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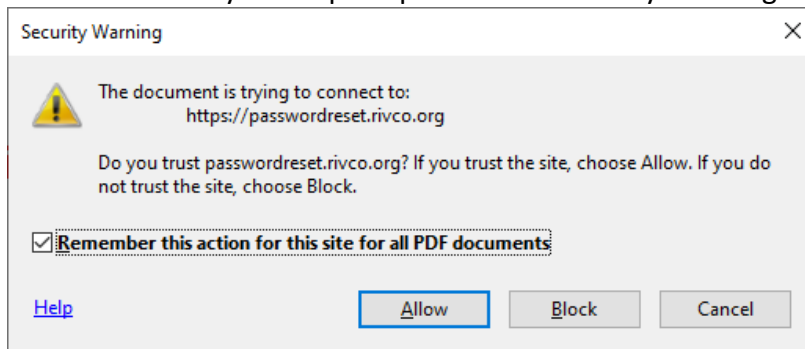
IMPORTANT!
You must enroll in Riverside County Self Service before you can use it.

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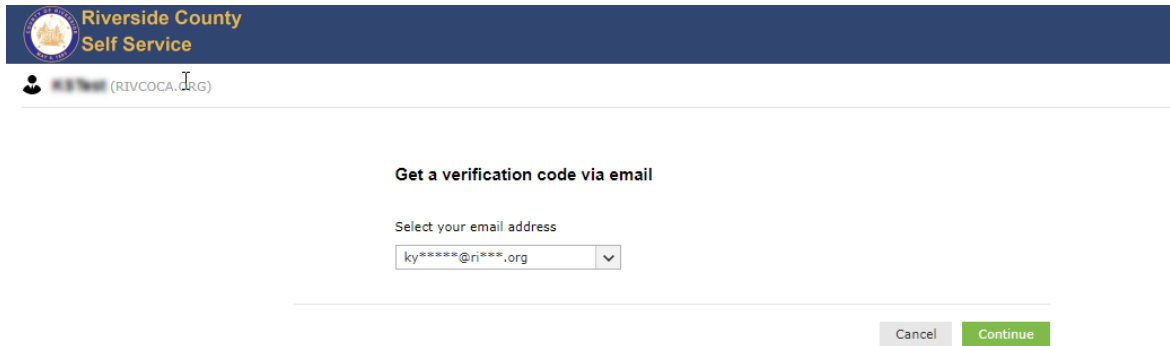
4) Select your work email address from the dropdown and then click continue. This will send an email to you with a verification code to ensure you are who you say you are.

5) The email will look like this:

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

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 ⑦

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?"

2) Enter your username, select the appropriate domain, complete a Captcha, and then click 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'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?"

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