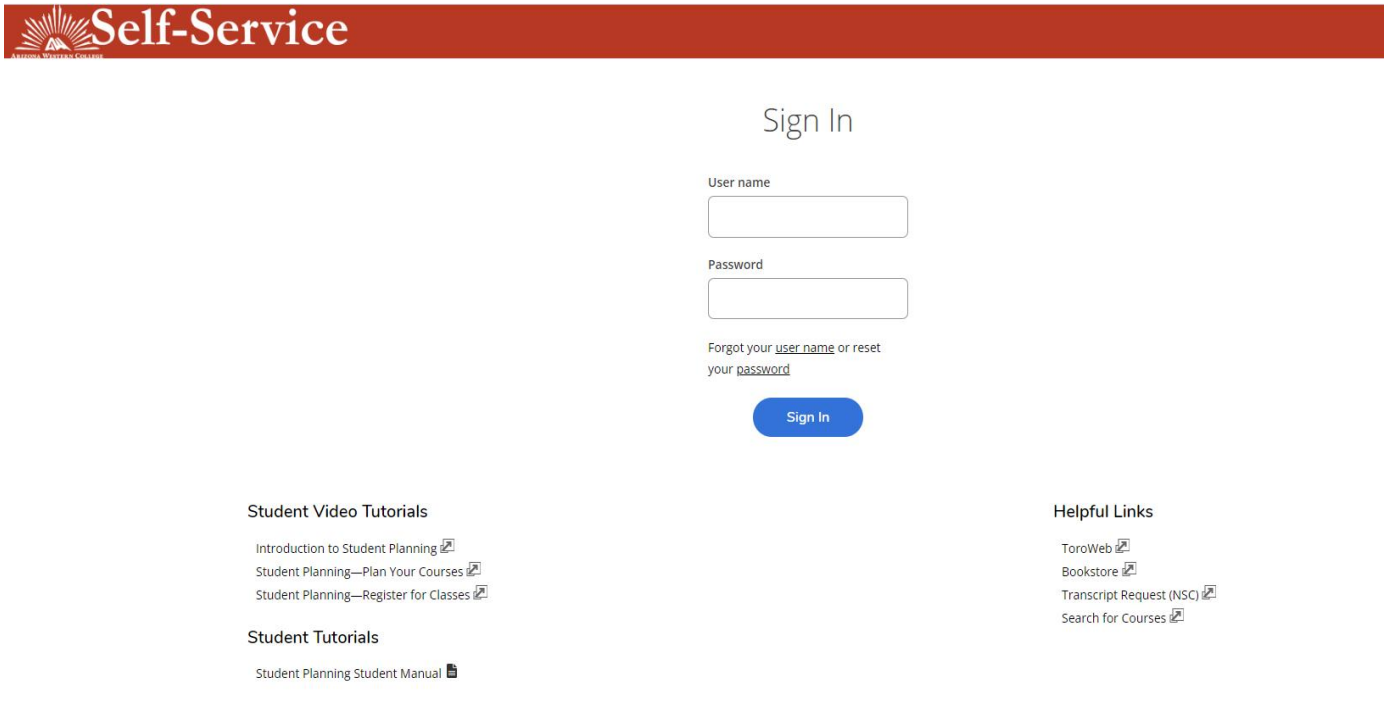
Step-By-Step Instructions:

