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

2. 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.

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NEW RIVER Home Forgot Password First Time Users Terms Of Use	User Name Search Help	Sign In 🔍 🖗 🛆
	Self Service Reset Password Management Velcome to Self Service Reset Password Management. This program will help you reset your password if you have forgotten your password. Please choose between one of the SSRPM options below:	
	Enroll into SSRPM You must enroll into SSRPM to be able to reset your password. Reset your password Reset your password if you have forgotten your password and would like to reset it. Unlock your account Unlock your account if you are locked out and you still know your password.	14
	SSRPM is powered by <u>Tools4ever @</u>	
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3. 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.

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	SSRPM Enrollment: Logon Please provide your username and password. User: Basword: SERRM is powered by Toolstever (2)	

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4. 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.

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	What is your employee/student ID?	0
	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:	
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	Self Service Reset Password Management - Enrollment	
	Congratulations! You have enrolled successfully into the Self Service Reset Password Management program!	
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How to reset your password using SSRPM

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

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Home Forgot Password First Time Users Terms Of Use	User Name Search Help	
	Self Service Reset Password Management Welcome to Self Service Reset Password Management. This program will help you reset your password if you have forgotten your password. Presse choose between one of the SSRPM options below:	
	Enroll into SSRPM You must enroll into SSRPM to be able to reset your password. Reset your password Reset your password if you have forgotten your password and would like to reset it. Unlock your account Unlock your account if you are locked out and you still know your password.	
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2. You will then prompted to answer the 3 security questions on the following screen to continue.

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Home Forgot Password First Time Users Terms Of Use	User Name Search Help	
	SSRPM Password Reset: Answer questions	
	Please answer all questions and provide a new password to reset your password.	
	User : cottle_jk, Domain : NEWRIVER.EDU	
	Question 1:	
	What are the last 4 digits of your social security number?	
	What is your date of birth? (MM/DD/YYYY)	
	Answer:	
	Question 3:	
	What is your employee/student ID?	
	Answer:	
	Home Change User Reset Password	
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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.

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Home Forgot Password First Time Users Terms Of Use	User Name Search Help	
	Self Service Reset Password Management	
	Please enter your new password	
	User : cottle_jk, Domain : NEWRIVER.EDU	
	Your new password must meet the following requirements:	
	The neceword must be at least 6 charactere long	
	The password must be at least three of the following esteronies:	
	A P C 7 a b a 30 4 2 01 \$ # \$	
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	Please enter your new password:	
	Confirm your new password:	
	← Home ← Change User Reset Password	
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Unlocking your account

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

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2. Enter your username

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Home Forgot Password First Time Users Terms Of Use	User Name Search Help	
	SSRPM Password Unlock: Identification	
	Please provide your username and domain name.	
	User:	
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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.

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	SSRPM Unlock Account: Answer questions	
	User : cottle_jk, Domain : NEWRIVER.EDU	
	Question 1: What are the last 4 digits of your social security number? Answer:	
Q	Question 2: What is your date of birth? (MMIDD/YYYY) Answer:	
	Question 3: What is your employee/student ID? Answer:	
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