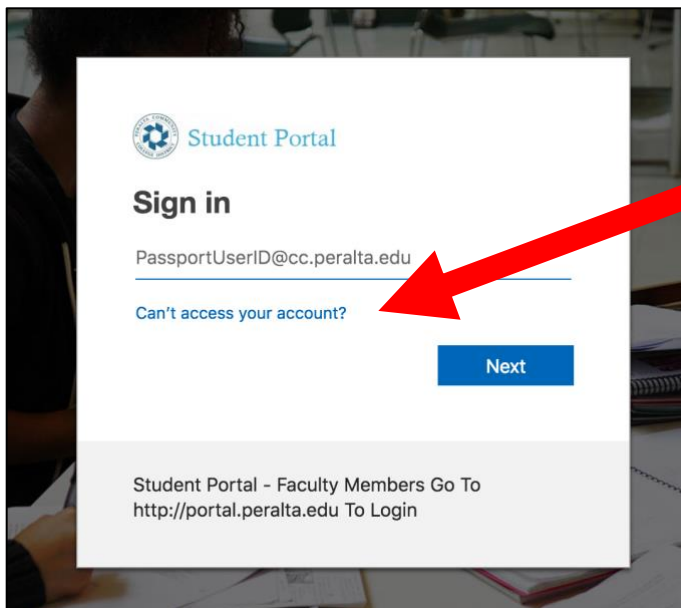
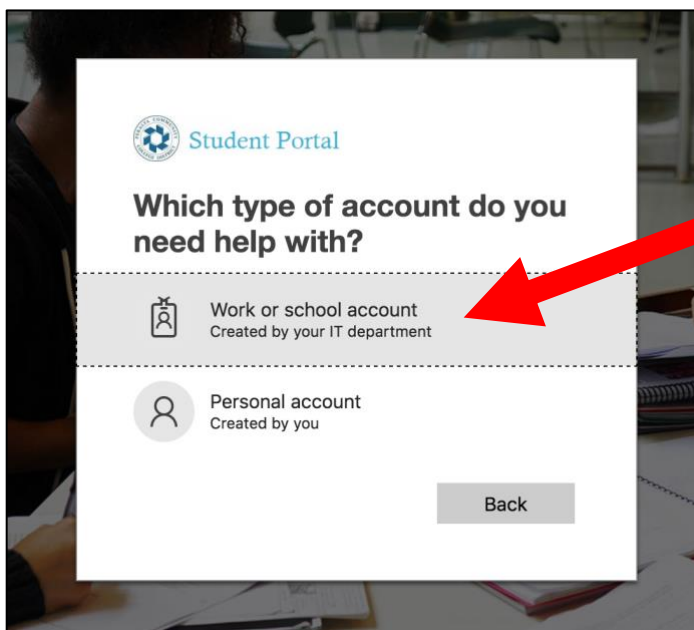


How to Reset your Student Portal Password to Access Canvas & Email

1. Go to student.peralta.edu
2. Click on the blue text that says: “Can’t access your account?”

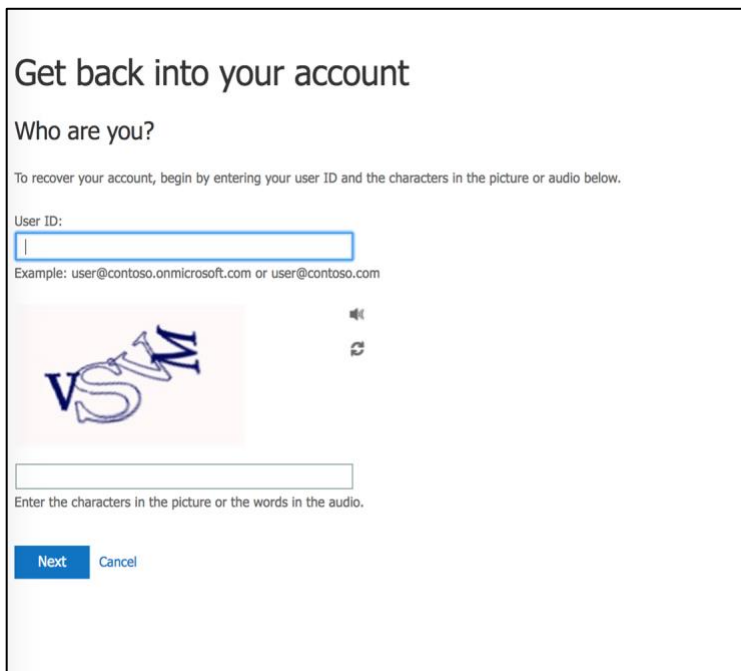


3. Click “Work or school account.”



(Turn page over for steps 4 – 7.)

4. Enter your User ID, which is your full Peralta email address including the @cc.peralta.edu. Next, enter the characters in the picture or audio sounds you hear. Note: It's case sensitive.




Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel

5. When you enrolled, you should have provided a backup email and/or phone number. Follow the directions on the next pages to verify your identity and create a new password.
6. If you did not provide a backup email and/or phone number when you enrolled, you will get an error message stating you cannot reset your password. Simply email helpdesk@cc.peralta.edu with your full name, student ID #, and ask for help resetting your Student Portal password.
7. Once you create or receive a new password, go back to the Student Portal login page at student.peralta.edu and sign in with your full Peralta email address as your User ID and new password.

You can also watch a video tutorial at https://youtu.be/yMN_A2P-Ai0 that demonstrates the process above or visit the Peralta Student Resource page at <http://bit.ly/peraltacanvas> for more information and help.