How to Change Your Passphrase using Self-Service

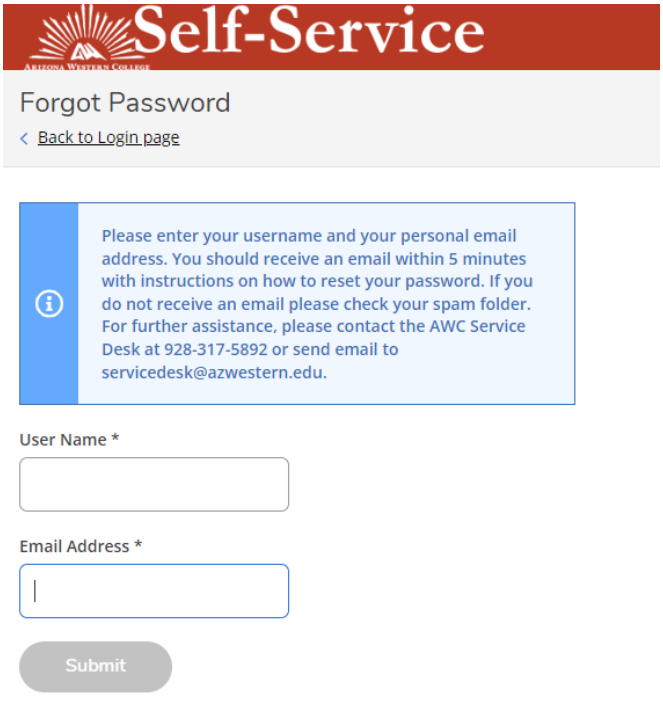
As an additional security measure for your accounts, the Helpdesk will no longer have the ability to change or reset your user passphrase. DO NOT call or submit a ticket, instead please follow the steps outlined below.

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

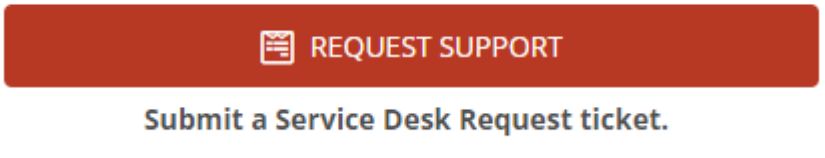


2. Click on the password link:

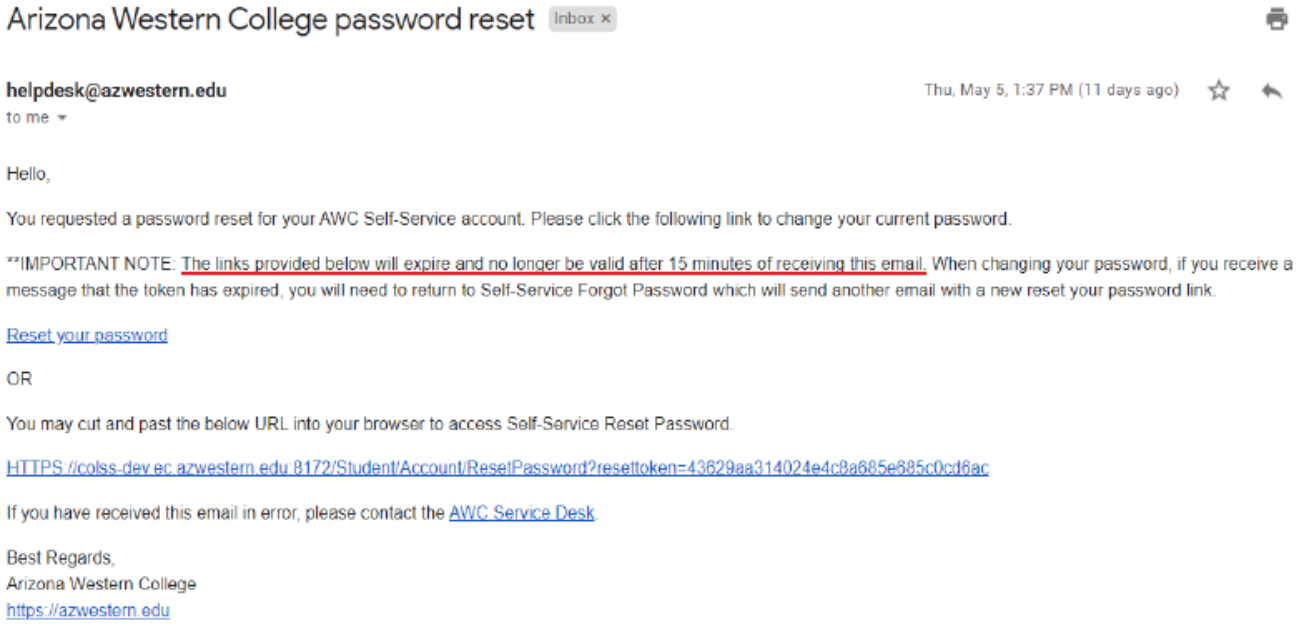
3. Enter in your User Name and Email Address and Submit. The email address should be your personal email.



