



Riverside County Self Service

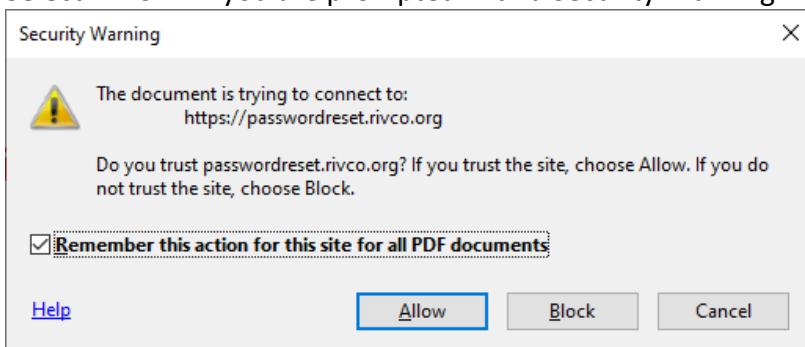
IMPORTANT!

You must enroll in Riverside County Self Service before you can use it.

How do I enroll in Riverside County Self Service?

Enrolling in Riverside County Self Service is easy.

- 1) Navigate to <https://passwordreset.rivco.org>.
- 2) Select “Allow” if you are prompted with a Security Warning.



- 3) Login using your username and password. Select the appropriate domain in the “Select Domain” – drop-down.

A screenshot of the Riverside County Self Service login page. It features the county seal on the left and the text "Riverside County Self Service" in large blue letters. Below that is a "Sign In" button with a user icon. The main area has two input fields: one for "Username" (with placeholder text blurred) and one for "Password" (with placeholder text blurred). To the right of the password field is a small lock icon. Below these fields is a dropdown menu labeled "RIVCOCA" with a dropdown arrow. At the bottom is a green "Login" button. Below the login form are two links: "Forgot your password?" with a key icon and "Account locked down?" with a lock icon. Each link has a small upward arrow icon to its right.

- 4) Select your work email address from the dropdown and then click continue. This will send an email to you with a verification code to ensure you are who you say you are.

The screenshot shows the 'Riverside County Self Service' logo at the top left. Below it, a user profile icon shows a placeholder email '(RIVCOCA.DRG)'. A dropdown menu labeled 'Select your email address' contains the entry 'ky*****@rivco.org'. At the bottom right are 'Cancel' and 'Continue' buttons.

- 5) The email will look like this:

Riverside County Self Service - 2 step Verification

 no-reply@rivco.org
To [REDACTED]

Dear [REDACTED],

Please enter this verification code : [REDACTED] to continue login process.

Regards,
RCIT

- 6) Enter the six digit code into the Self Service website and click continue.

The screenshot shows a message 'Verification code has been sent to [REDACTED]' followed by instructions: 'Once you have received the code, Please enter it in the textbox below'. Below this is a text input field containing '[REDACTED]' and a 'Resend Code' button. There is also a checkbox for 'Trust this browser' with the note 'Trusted devices will expire after 60 days'. At the bottom right are 'Cancel' and 'Continue' buttons.

- 7) Click on the "Click Here" button.

Welcome! This portal offers you the power of password self-service!



- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.

Complete your enrollment now!

[Click here](#)



- 8) You'll be taken to a form where you will need to fill out some security questions. These questions will be used to later verify your identity if you need to reset your forgotten passwords. There are a total of 4 questions to be answered – the first two you choose from a list of pre-selected questions, and the second two are questions that you'll have to come up with yourself.

Every question must have a unique answer.

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question : What is your favorite color?

Answer

Confirm Answer



Choose from
preselected
questions

Question : What was your favorite cartoon character during your childhood?

Answer

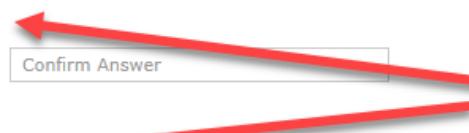
Confirm Answer



Question : Write your own question

Answer

Confirm Answer



Create your
own questions

Question : Write your own question

Answer

Confirm Answer



Hide Answer(s)

- The minimum length of the question(s) should be 3 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

Step 1 of 1

[Next](#)

- 9) Once you click Next, you are enrolled. You can now use Riverside County Self Service to change your password, unlock your account, or reset your forgotten password.

How do I change my password using Self Service?

- 1) After you've enrolled in Self Service, you can simply login to the [website](#). Once logged in, you'll be asked to verify your identity, either through email verification, security questions, or another authentication method you might have added.

Select one of the option below to prove your identity

This process helps us verify that it is indeed you who is requesting access

- Security Questions
 Email Verification

Cancel

Continue

- 2) Once you have successfully authenticated, you will be presented with the Change Password screen.

Change Password [?](#)

Old Password

New Password

Confirm New Password

- The minimum password age is 0
- The maximum password age is 240
- The minimum password length is 8
- No. of Passwords Remembered is 5
- The password complexity property is Enabled

 Change Password

Cancel

How do I reset my forgotten password using Self Service?

IMPORTANT!

You must have already enrolled to reset your forgotten Password.

- 1) Once you have enrolled, you can reset your forgotten password any time by clicking on "Forgot your password?"



Riverside County Self Service



Sign In

Username	
Password	
- Select Domain -	

Login

[Forgot your password?](#)

[Account locked down?](#)

- 2) Enter your username, select the appropriate domain, complete a Captcha, and then click Continue.



Riverside County Self Service



Sign In



[Forgot your password?](#)

RIVCOCA	

br46no

br46no

Continue



[Account locked down?](#)

- 3) You'll be asked to verify your identity, either through email verification, security questions, or another authentication method you might have added.
- 4) After you've authenticated, you'll be presented with the Reset Password screen, where you can create a new password for your account.

Reset Password

* New Password

* Confirm New Password

- The minimum password age is 0
- The maximum password age is 240
- The minimum password length is 8
- No. of Passwords Remembered is 5
- The password complexity property is Enabled

Cancel Reset Password

How do I unlock my account using Self Service?

IMPORTANT!

You must be previously enrolled in Self Service to unlock your account.

- 1) Once you have enrolled, you can unlock your account any time by clicking on “Account locked down?”



Riverside County Self Service



Sign In

Username	
Password	
- Select Domain -	

Login

[Forgot your password?](#)

[Account locked down?](#)

- 2) Enter your username, select the appropriate domain, complete a Captcha, and then click Continue.



Riverside County Self Service



Sign In



[Forgot your password?](#)



[Account locked down?](#)

Username	
Domain	
RIVCOCA	

qr265f

qr265f



Continue

- 3) You'll be asked to verify your identity, either through email verification, security questions, or another authentication method you might have added.
- 4) After you've authenticated, you can click "Unlock Account" to unlock your account.

Unlock Account

Your identity has been verified successfully. Please proceed with the self service action.

Cancel

Unlock Account



Did something not go as expected?

Please contact the RCIT help desk at (951) 955-9900