

Resetting Your WebAdvisor/AD Password

Step 1: Navigate to <https://reset.cravencc.edu/PasswordReset>

Step 2: Click on **Reset Your Password**

Craven Community College Password Portal

Here you may:

- **Reset Your Password** - if you do not know it.
- **Login to Change Your Password.**
- **Login to Enter Additional Security Questions to Secure Your Identity.**
RECOMMENDED to further secure your college identity.

College security policies state that passwords must be changed every 90 days.
To comply with these policies:

- User account passwords will expire after 90 days.
- Users will receive a notice via e-mail beginning 10 days prior to password expiration.
- Accounts will be disabled if the password is not changed prior to expiration.

Additional problems, contact the Helpdesk at 252-635-3773.

Reset Your Password

Change Your Password

Enter Additional Security Questions - Secure Your Identity

Step 3: Enter your username and click **next**.

Reset Your Password.
Login using your USERNAME only.
Username example: john.doe
(FirstName_LastName)

You will then be asked a series of security questions.

Username:

Next

Cancel

Step 4: If this is the first time you have used the reset portal, you will be presented with three challenge questions. Answer the **challenge questions** and **click next**. (Your student ID number can be found on your Student ID card.)

Please answer the following security questions:

Question: What is your 7 digit Student ID Number (Example: 0098765) ?

Answer:

Question: What is your Last Name ?

Answer:

Question: What is your 6 digit Birth Date (Example: MMDDYY) ?

Answer:

Next

Cancel

If you have used the reset portal before, you will be presented with three challenge questions and two additional questions added to the reset portal during your first use. **Answer the questions** and click **Next**

Please answer the following security questions:

Question: What is your 7 digit Student ID Number (Example: 0098765) ?

Answer:

Question: What is your Last Name ?

Answer:

Question: What is your 6 digit Birth Date (Example: MMDDYY) ?

Answer:

Question: Who was your childhood hero?

Answer:

Question: What is your mother's maiden name?

Answer:

Next

Cancel

Step 5: Enter your **new password** and click **Next**. Your password must contain a **minimum of 14 characters** and at **least 3 of the following criteria:**

- Uppercase Letter A-Z
- Lowercase Letter a-z
- Number 0 through 9
- Non-alphanumeric characters ~!@#\$%^&* _ - + = ' | \ () { } [] ; : " < > , . ? /

Enter your new STRONG password and confirm.
STRONG password example: greenVegetables477

Requirements: Minimum of 14 characters, containing 3 of the following 4 categories:
1-Uppercase Letter: A-Z 2-Lowercase Letter: a-z 3-Number: 0 through 9
4-Nonalphanumeric characters: ~!@#\$%^&* _ - + = ' | \ () { } [] ; : " < > , . ? /

New password:

Show Password

Confirm password:

Next

Cancel

Step 6: Congratulations, you have successfully reset your password! If this is the first time you have used the reset portal, you will be asked to add additional security questions. **Click to Finish button** to proceed.

Your password has been reset successfully.

We recommend entering additional security questions to further secure your identity.

Finish