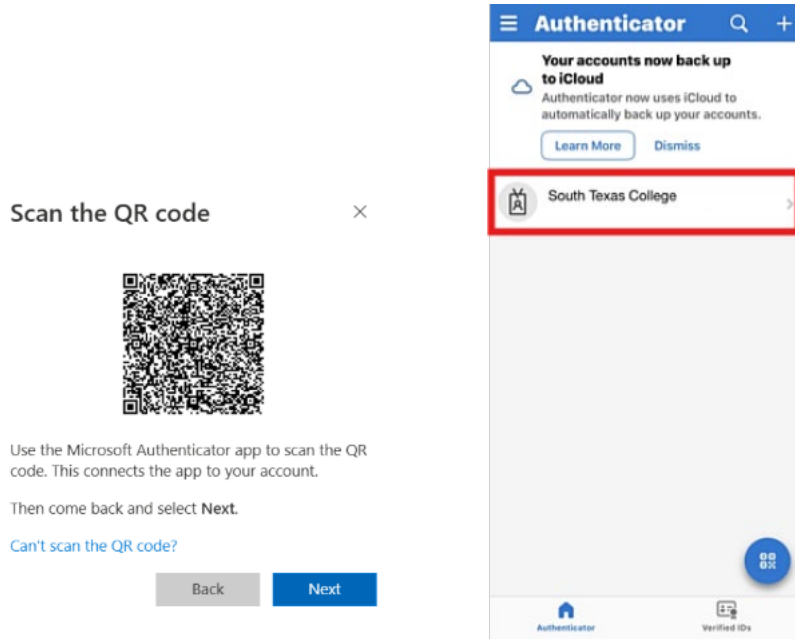


5. In the Microsoft Authenticator app, select the **blue QR code icon** to open the QR code reader.



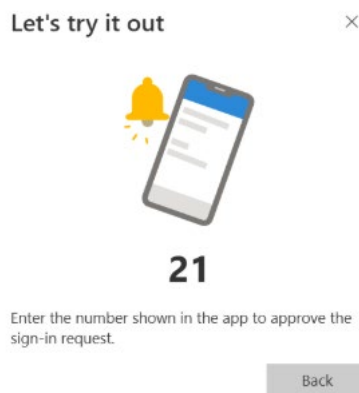
Note: During setup, you may be asked to allow camera access. If you choose not to allow it, you can still complete setup by entering the code manually.

1. Scan the QR code shown on the screen using the Authenticator app. Your account will be added automatically.



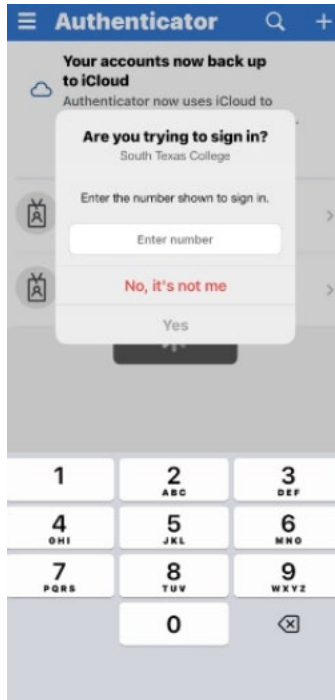
This is QR code example

2. Once the account has been added, select **Next** on the **Scan the QR code** page.
3. A number will appear on the screen, and a test notification will be sent to the Microsoft Authenticator app on your mobile device.



This is an example of the number shown.

4. Approve the notification in the Microsoft Authenticator app by entering the number shown on the screen and selecting **Yes**.



5. A confirmation message will appear showing that your account was successfully added.

✔ Authenticator Added



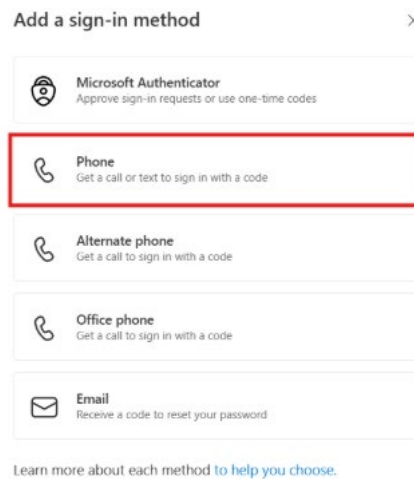
You can now use Microsoft Authenticator to approve sign-ins, get one-time codes, and more.