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”



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



Arizona Western College password reset Inbox ×

helpdesk@azwestern.edu Thu, May 5, 1:37 PM (11 days ago)
to me

Hello,

You requested a password reset for your AWC Self-Service account. Please click the following link to change your current password.

**IMPORTANT NOTE: The links provided below will expire and no longer be valid after 15 minutes of receiving this email. When changing your password, if you receive a message that the token has expired, you will need to return to Self-Service Forgot Password which will send another email with a new reset your password link.

Reset your password

OR

You may cut and past the below URL into your browser to access Self-Service Reset Password.

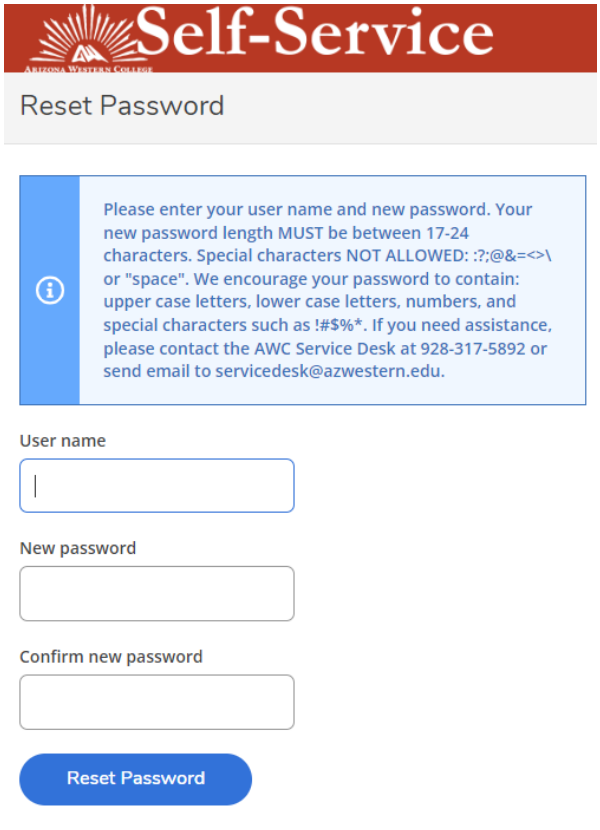
HTTPS://colss-dev.ec.azwestern.edu:8172/Student/Account/ResetPassword?resettoken=43629aa314024e4c8a685e685c0cd6ac

If you have received this email in error, please contact the AWC Service Desk.

