Procedure to Reset Your Password via Email

The Educational Technology Department will reset NetID passwords if student picture identification (preferably a driver's license, state ID or military ID) is provided and the request is made via TR-DistanceLearning@trcc.commnet.edu.

You may scan or take a picture of the ID with your digital camera. Camera phones usually produce low quality images and are not suitable for resets. TRCC reserves the right to refuse email reset requests if conditions warrant, particularly when images cannot be read and when all necessary information has not been provided.

Within your email include the following information:

- ✓ Your Request (You should ask for the password to be reset.)
- ✓ Attached Picture ID
- ✓ Your Name (This often not evident in an email address.)
- ✓ NetID # (Student or Banner ID #)
- ✓ Telephone Number (Day time)
- ✓ Cell Phone Number

Information on Picture ID Attachments

- ▤ The picture ID must be readable, i.e. large enough, sufficiently bright, text clear.
- ▤ The name on the ID should match the name associated with the NetID.
- ▤ Attachments IDs should be produced in a standard format such as JPEG, TIFF or within a Microsoft Word document. Camera Raw images should not be sent.
- ▤ Three Rivers Community College does not retain copies of images sent. After the reset is complete, your picture is deleted.