

How to: Reset your MyBVC Password

1. On the login screen, click on the link that says “**forgot my password**”
 - a. You can also go directly to the password reset page at :
<https://account.mybvc.ca/PasswordReset.aspx>



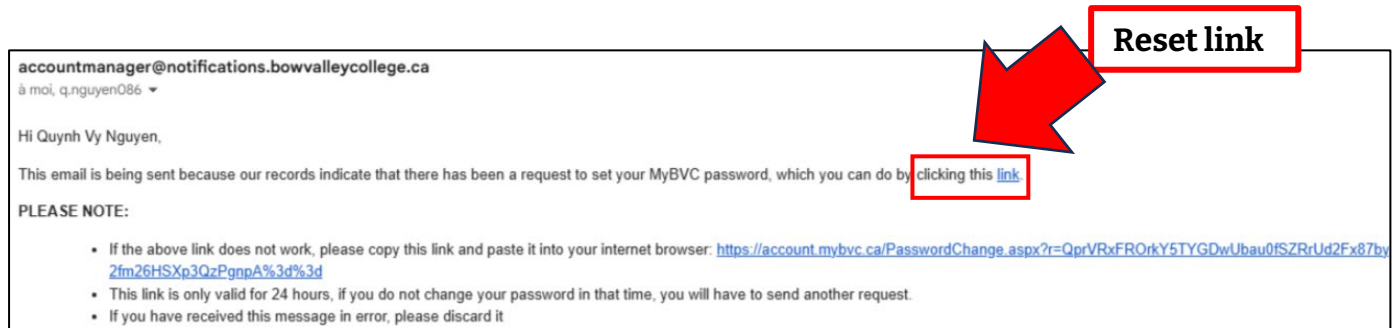
The screenshot shows the Bow Valley College Sign in page. At the top is the Bow Valley College logo. Below it is the text "Sign in". There is a text input field containing "username@example.ca" and a blue "Next" button. To the right of the "Next" button, a red box labeled "Forgot my password" has a red arrow pointing to a link on the page. Below the "Next" button, there are two links: "Student Password Reset: [Forgot my password](#)" and "Staff Password Reset: [Forgot my password](#)". Below these links is a paragraph of text: "By using **Bow Valley College's** technology services, you agree to the terms of our *Acceptable Use Policy*, listed at <https://www.bowvalleycollege.ca/about-us/our-organization/policies-and-compliance>".

2. On the reset screen, enter your **Student ID** and **Birth Date**. Then click once on the **Reset Button**.



The screenshot shows the Password Reset page. At the top is the title "Password Reset". Below it is a paragraph of text: "Please enter your student ID and birth date. A message will be sent to the personal email address containing information to reset your password." There are two input fields: "Student ID:" and "Birth Date:". The "Birth Date:" field has a calendar icon. Below the input fields is a large blue "Reset" button. Red boxes with arrows point to the input fields and the button: "1) Student ID" points to the Student ID field, "2) Birth Date" points to the Birth Date field, and "3) Submit Button" points to the Reset button.

3. An email with instructions will be sent to your PERSONAL email. This is the email account you used when you applied to attend BVC.
4. Click on the link in the email to reset your password.



5. On the Password Reset page, **pick a new password** and then click once on the **Change Button** to create your new password.

The screenshot shows the "Password Set" page. It has a heading "Password Set" and a sub-heading "To set your password, please fill out all the fields below." There are two input fields: "New Password:" and "Confirm:". A red box labeled "Type your new password" has two arrows pointing to both input fields. Below the "Confirm:" field is a "Click Change" button, and a red box labeled "Change Button" points to it. To the right of the "Click Change" button is a blue "Change" button.

Passwords must follow these rules:

- The password cannot contain your name, Student ID number or birth date.
- The password must be eight characters or more.
- The password must use at LEAST three things in this list:
 - a. Lowercase letter
 - b. Uppercase letter
 - c. Number
 - d. Symbol (eg. !@* &)

If the self-password reset does not work, visit or call the BVC Service Desk at 403-410-1611 to have your password reset.