



Step-By-Step Instructions:

How to Change Your Passphrase using Self-Service

As an additional security measure for your accounts, the Helpdesk will no longer have the ability to change or reset your user passphrase. DO NOT call or submit a ticket, instead please follow the steps outlined below.

1. Go to Self-Service home page: <http://selfservice.azwestern.edu/>

Self-Service

Sign In

User name

Password

Forgot your [user name](#) or reset your [password](#)

Sign In

Student Video Tutorials

- [Introduction to Student Planning](#)
- [Student Planning—Plan Your Courses](#)
- [Student Planning—Register for Classes](#)

Student Tutorials

- [Student Planning Student Manual](#)

Helpful Links

- [ToroWeb](#)
- [Bookstore](#)
- [Transcript Request \(NSC\)](#)
- [Search for Courses](#)

2. Click on the password link:

Sign In

User name

Password

Recover your [user name](#) or reset your [password](#)

Sign In

3. Enter in your User Name and Email Address and Submit. The email address should be your personal email.



Self-Service

Forgot Password

[Back to Login page](#)

Please enter your username and your personal email address. You should receive an email within 5 minutes with instructions on how to reset your password. If you do not receive an email please check your spam folder. For further assistance, please contact the AWC Service Desk at 928-317-5892 or send email to servicedesk@azwestern.edu.

User Name *

Email Address *

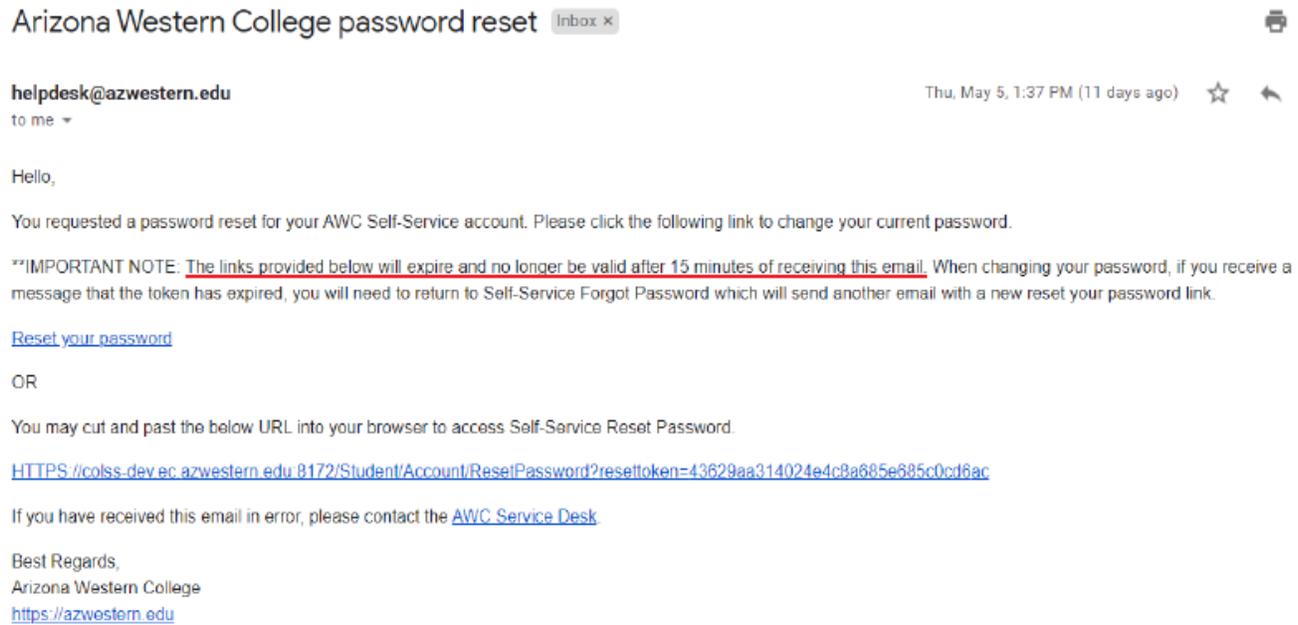
Submit

Note: If you do NOT receive an email to your person email within 5 minutes please reach out to the AWC Help Desk: <https://www.azwestern.edu/support> and Click "Request Support"

 REQUEST SUPPORT

Submit a Service Desk Request ticket.

4. The email you receive for your passphrase reset will look like this and come from helpdesk@azwestern.edu:



Click on the [Reset your password](#) link in the email.

5. This will take you back to the Self-Service page to create a new passphrase for your account:

Self-Service
ARIZONA WESTERN COLLEGE

Reset Password

i Please enter your user name and new password. Your new password length **MUST** be between 17-24 characters. Special characters **NOT ALLOWED**: :?;@&=<>\ or "space". We encourage your password to contain: upper case letters, lower case letters, numbers, and special characters such as !#\$%*. If you need assistance, please contact the AWC Service Desk at 928-317-5892 or send email to servicedesk@azwestern.edu.

