



## Forgot Password

Follow these instructions.

A screenshot of the Bergen Community College login page. The page has a purple header with the Bergen Community College logo. Below the header, there is a section for security settings with two radio buttons: "This is a public or shared computer" (selected) and "This is a private computer". Below that is a checkbox for "I want to change my password after logging on". There are two input fields: "Bergen user Name:" and "Password:". A "Log On" button is located to the right of the password field. At the bottom, there is a copyright notice: "© 2009 Microsoft Corporation. All rights reserved."/>

Bergen COMMUNITY COLLEGE

Security ( [show explanation](#) )

This is a public or shared computer  
 This is a private computer

I want to change my password after logging on

Bergen user Name:

Password:

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**Forgot My Password**, **What's My User ID**

1. Go to [MY.Bergen.Edu](http://MY.Bergen.Edu)
2. Once there (as above image) select Forgot My Password.

# my.bergen.edu



LOG IN MAIN MENU HELP CONTACT US

Welcome Guest!

## Reset my password

In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.

\* = Required

Last Name\*

SSN

OR

Colleague ID

SUBMIT

LOG IN MAIN MENU HELP CONTACT US

WebAdvisor 3.1.7  
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3. When prompted (as above image) enter Your Last Name and Social Security Number(SSN) or College ID
  4. Click Submit
- \* Last Name is a required field.



LOG IN MAIN MENU HELP CONTACT US

Welcome Guest!

## Select an e-mail address

\* = Required

Send my temporary password to this email address\*

SUBMIT

LOG IN MAIN MENU HELP CONTACT US

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5. When prompted (as above image) select from the dropdown where you would like your temporary password emailed. **You need to know how to log into the Email account selected in order to continue the password reset process.**



6. You will receive an email at the address selected in step 5. The email will look like the following:

Subject: Your Portal / WebAdvisor Information

|  
Your Portal / WebAdvisor password has been reset.  
\*  
If you did NOT request this reset, please contact the Registrar's Office immediately, at [regoffice@bergen.edu](mailto:regoffice@bergen.edu).  
\*  
Otherwise, complete the process by doing the following three steps:  
  
1) Return to your web browser, and go to the portal log on screen at <http://my.bergen.edu>  
\*  
2) In the portal log on screen make sure you select the box for "I want to change my password after logging on".  
Enter your user name and the temporary password. This is your TEMPORARY password: jO31nK3Z  
Click Log On  
\*  
3) Enter the temporary password in the "Old password" field.  
Enter your new password in the "New password" field and in the "Confirm new password" field.  
Your new password must be from a minimum of 8 characters, and contain letters (UPPER and lower case) and numbers.  
You cannot re-use any of your previous 6 passwords.  
Be sure to remember your password.  
\*  
The temporary password and this message have been automatically generated. Please do not reply to this message; contact the Registrar's Office [with](#) all inquiries.  
\*  
Thank you  
\*

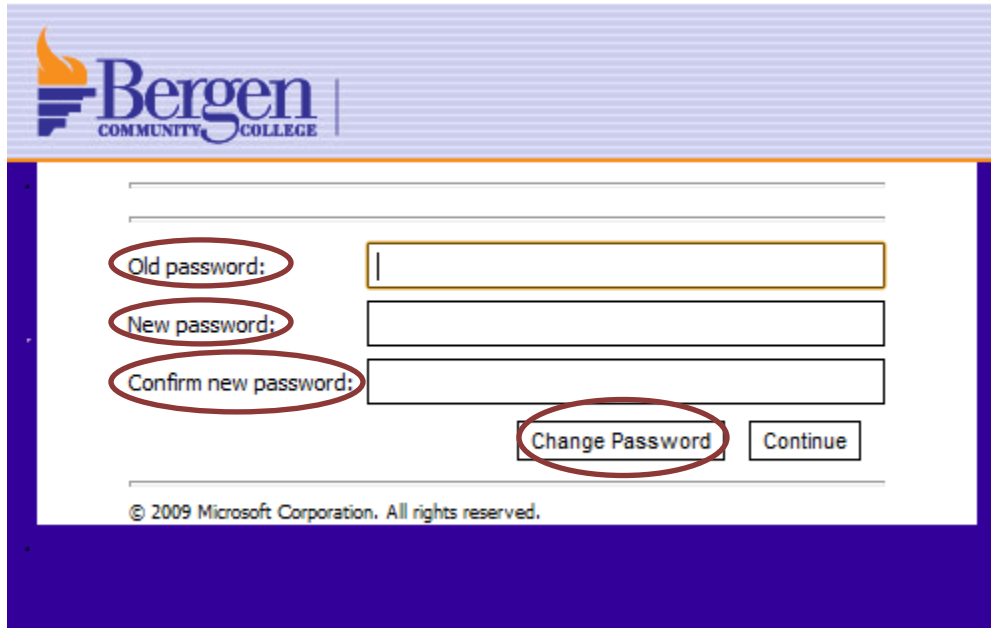
7. The directions in the email to complete the password reset process are as follows:

[Reset My Password](#) | [What's my User ID](#)

1. Go to [MY.Bergen.Edu](http://MY.Bergen.Edu)
2. **IMPORTANT!** Once there (as above image) check the box for "I want to change my password after logging on"

# my.bergen.edu

3. Enter your portal user name in the Bergen user name field.
4. Enter your portal password in the Password field (if you previously forgot your password, enter the temporary password sent to you via email).
5. Click **Log On**



The screenshot shows the Bergen Community College logo at the top left. Below it is a form with three input fields for password changes, each with a red oval around the label: "Old password:", "New password:", and "Confirm new password:". To the right of these fields are three corresponding input boxes. At the bottom of the form are two buttons: "Change Password" and "Continue", both with red ovals around them. A copyright notice at the bottom reads "© 2009 Microsoft Corporation. All rights reserved."

6. When prompted (as above image) enter Your Old Password, then your New Password and then Confirm Your New Password.
7. Click Change Password