

Using Self Service Reset Password Management, (SSRPM)

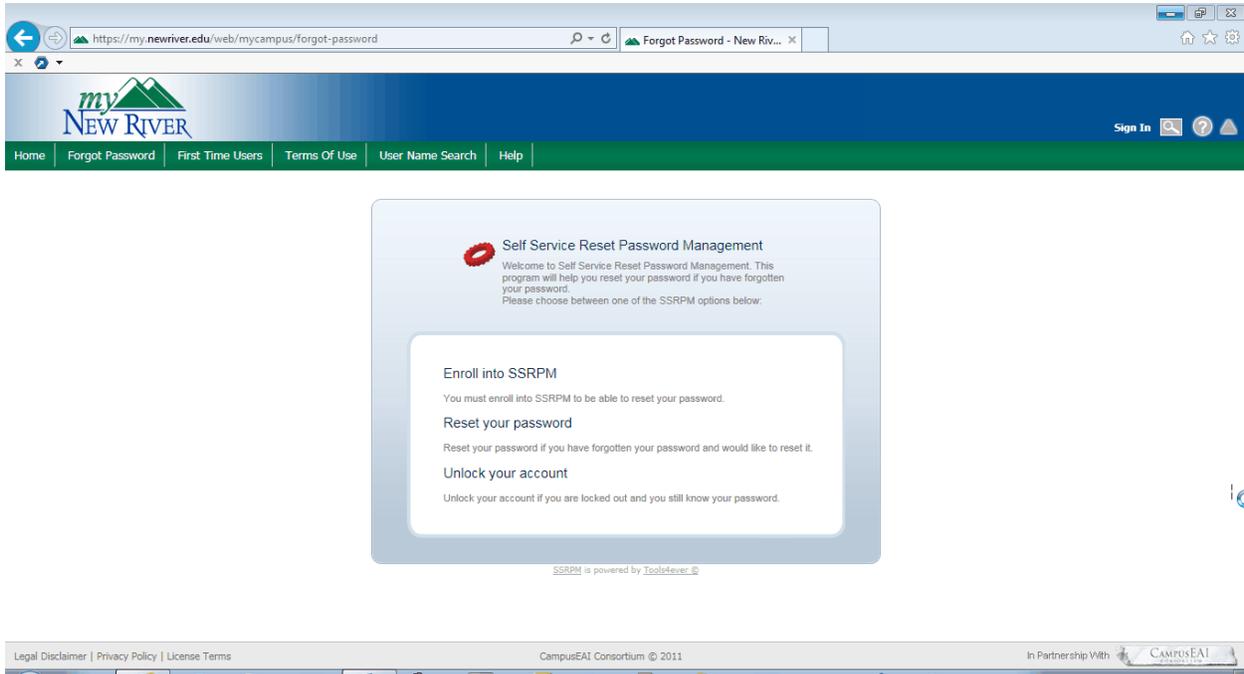
When a student, staff member, faculty member, or adjunct is currently enrolled in SSRPM they will have the ability to unlock their account or reset their password. The user must first be enrolled. Below are the steps necessary in order to properly enroll to use this feature the college provides.

- 1. Any user can access SSRPM by selecting forgot password on the portal logon page.