This is now your default sign-in method.

Done

Phone

1. Select **Phone** from the list of sign-in methods.

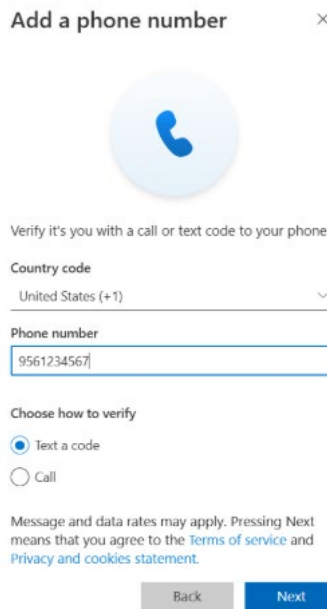


The screenshot shows a dialog box titled "Add a sign-in method" with a close button (X) in the top right corner. It contains five options, each with an icon and a description:

- Microsoft Authenticator**: Approve sign-in requests or use one-time codes.
- Phone**: Get a call or text to sign in with a code. This option is highlighted with a red border.
- Alternate phone**: Get a call to sign in with a code.
- Office phone**: Get a call to sign in with a code.
- Email**: Receive a code to reset your password.

At the bottom of the dialog, there is a link: "Learn more about each method to help you choose."

2. Choose whether you would like to receive a text message or a phone call.
3. Enter your phone number, then select **Next**.



The screenshot shows a dialog box titled "Add a phone number" with a close button (X) in the top right corner. It features a large blue phone icon in a circle at the top. Below the icon, the text reads: "Verify it's you with a call or text code to your phone."

The form includes the following fields and options:

- Country code**: A dropdown menu currently showing "United States (+1)".
- Phone number**: A text input field containing "9561234567".
- Choose how to verify**: Two radio button options: "Text a code" (selected) and "Call".

At the bottom, there is a disclaimer: "Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." Below this are two buttons: "Back" and "Next".

4. A verification code will be sent to your phone.
5. Enter the code you receive and select **Next**.

Verify your phone number ×

Enter the code we sent to +1 9561234567.

Enter code

[Didn't receive the code?](#)

Next

6. A confirmation message will appear showing that your phone number was successfully added.

✔ Phone number added

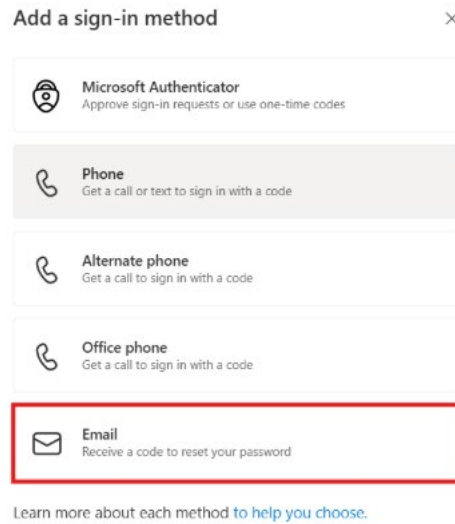


You can now receive a code each time you sign in.

