

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 login page. At the top left 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 its right. To the right of the "Next" button, a red box contains the text "Forgot my password" with a red arrow pointing to the "Forgot my password" link in the text below. 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: "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 to its right. Below the input fields is a large blue "Reset" button. Red boxes and 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.

Bow Valley College Password Management Notification

Hi [redacted]

Access to MyBVC requires entry of a username and password.

Your MyBVC username is [redacted]

[Use this link](#) to set your password.

Use this link

PLEASE NOTE:

- If the above link does not work, please copy this link and paste it into your internet browser: <https://account.mybvc.ca/PasswordChange.aspx?r=B9IvatXV4ejGYPhBiGhc4uwWvywywgPsCbFCIOAAmU%3d&i=Ym%2b6d36YH0v8X7RLU0S8oQ%3d%3d>
- This link is only valid for 2 hours, if you do not change your password in that time, you will have to send another request.

Who do I contact if I need HELP?

Contact the Help Desk at [403-410-1611](tel:403-410-1611)

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 title 'Password Set' and a subtitle '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 arrows pointing to both input fields. Below the input fields is a blue 'Change' button. A red box labeled 'Change Button' has an arrow pointing to the '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. !@*&)