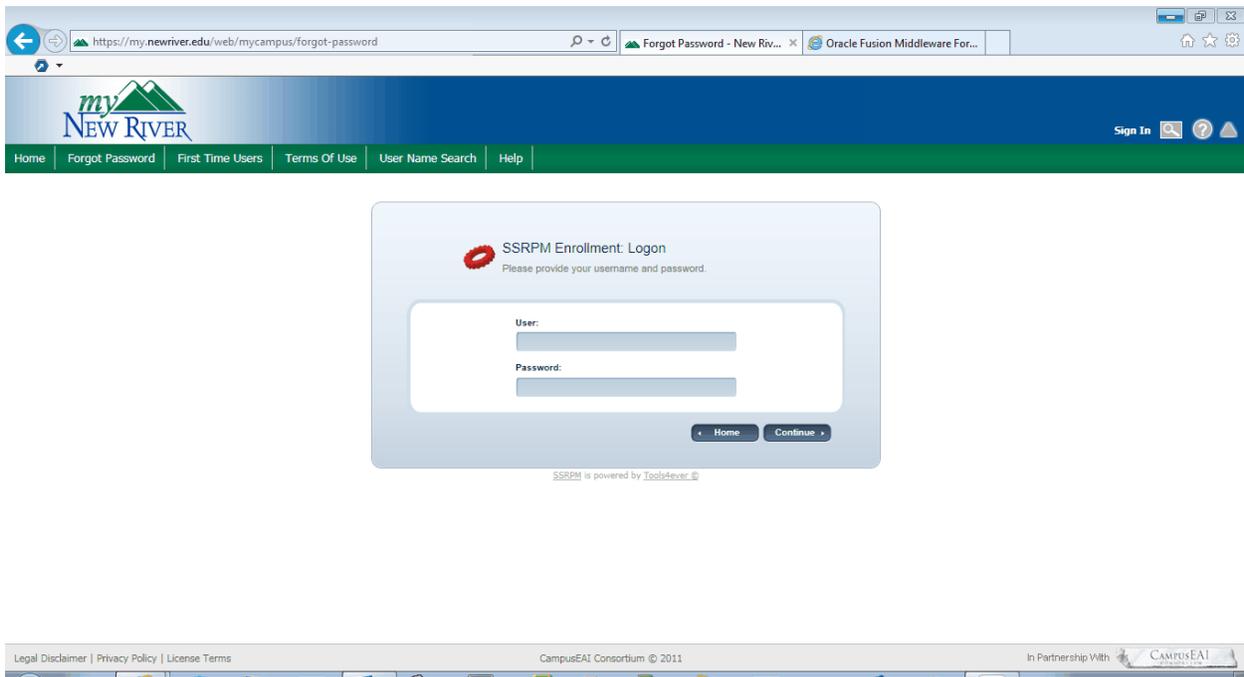
[Click here to access the portal](#)



- The user will then be presented with the next screen below. Enroll in SSRPM must be selected before a user can use the password reset and unlock features of SSRPM.



- Once you select enroll into SSRPM you will be prompted with the next screen. Enter your username, for example, student_aa and your password that is use to authenticate into the portal. If you have not changed your password it should begin with a "N,ID,r". Example: N000923234r.



- After you click continue you will be presented with the following screen. You MUST enter your nine digit ID, birthdate in the format shown, and the last four digits of your SSN#. After the information has been entered and you click continue you will have successfully enrolled. You now have the ability to unlock your account or reset your password. **Note: If you change your password at any time and you have your New River mail account on a mobile device you must change the password on the mobile device or your account will continue to lock.**

https://my.newriver.edu/web/mycampus/forgot-password

my NEW RIVER

Home Forgot Password First Time Users Terms Of Use User Name Search Help Sign In

Question 1:
What is your employee/student ID?
Answer:
Confirm:

Question 2:
What is your date of birth? (MM/DD/YYYY)
Answer:
Confirm:

Question 3:
What are the last 4 digits of your social security number?
Answer:
Confirm:

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https://my.newriver.edu/web/mycampus/forgot-password

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Self Service Reset Password Management - Enrollment

Congratulations!

You have enrolled successfully into the Self Service Reset Password Management program!