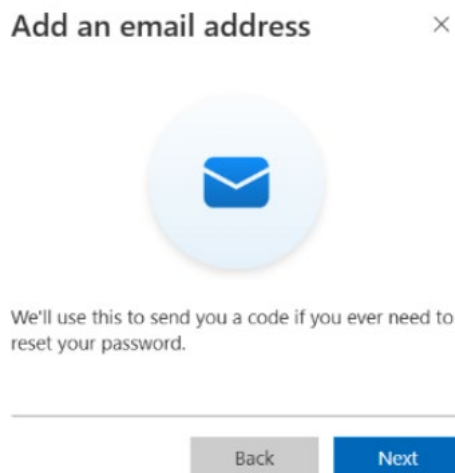
Done

Email

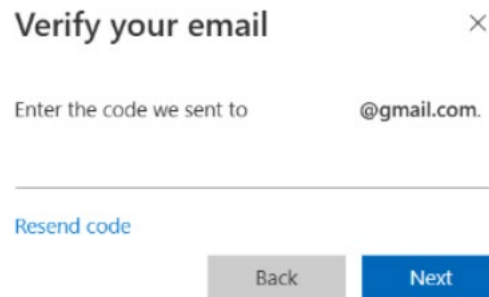
1. Select **Email** from the list of sign-in methods.



2. Enter a **personal email address** that you can access if your STC account becomes locked or unavailable.
3. Select **Next**.



4. Check your personal email for the verification code that was sent.
5. Enter the code you received on the screen, then select **Next**.



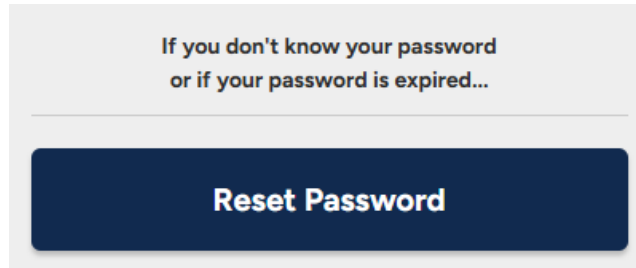
The screenshot shows a dialog box titled "Verify your email" with a close button (X) in the top right corner. Below the title, there is a text input field with the placeholder text "Enter the code we sent to @gmail.com.". Below the input field, there is a horizontal line, followed by a blue link labeled "Resend code". At the bottom of the dialog, there are two buttons: a grey "Back" button and a blue "Next" button.

6. A confirmation message will appear showing that your email method was successfully added.

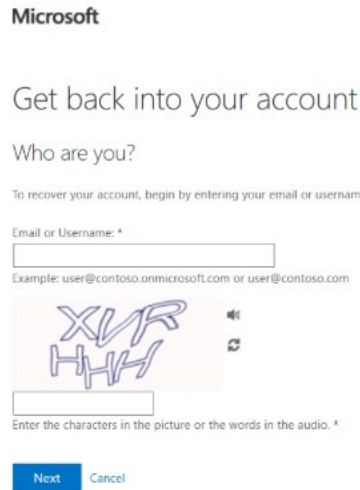
Reset Your Password

Once you have registered for SSPR, you can use My Password Assistant to reset an expired or forgotten password.

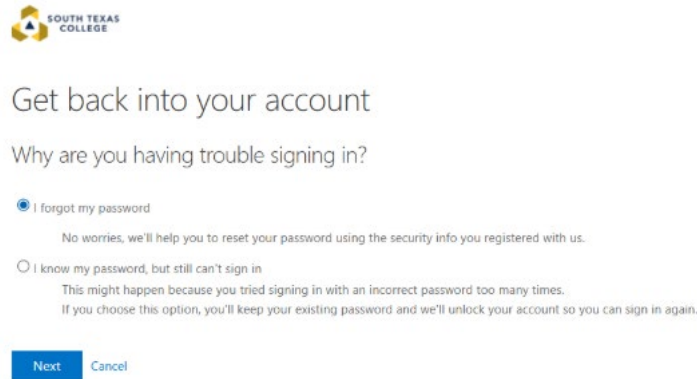
1. Go to mypassword.southtexascollege.edu.
2. Select **Reset Password**.