Best Regards,
Arizona Western College
https://azwestern.edu

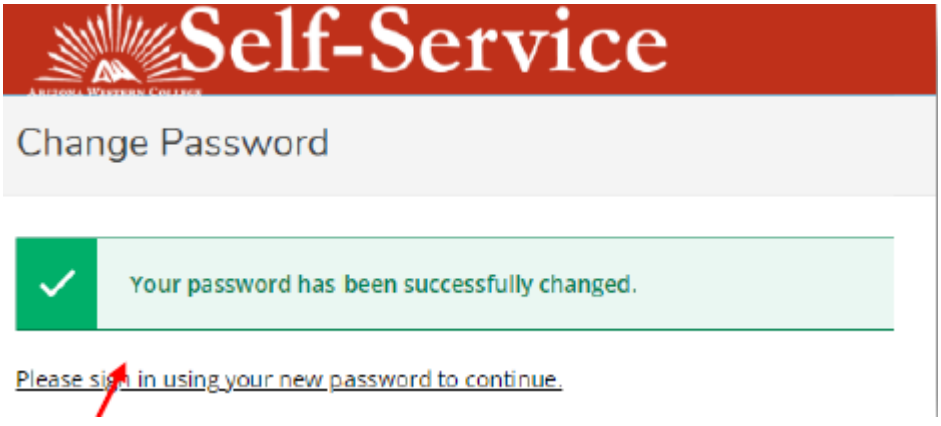
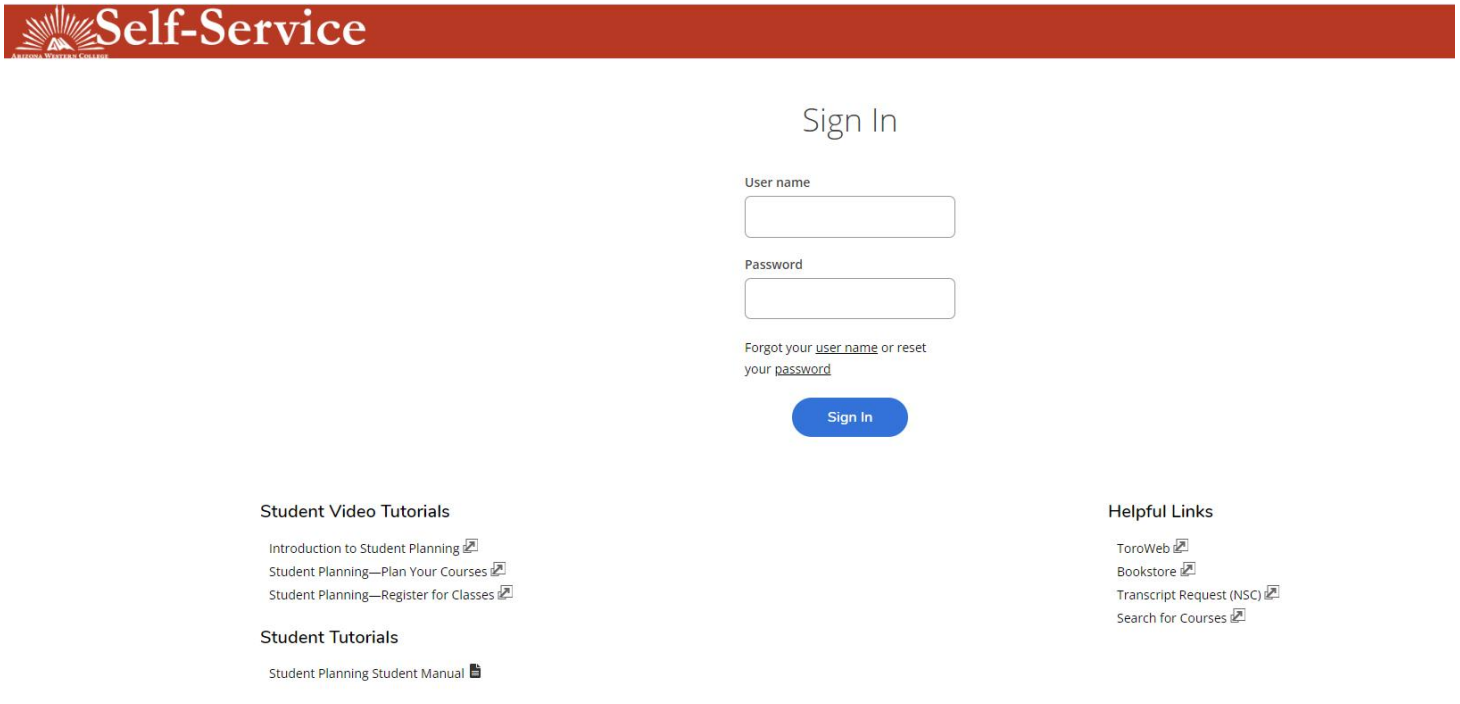
Click on the Reset your password link in the email.

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



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

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



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