Home Close

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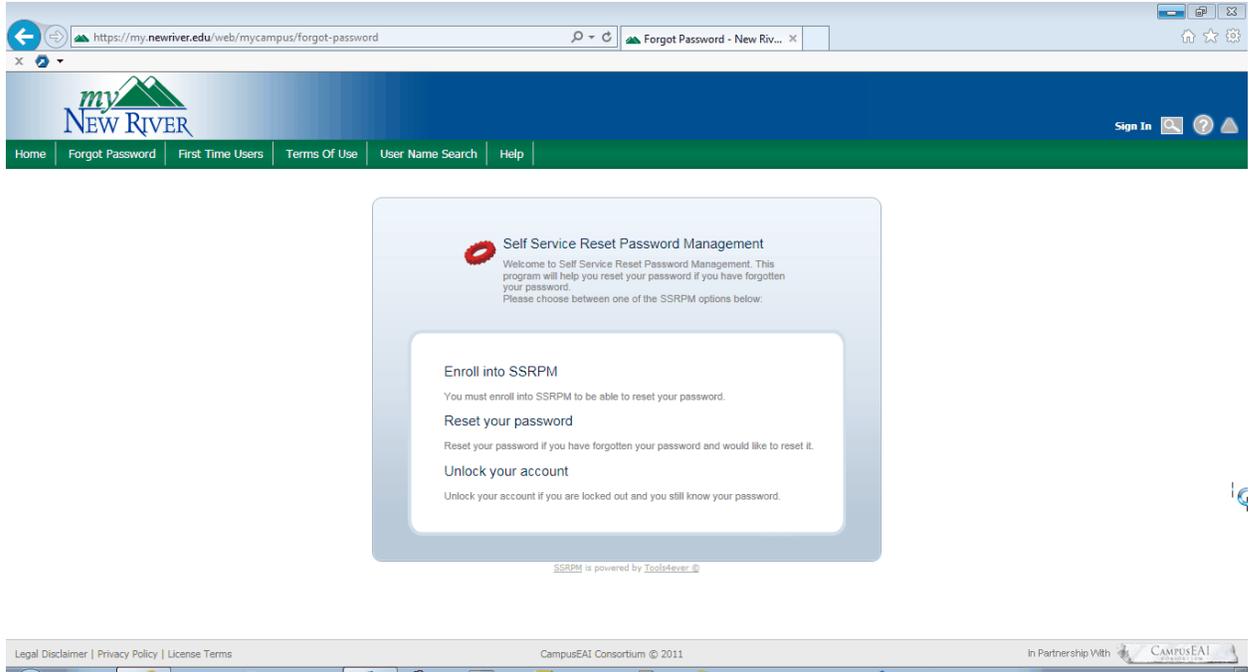
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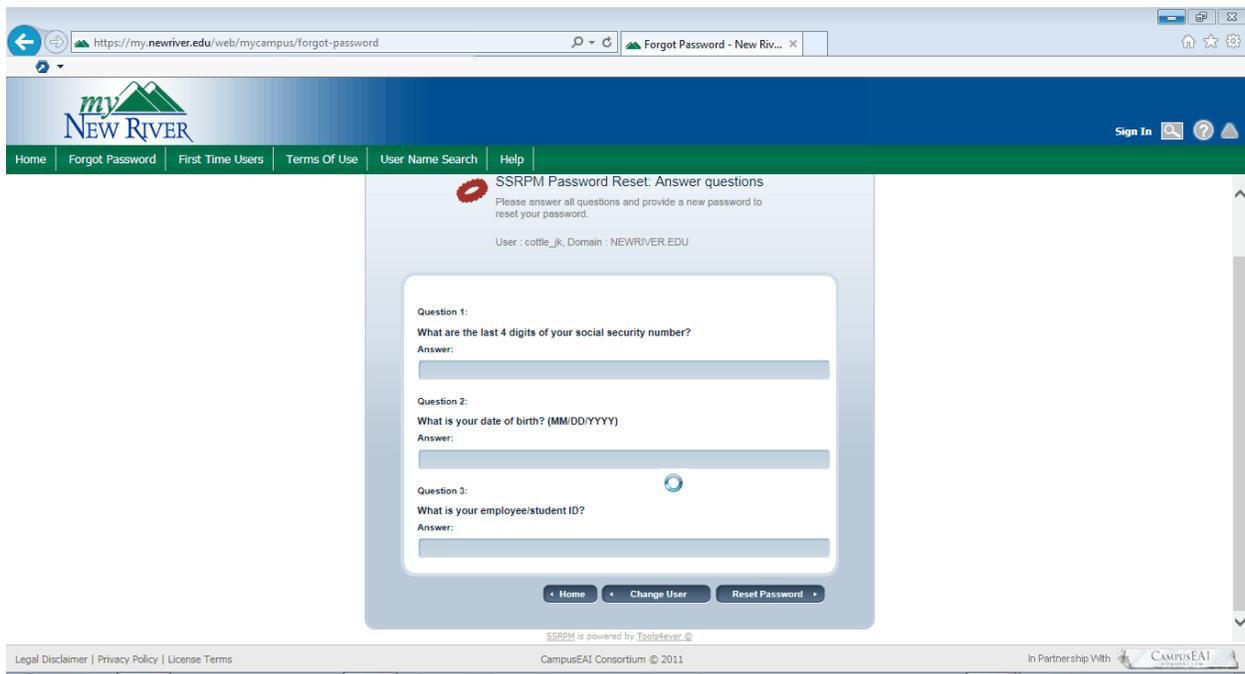
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How to reset your password using SSRPM