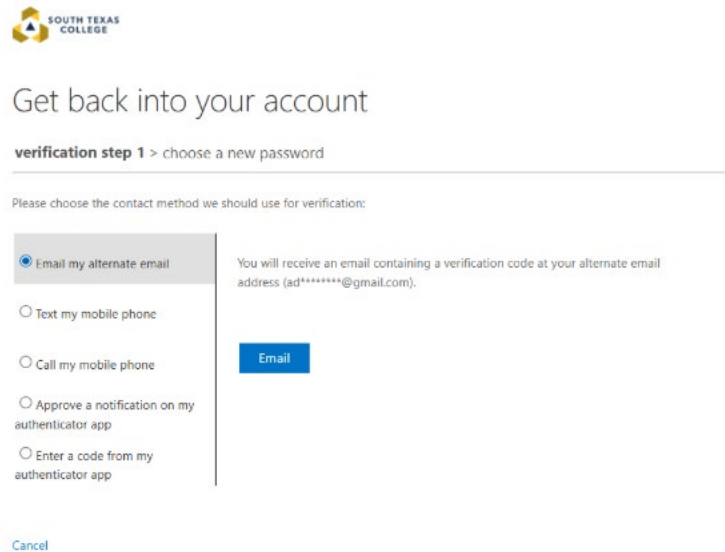
3. Enter your STC email address and complete the CAPTCHA.
4. Select **Next**.



5. On the next screen, select **I forgot my password**, then select **Next**.



6. Choose one of your registered verification methods and follow the on-screen prompts to verify your identity.

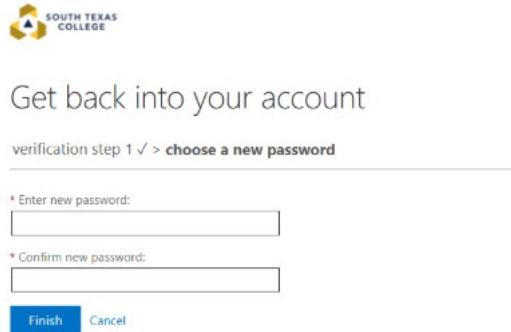


Available verification methods may include:

- Phone
- Email
- Microsoft Authenticator app

Once your identity has been verified, you will be prompted to create a new password.

7. Enter your new password twice.
8. Select **Finish**.



The screenshot shows the South Texas College logo at the top left. Below it, the heading "Get back into your account" is displayed. Underneath the heading, the text "verification step 1 ✓ > choose a new password" is shown. There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom of the form, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

Your password has now been successfully reset. Close your browser and sign in using your new credentials.

Password Requirements

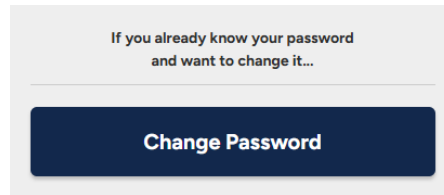
Your new password must:

- Be at least 12 characters long
- Include characters from at least three of the following four categories:
 - Uppercase letters (A–Z)
 - Lowercase letters (a–z)
 - Numbers (0–9)
 - Special characters (! @ # \$ % ^ & *)

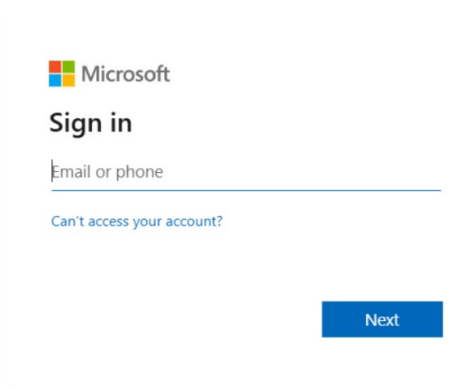
Change Password

Use this option if you know your current password and want to change it.

1. Go to mypassword.southtexascollege.edu.
2. Select **Change Password**.

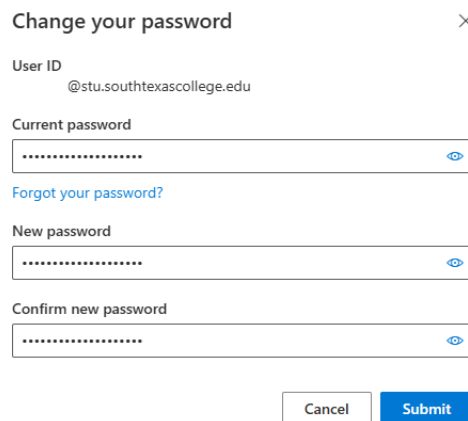


3. Sign in using your STC email address, username, and password.



Note: If you are an employee and are off campus, you may be required to approve a DUO prompt.

