myGateway Login Guide

North Orange County Community College District

Version 1.0

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Introduction

Welcome! If you are experiencing issues logging into myGateway, then you are in the right place! This guide will walk you through the login process, as well as how to retrieve your ID number and reset the password. Further troubleshooting tips are also provided to address other issues seen with accessing myGateway. Above all, be patient. Chances are your login issues may be solved just by following this guide.

Login Process

1. Enter your 8-digit Banner ID number (ex: 00123456) in the **MyGateway ID** field
2. Enter your password in the **Password** field
3. Click the **Login** button to continue
4. If the login process is successful, the next page that appears will be the myGateway home page

Retrieve Username

1. Click on the **Forgot username?** link on the myGateway login page underneath the *Login* button.

2. Enter your email address in the field provided. The email address is the one set as <u>preferred</u> in myGateway.
3. Enter your date of birth (in MMDDYYYY format) in the **Birth Date** field
4. Check the **I'm not a robot** box and follow the directions to solve the puzzle that appears
5. If you successfully solve the puzzle, a green check mark (√) will appear in the *I'm not a robot* box
6. Click the **Next** button to continue

7. A message will be display confirming an email was sent to your preferred email address with directions on how to retrieve your ID number.

> **Forgot ID - Confirmation**
> We have sent instructions on how to retrieve your Banner ID to the address below. You should receive an email shortly.
> *You have 1 day to retrieve your Banner ID.*
>
> **Email:** ▮@nocccd.edu
>
> After you have received your Banner ID, click **Log In** to access MyGateway.

8. The email you will receive will look similar to the below example. Click on the blue colored link near the top of the email to retrieve your ID number.

> To retrieve your Banner ID for your
> North Orange County Community College account, click the link below:
>
> https://sso.nocccd.edu/UserID/RID?c=gucZXC6ydnQ55
>
> If clicking the link above doesn't work, please copy and paste the URL in a new browser window instead.
>
> If you've received this mail in error, you don't need to take any further action and can safely disregard this email.
>
> Thank you for choosing North Orange County Community College District.

9. The next window that appears will display your ID number. Click on the **Log In** link at the bottom to return to the myGateway login page.

> **Forgot ID?**
> Your ID has been successfully found!
>
> **Banner ID** - ▮
>
> After you have received your Banner ID, click **Log In** to access MyGateway.

Reset Password

1. Click on the **Forgot password?** link on the myGateway login page underneath the *Login* button

> **Set your password**
> Enter your preferred email address (*preferred email address set in MyGateway*) and the last 4 digits of your ID (student/employee id).
>
> Forgot your username?
> Forgot email address?
>
> *** Email Address** ▮
>
> *** Banner ID**
> **(last 4 digits)** ▮
>
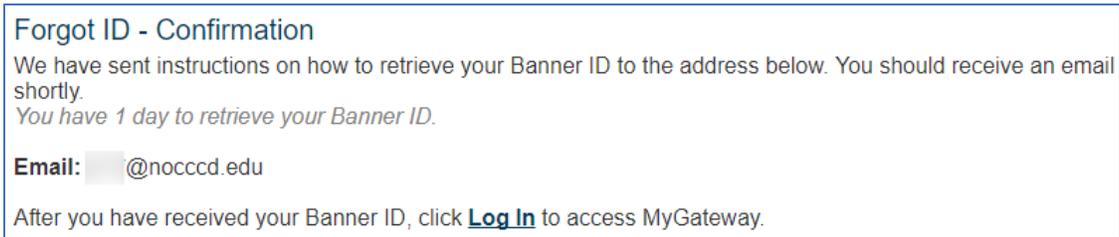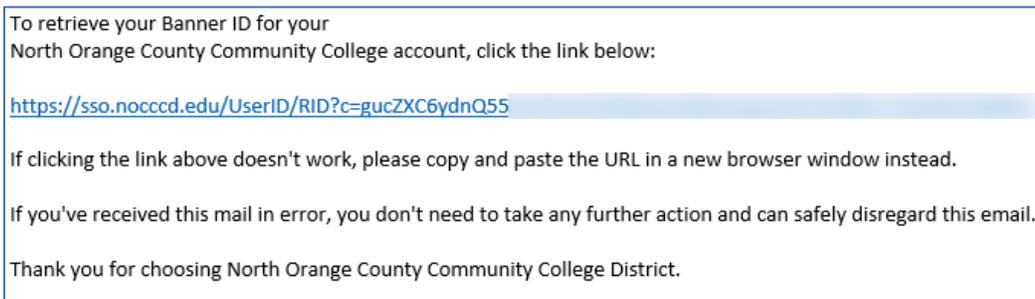> ☐ I'm not a robot   reCAPTCHA
> Privacy - Terms
>
> Next