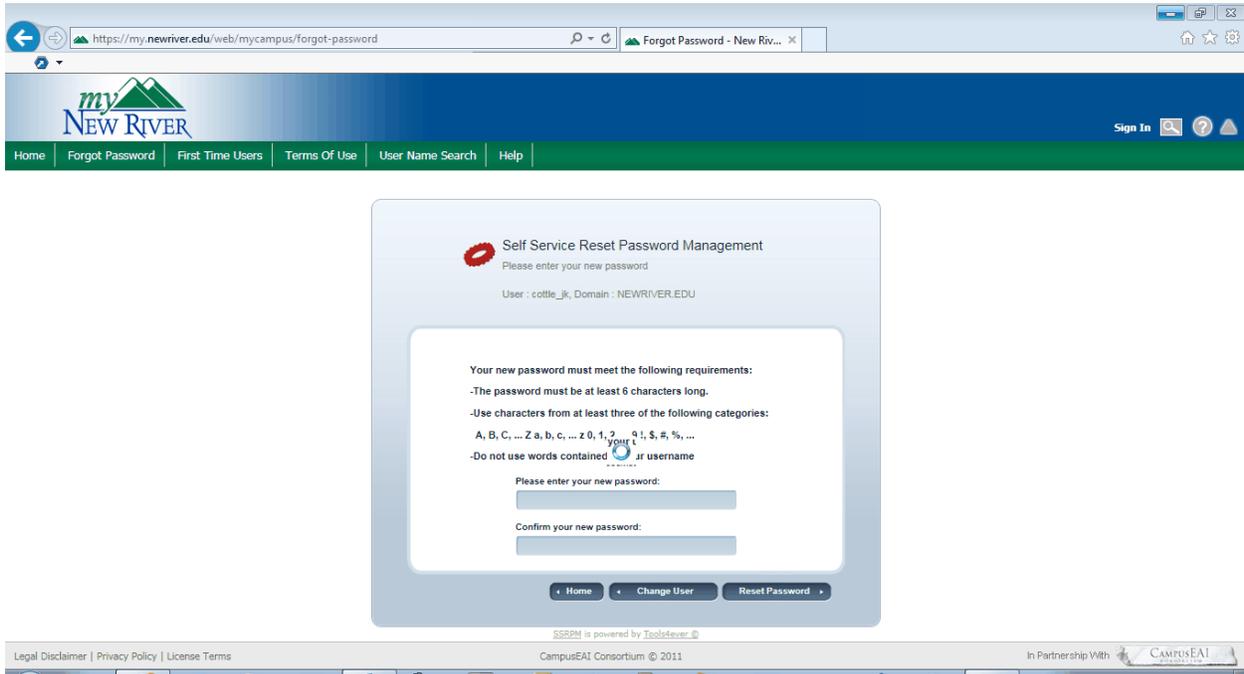
1. Access SSRPM by selecting forgot password on the Portal login page. Select Reset your password.