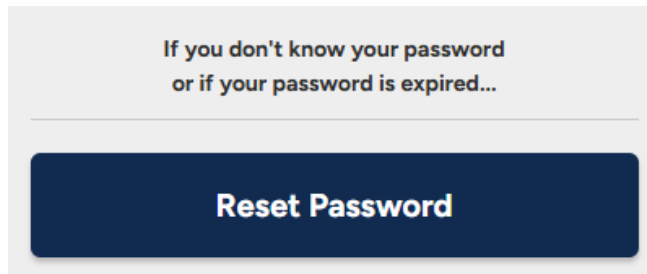
4. Verify your identity using one of your previously registered methods.
5. Once signed in, you can change your password by entering your current password, then entering your new password twice to confirm

A screenshot of a web form titled "Change your password" with a close button (X) in the top right corner. The form displays the user's ID as "@stu.southtexascollege.edu". It contains three password input fields: "Current password", "New password", and "Confirm new password". Each input field has a small eye icon to the right, indicating a toggle for visibility. Below the "Current password" field is a link that says "Forgot your password?". At the bottom of the form are two buttons: "Cancel" and "Submit".

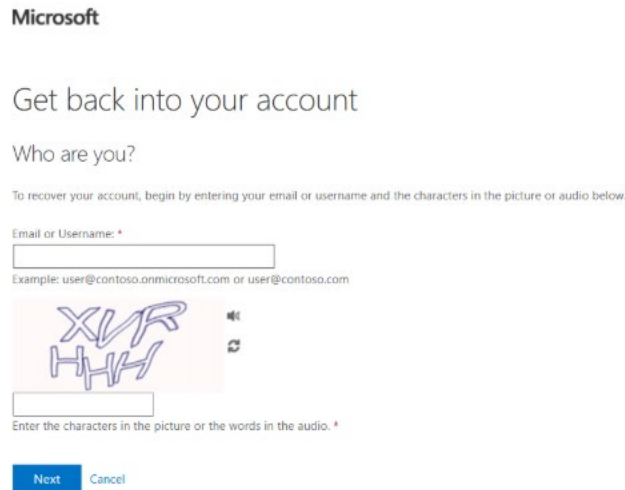
Unlock Your Account

If your account is locked but you already know your password, you can unlock it without resetting your password.

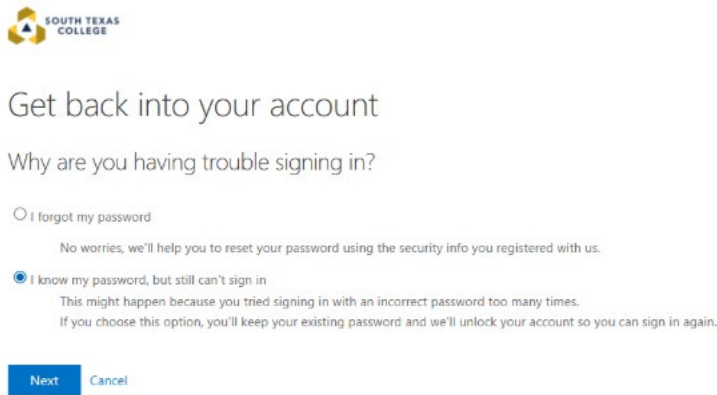
1. Go to mypassword.southtexascollege.edu.
2. Select **Reset Password**.



