



## Activate or Change Your Password

Modified Date: October 6, 2022

Please use the following instructions to activate or change your Zane State College account password. Please note if you are using a mobile device the website will be configured specifically for mobile devices and the webpages will look slightly different to accommodate the smaller screens.

1. Navigate to My ZSC (my.zanestate.edu).
2. Click on the Quick Link "[Activate or Change Password](#)".
3. At the Activate or change your password window type your ZSC username or email address.

A screenshot of the Zane State College website's password activation page. The page has a blue header with the ZSC logo. Below the header, the text "Activate or change your password?" is displayed next to a key icon. There is a text input field labeled "Username" with a person icon on the right. A red arrow points to this field. Below the username field, the number "785315" is visible, and to its right is a "Type the Captcha" field with a refresh and volume icon. At the bottom left is a blue "Continue" button.

4. Type the captcha numbers into the text box, then click the Continue button.

A second screenshot of the same password activation page. In this view, the "Type the Captcha" field contains the number "785315". Two red arrows point to this field: one from the left pointing to the numbers, and one from the right pointing to the field itself. The "Continue" button remains at the bottom left.

5. At the ZSC Account Verification window, click the Continue button. This will text the phone number the College has on file to verify your identity. If you are using the Microsoft Authenticator App, it will use this method instead.

If you receive an error at this stage of the process, please contact the Technology Solutions Center at [techhelp@zanestate.edu](mailto:techhelp@zanestate.edu) or 740.588.1327.

### Zane State College Account Verification

Please verify your identity using your Multi-Factor Authentication phone number or the Authenticator app. ?

Cancel

Continue

6. Type in the 6-digit verification code sent to your mobile device, then press the Continue button

### Zane State College Account Verification

Enter the verification code ?

Enter the code

Cancel

Continue

7. At the Reset Password window, please take note of the password complexity requirements listed below. As you achieve each requirement, green check marks will appear. Type in your new password and confirm your new password in the text boxes provided.

#### Reset Password

\* New Password

.....

\* Confirm New Password

.....

- ✓ Must be at least 15 characters long
- ✓ Must include at least 1 lower case character
- ✓ Must include at least 1 uppercase character
- ✓ Must include at least 1 number
- ✓ Must include at least 1 special character
- ✓ Must not contain username OR first and last name

Type the characters you see in the picture below.

498351

Letters are not case-sensitive



Cancel

Reset Password

8. Type the Captcha numbers into the text box, then click the Reset Password button.

### Reset Password

\* New Password

\* Confirm New Password

- ✓ Must be at least 15 characters long
- ✓ Must include at least 1 lower case character
- ✓ Must include at least 1 uppercase character
- ✓ Must include at least 1 number
- ✓ Must include at least 1 special character
- ✓ Must not contain username OR first and last name

Type the characters you see in the picture below.



Letters are not case-sensitive

Cancel

Reset Password

9. You will receive the message: Password reset successful for the following account(S).

If you received an error, please try a different password, and ensure all criteria areas have a green check box. If you continue to experience issues, please contact the Technology Solutions Center at [techelp@zanestate.edu](mailto:techelp@zanestate.edu) or 740.588.1327.



 Password reset successful for the following account(s)  

● [redacted]

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