2. Enter your email address in the field provided. The email address is the one set as preferred in myGateway.
3. Enter the last four digits of your ID number (student/employee ID) in the **Banner ID** field

4. Check the **I'm not a robot** box and follow the directions to solve the puzzle that appears
5. If you successfully solve the puzzle, a green check mark (√) will appear in the *I'm not a robot* box
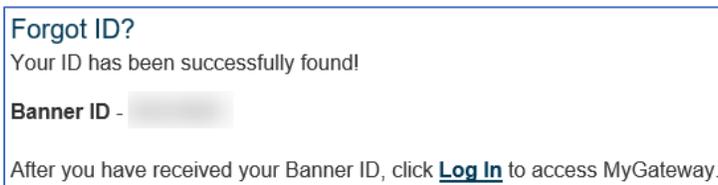6. Click the **Next** button to continue
7. A message will be display confirming an email was sent to your preferred email address with directions on how to change your password.

Change Password - Confirmation

We have sent instructions on how to set your password to the email address below. You should receive an email shortly.

You have 1 hour to set your password.

Email: ___ @nocccd.edu

Note: The message may take up to fifteen (15) minutes to show in your email, so please be patient.

8. The email you will receive will look similar to the below example. Click on the blue colored link near the top of the email to change your password.

We've received a request to set your MyGateway password. To set your password for your North Orange County Community College account, click the link below:

https://sso.nocccd.edu/PassReset/RID?c=yA8cypJ6G%2

If clicking the link above doesn't work, please copy and paste the URL in a new browser window instead.

If you've received this mail in error, you don't need to take any further action and can safely disregard this email.

Thank you for choosing North Orange County Community College District.

For questions or concerns about your account, please contact the appropriate campus at:

Cypress College Students, Faculty and Staff.................................714-484-7346
Fullerton College Students..714-905-5162
Fullerton College Faculty and Staff................................714-732-5005
SCE Students, Faculty and Staff....................................714-808-4679

9. The Set Password page will appear. Type in your new password and confirm it. Your password <u>must be</u> between 8-20 characters and contain a number and a letter. Click the **Process** button.

Set your password

Please type your new password and confirm it. Your password must be 8 - 20 character and contain a number and a character.

Password •••••••••••••

Confirm Password ••••••••••••••

Process

10. A message will appear acknowledging a password change request followed by an email confirmation.

Change Password - Request Received

Your request for password change has been received. An email will be sent shortly notifying you that your password has been changed. Please keep your new password safe, secure, and do not share your password. Thank you!

Click **Log In** to access MyGateway.

11. The email you will receive will look similar to the below example. Please note that the password change may take up to an hour to take effect, so please be patient.

> This is notification that your MyGateway password request has been received.
> Depending on how busy our systems are, synchronization to all our systems could take 1-60 minutes.
> If your password doesn't work, please wait a few minutes and trying again. Once synchronized, you can login to MyGateway at https://mg.nocccd.edu by using your username and your new password.
>
> Thank you for choosing North Orange County Community College District.
>
> If you did not change your password, please contact us immediately to reset your password:
>
> Cypress College Students, Faculty and Staff.................................714-484-7346
> Fullerton College Students...714-905-5162
> Fullerton College Faculty and Staff...714-732-5005
> SCE Students, Faculty and Staff..714-808-4679

Account Lockout

If you make five (5) unsuccessful login attempts, your account will be locked. You must wait five (5) minutes before attempting to log into your account again.

Still Experiencing Problems?

If you continue to experience problems logging into myGateway, here are some other tips that may help:

✓ Clear your browser cache, exit your browser, and start it up again. Try to login again.

  Instructions on clearing browser cache:

Desktop Computers	Mobile Devices
Google Chrome	Google Chrome (Android)
Mozilla Firefox	Apple Safari (iPhone/iPad)
Microsoft Internet Explorer	
Apple Safari (Mac)	

✓ Are you trying to reach myGateway through a bookmark set in your browser? Delete the bookmark, navigate to the myGateway site again, and create a new bookmark. The old bookmark is pointing to the previous site which is no longer active.

Help Contact Information

If you have further questions or require more assistance, please call your campus office.

Cypress College Students, Faculty, and Staff	714-484-7346
Fullerton College Students	714-905-5162
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