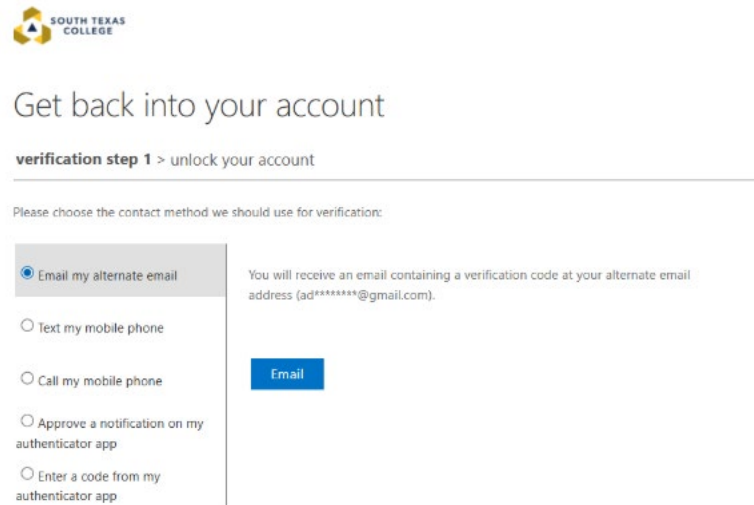
3. Enter your STC email address and complete the CAPTCHA.
4. Select **Next**.



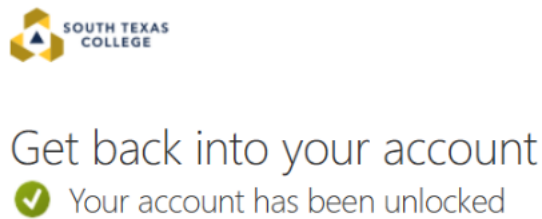
- 5. On the next screen select **I know my password, but still can't sign in.**
- 6. Select **Next.**



- 7. Choose one of your registered verification methods and follow the on-screen prompts to verify your identity.



Once verification is complete, your account will be unlocked.



Using Different Verification Methods

The verification options available to you will depend on the methods you registered during setup.

Personal Email

If you choose **Email my alternate email**, a verification code will be sent to the personal email address you registered.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<p><input checked="" type="radio"/> Email my alternate email</p> <p><input type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Approve a notification on my authenticator app</p> <p><input type="radio"/> Enter a code from my authenticator app</p>	<p>You will receive an email containing a verification code at your alternate email address (ad*****@gmail.com).</p> <p>Email</p>
--	--

Enter the code on the screen to continue.

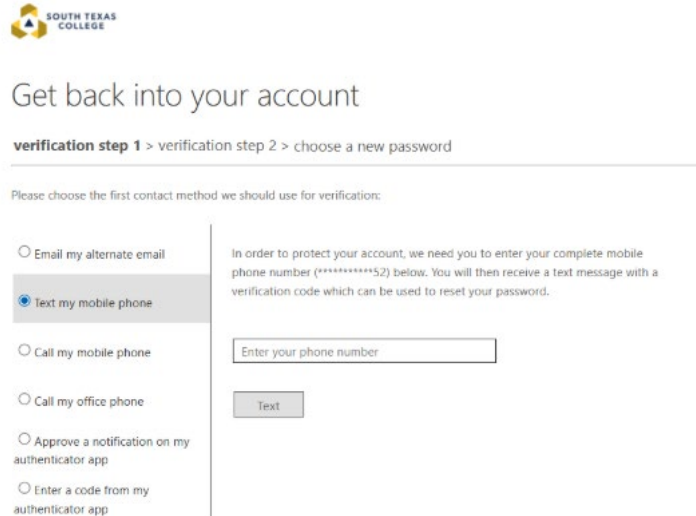
We've sent an email message containing a verification code to your inbox.

[Next](#)

Phone

If you choose **Phone**, you may have the option to receive either a text message or a phone call.

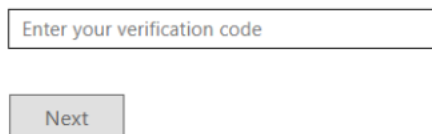
If you select **Text my mobile phone**, a code will be sent to your phone via SMS.



The screenshot shows the South Texas College logo at the top left. Below it is the heading "Get back into your account" and a breadcrumb trail: "verification step 1 > verification step 2 > choose a new password". The main instruction is "Please choose the first contact method we should use for verification:". On the left, there are six radio button options: "Email my alternate email", "Text my mobile phone" (which is selected), "Call my mobile phone", "Call my office phone", "Approve a notification on my authenticator app", and "Enter a code from my authenticator app". To the right of these options, there is explanatory text: "In order to protect your account, we need you to enter your complete mobile phone number (*****52) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field labeled "Enter your phone number" and a "Text" button.