User name

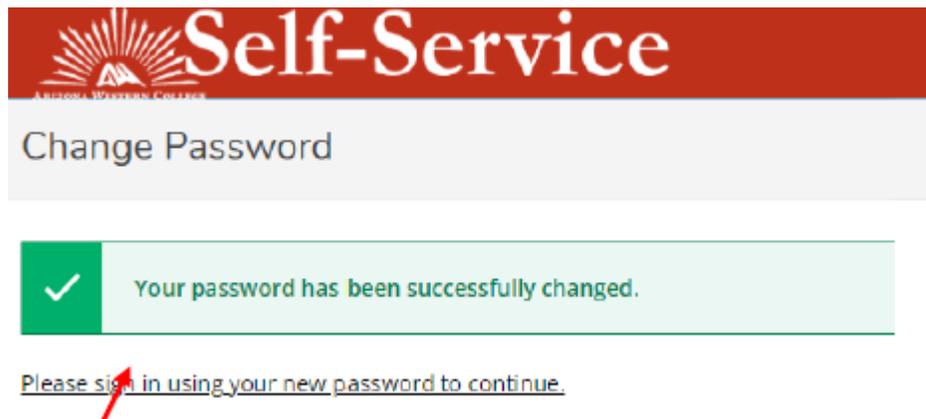
New password

Confirm new password

Reset Password

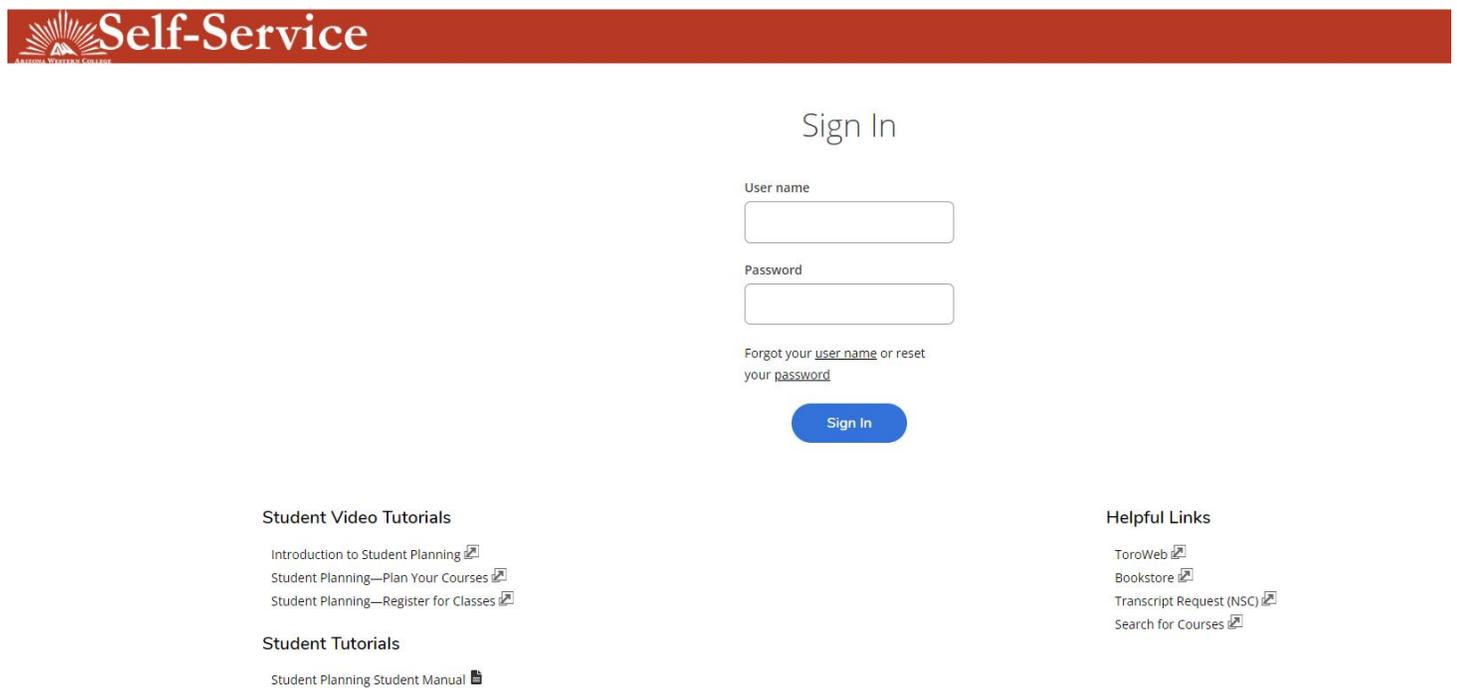
You **MUST** follow the minimum requirements for your new passphrase as indicated above.

6. If you are successful, you will see this message:



The screenshot shows the 'Self-Service' header with the Arizona Western College logo. Below it is a 'Change Password' section. A green success message box contains a checkmark and the text 'Your password has been successfully changed.' Below this, a red arrow points to the underlined text 'Please sign in using your new password to continue.'

7. Click on link above or go to: <http://selfservice.azwestern.edu/> to log in using your new passphrase!



The screenshot shows the 'Self-Service' header. The main content area is titled 'Sign In' and contains a 'User name' input field, a 'Password' input field, and a 'Sign In' button. Below the input fields are links for 'Forgot your user name or reset your password'. At the bottom, there are two columns of links: 'Student Video Tutorials' (Introduction to Student Planning, Student Planning—Plan Your Courses, Student Planning—Register for Classes) and 'Student Tutorials' (Student Planning Student Manual). To the right, there is a 'Helpful Links' section with links for ToroWeb, Bookstore, Transcript Request (NSC), and Search for Courses.