

HOW TO RESET YOUR STUDENT FCNET PASSWORD



SUMMARY

Fullerton College provides currently enrolled students with a Fullerton College email address, also known as an FCNet account. Student FCNet account passwords are synchronized with myGateway and must be managed through the myGateway portal.

Updated: April 12, 2022

PREREQUISITES

- 8-digit Banner ID number (Student ID number)
 - Example: 12345678

INSTRUCTIONS:

1. In a browser, go to <https://mg.nocccd.edu/>
2. Select **Forgot Password?**

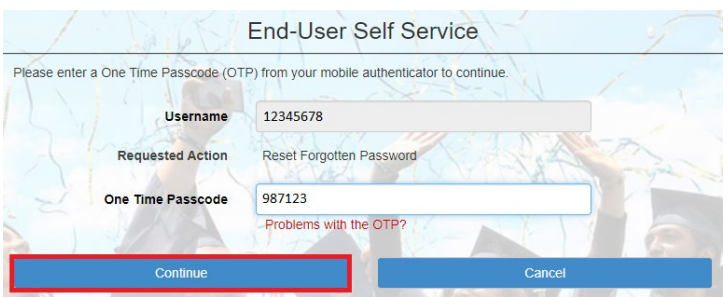
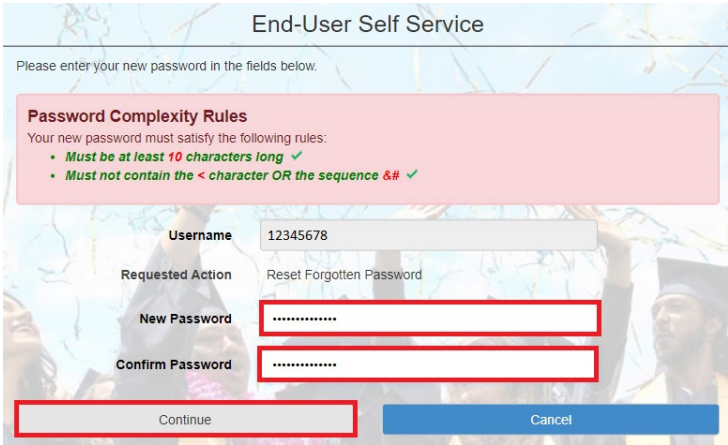
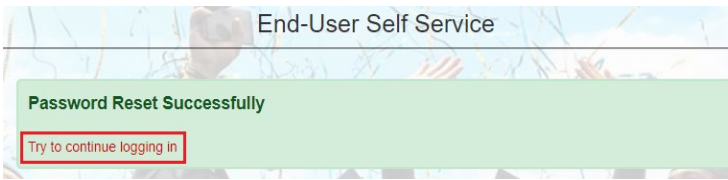
The screenshot shows the myGateway login interface. It includes fields for Username and Password, a 'Forgot Username' link, and a 'Forgot Password?' button highlighted with a red box. There are also links for 'Sign up for an account through the CCCApply', 'FAQs', and 'Technical Support'.

3. Enter your **8-digit Banner ID number** (8-digit Student ID number) in the **Username** box
4. Select **Continue**

The screenshot shows the 'End-User Self Service' page. The Username field contains '12345678'. The 'Continue' button is highlighted with a red box.

5. Select **Reset Forgotten Password**
6. Select **Continue**

The screenshot shows the 'End-User Self Service' page. The Username field contains '12345678'. Under 'Recovery Actions Available', the 'Reset Forgotten Password' radio button is selected and highlighted with a red box. The 'Continue' button is also highlighted with a red box.

<p>7. You will receive a One Time Passcode (OTP) to the default delivery method. Enter the OTP number received in the OTP box. Select Problems with the OTP? if you have issues</p> <p>8. Select Continue</p>	
<p>9. Create a New Password and Confirm Password. Your New Password must be at least 10 characters long and must not contain the < character OR the sequence &#</p> <p>10. Select Continue</p>	
<p>11. Select Try to continue logging in to log into myGateway</p>	

ADDITIONAL INFORMATION AND SUPPORT

If you encountered any difficulties, please contact the Fullerton College Academic Computing Technologies (ACT) Help Desk via email at HelpDesk@fullcoll.edu or by phone at 714-992-7111.