Enter the code on the screen.

We've sent you a text message containing a verification code to your phone.



The screenshot shows a text input field with the placeholder text "Enter your verification code". Below the input field is a "Next" button.

If you select **Call my mobile phone**, you will receive an automated phone call and be prompted to confirm.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Call my office phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****52) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

We're calling your phone. Please answer it to continue.

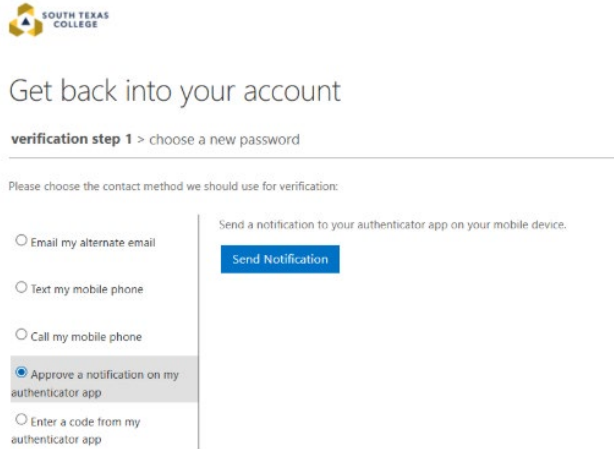
Example of the prompt when the phone call is placed.

Microsoft Authenticator App

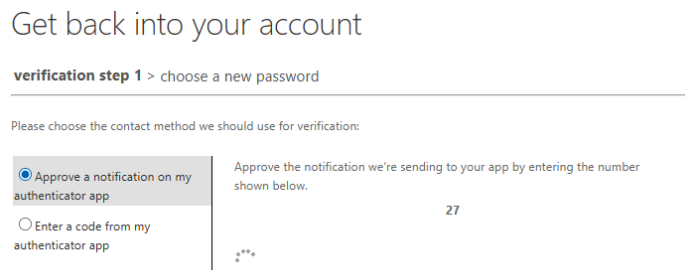
If you registered the Microsoft Authenticator app, you may see one of the following options:

Approve a notification on my authenticator app

1. Select **Approve a notification on my authenticator app**

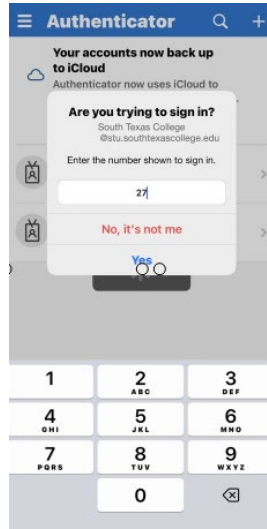


2. A number is provided on screen and a notification is sent to the Microsoft Authenticator app.



Example of the number provided for verification.

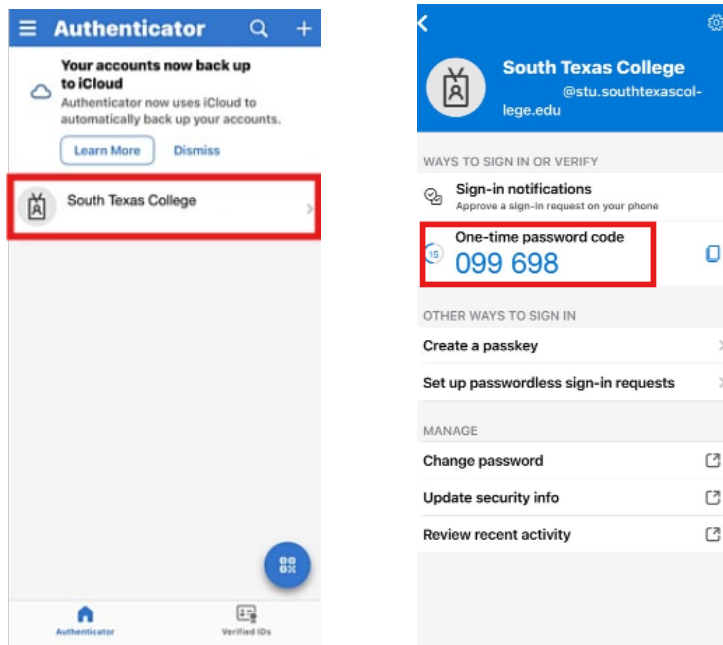
3. In the Microsoft Authenticator app, enter the number you received and hit **Yes**



Example of number being entered.

