

## Forgot Your Password

1. Connect to JCPORTAL page where you log in.
2. Click the link **Forgot Your Password**.
3. Enter your **User ID**.
4. Click on the **Continue** button. If you receive this error message, make sure you have entered the correct User ID.
5. Located at the top of the screen, verify the **USER ID** and **EMAIL ID** information is correct. If this information is not correct, you need to call the **Information Technology Helpdesk (601) 477- 4160**.
6. Answer the **Question**, “What is my employee id”, in the **Response** field.
7. Click on the **Email New Password** button.
8. Please read the instructions on the next screen very carefully and click the **Continue** button.
9. You are returned back to the JCPORTAL log in page.
10. You **MUST** check you JCJC email account before you log in.
11. Log in to JCPORTAL using the new password that was emailed to you.
12. A screen is displayed showing “**Your password has expired**”. Click on change your password in order for you to reset the password to something that you desire.
13. The information entered into the **Current Password, New Password, and Confirm Password** fields are **CASE** sensitive.
  - Key your old password in the **Current Password** field.
  - Key your New Password in the **New Password** and **Confirm Password** fields.
14. Click on the **Change Password** button.
15. Click on **OK** to complete the process.
16. Located at the top right of the screen. Click on **Sign Out** to login into the JCPORTAL using your new password.

### Information Technology Helpdesk:

Phone number is (601) 477-4160. The office hours are 8:00 AM until 4:30 on Monday through Friday.