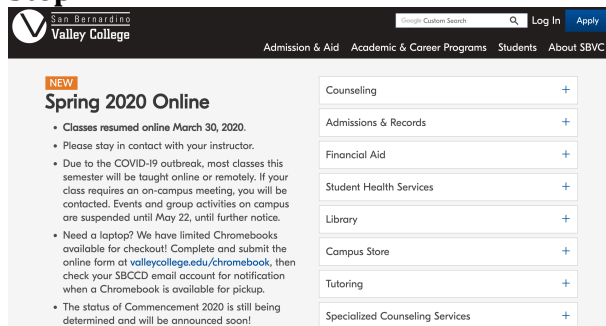


# Resetting a Password through WebAdvisor

Please follow the steps below if you cannot remember your password to log into **WebAdvisor (or your SBVC email account)**, in order to reset it through WebAdvisor.

## Step 1:



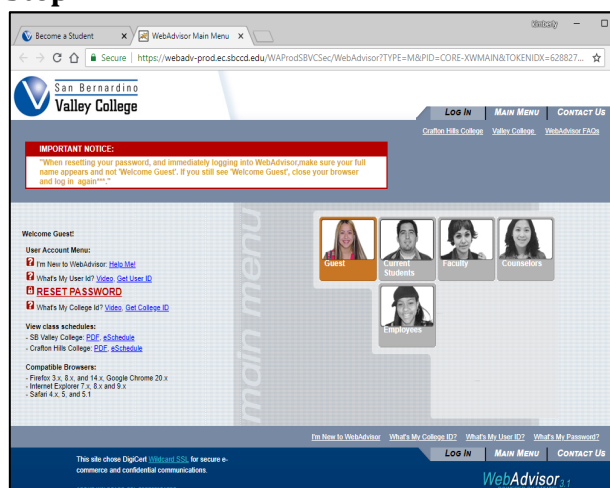
Open the SBVC's main website in an internet browser.

(<https://www.valleycollege.edu/>)

Click the link **"Log In"** located in the top right hand corner.

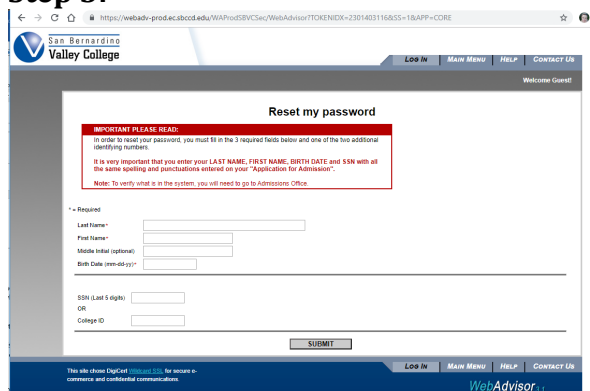
A drop-down menu will appear. Then you will select **"WebAdvisor."**

## Step 2:



You will then click **"RESET MY PASSWORD"** located under **"User Account Menu."**

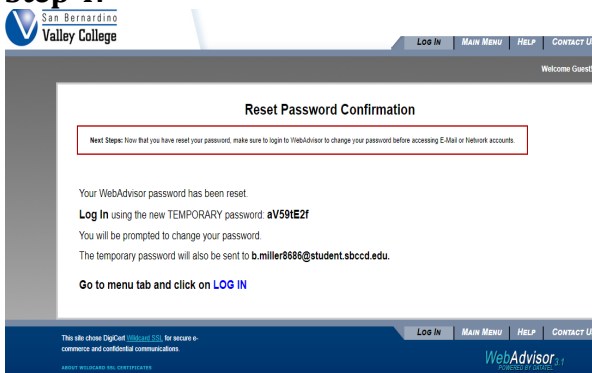
## Step 3:



Enter all the required information. This information **MUST** match what SBVC has on file. When finished click **"Submit."**

**NOTE:** It is important that you enter **ALL** the required field in order to reset your password.

## Step 4:



You will be given a temporary password. Then click the **"Log In"** tab at the top to log into your WebAdvisor account and create a permanent password.

The screenshot shows the top navigation bar of the WebAdvisor system with links for Log In, Main Menu, and Contact Us. Below this is a large white box containing the login instructions. The instructions are divided into three sections: Credentials, Password, and Remember Me. A red rectangle highlights the Password section, which includes a link to the password reset page. At the bottom left, there are input fields for User ID and Password, and a checkbox for Remember Me. At the bottom right, there is a Submit button. The footer contains the college's name, a security notice, and the WebAdvisor logo.

**San Bernardino Valley College**

**Log In | Main Menu | Contact Us**

Welcome Guest!

## Log In

**Credentials**

Your User ID is formatted: **LASxxxxxx@csd.edu**

**Notes:**

- x** is the first character of your first name (no nickname).
- lastname** is your last name up to 25 characters.
- @csd.edu** is the last four digits of your Student ID.

Your default password is "temp" and your 6 digit date of birth (TempMIDCDDY).  
Note: You password is case sensitive.

**Password**

Your User ID and Password is the same as your network / e-mail account.  
Note: If you've lost or have a non-working network account, please submit a [Ticket](#) to request an e-mail account.  
Note: Password will expire 180 days from the date you reset it.

User ID:

Password:

Hint: ☐

**SUBMIT**

[Go Back to WebAdvisor](#)   
 [What's New & Changed?](#)   
 [What's My Grades?](#)

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This site uses Digital Signature (DS) to secure e-commerce and confidential communications.

[SERRA COLLEGE SAN BERNARDINO VALLEY COLLEGE](#)

**WebAdvisor**  
by Blackboard®

Username: Your username should be formatted to be f.lastname#### where

- “F” is the first letter of your first name
- There is a period immediately after the first initial.
- “lastname” is your last name
- #### is the last four digits of your SBVC student ID#

[CHANGE PASSWORD](#) | [LOG OUT](#) | [MAIN MENU](#) | [CONTACT US](#)

## Change Password

**Your password has expired. Please choose a new password.**

**Your new password must:**

- Must be 8 to 20 characters in length
- Must contain at least three of the four character below:
  - include at least one uppercase letter (A-Z)
  - include at least one lowercase letter (a-z)
  - include at least one number (0-9)
  - include at least one special character (for example, !, @, #, %, ^, &, \*, ~, -, +, =, <, >, ,)
- May NOT include any of the following special characters: /, \, ", ' , <, >, ., ~, \_ , - , + , = , < , >
- May NOT end with spaces or periods
- May NOT use pairs of first or last ones that exceed two consecutive characters in passwords.

**IMPORTANT:** Your password is **ILLEGAL** because:

**Made sure to update your password on any mobile devices that connects to your e-mail.**  
*(Please do so, else, lock out your account!)*

---

\* Required

User ID#:	<input type="text"/>
Current or Temp Password*	<input type="password"/>
New Password*	<input type="password"/>
Confirm Password*	<input type="password"/>
HINT:	<input type="text"/>

**Note:** The hint cannot contain the new password.

When you click “**submit**,” you will be logged into WebAdvisor.