Enter a code from my authenticator app


1. Open the Microsoft Authenticator app.
2. Click on your South Texas College account to find the **One-time password code**



Example of the password code

Note: A new code is generated in the Authenticator app every 30 seconds.

3. Enter the code on the **Get back into your account page** and click **Next**.

 SOUTH TEXAS COLLEGE

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

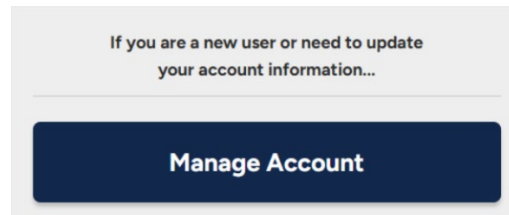
Enter the code displayed in your authenticator app.

[Next](#)

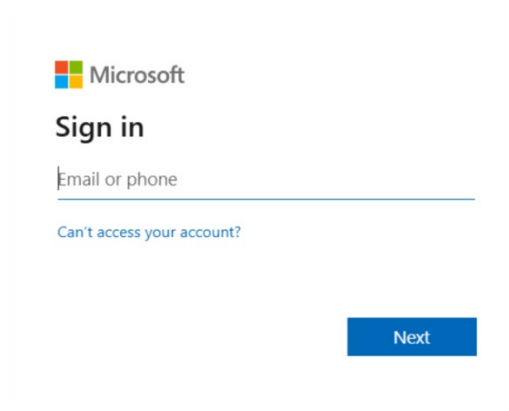
Update or Change Your Authentication Methods

If you need to update or change one of your authentication methods, you can do so at any time.

1. Go to mypassword.southtexascollege.edu.
2. Select **Manage Account**.

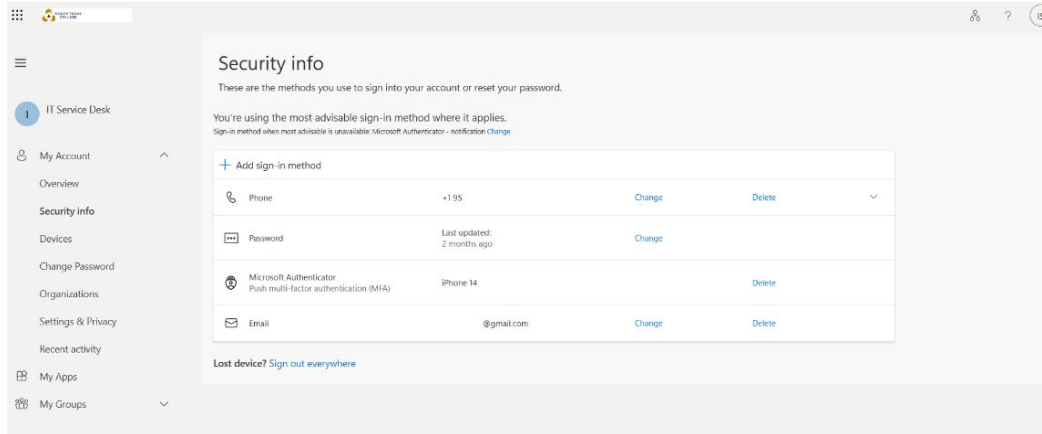


3. Sign in using your STC email address, username, and password.



Note: *If you are an employee and are off campus, you may be required to approve a DUO prompt.*

4. Verify your identity using one of your previously registered methods.
5. Once signed in, you can manage your authentication methods as needed:



Change a Method

Select **Change** to update the information for an existing method.

Delete a Method

Select **Delete** to remove a method after verification.

Add a Method

Select the **Add sign-in method plus (+) icon**, then choose a new option from the drop-down list and follow the prompts to complete setup.