2. You will then be prompted to answer the 3 security questions on the following screen to continue.

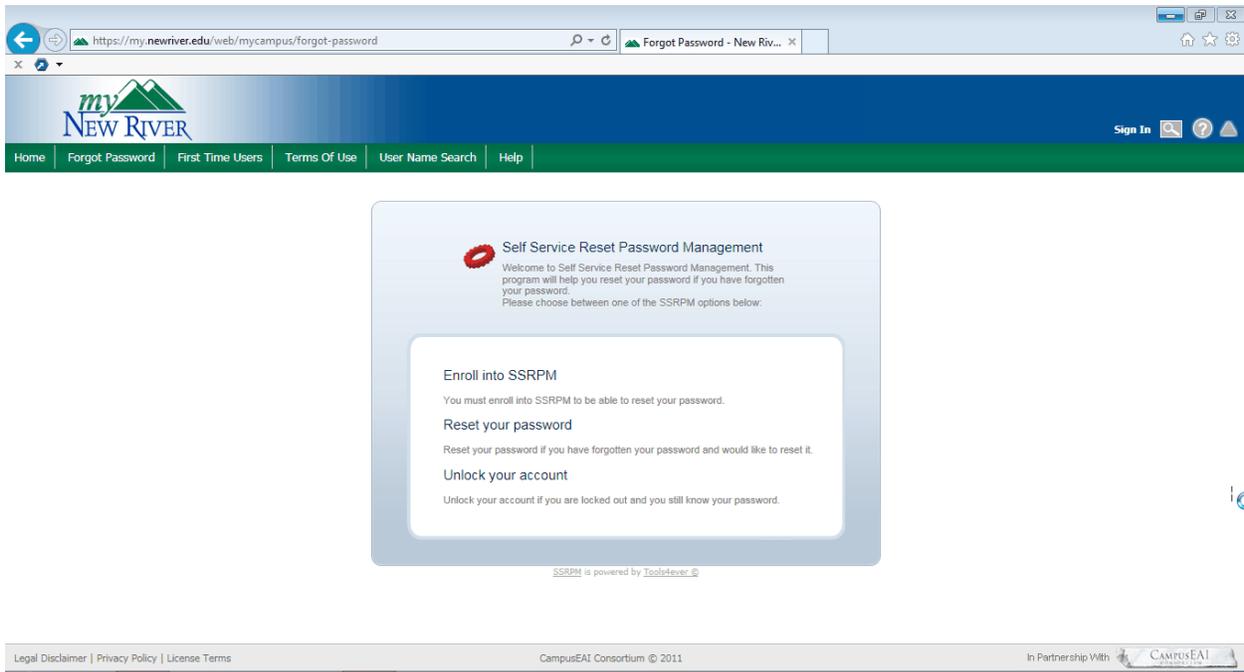


3. Once completed select Reset Password. On the following screen please enter a new password.
Note: the password must be complexity requirements in order to succeed. Do not use any password that contains a part of your name or personnel information.



Unlocking your account

1. Access SSRPM by selecting forgot password on the Portal logon page. Select Unlock your account.



2. Enter your username

SSRPM Password Unlock: Identification
Please provide your username and domain name.

User:

[Home](#) [Continue](#)

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3. You will then be presented with 3 security questions to answer. Once completed with the correct data your account will be unlocked when you select Unlock Account.

SSRPM Unlock Account: Answer questions
SSRPM Unlock Account: Answer questions
User: cottie_jk Domain: NEWRIVER.EDU

Question 1:
What are the last 4 digits of your social security number?
Answer:

Question 2:
What is your date of birth? (MM/DD/YYYY)
Answer:

Question 3:
What is your employee/student ID?
Answer:

[Home](#) [Change User](#) [Unlock Account](#)

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