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Introduction
Welcome! If you are experiencing issues logging into myGateway, then you are in the right place! This guide will walk you through the login process, as well as how to retrieve your ID number and reset the password. Further troubleshooting tips are also provided to address other issues seen with accessing myGateway. Above all, be patient. Chances are your login issues may be solved just by following this guide.

Login Process

1. Enter your 8-digit Banner ID number (ex: 00123456) in the MyGateway ID field
2. Enter your password in the Password field
3. Click the Login button to continue
4. If the login process is successful, the next page that appears will be the myGateway home page

Retrieve Username

1. Click on the Forgot username? link on the myGateway login page underneath the Login button.

   * Email Address
   * Birth Date (MM/DD/YYYY)

2. Enter your email address in the field provided. The email address is the one set as preferred in myGateway.
3. Enter your date of birth (in MMDDYYYY format) in the Birth Date field
4. Check the I'm not a robot box and follow the directions to solve the puzzle that appears
5. If you successfully solve the puzzle, a green check mark (✓) will appear in the I'm not a robot box
6. Click the Next button to continue
7. A message will be displayed confirming an email was sent to your preferred email address with directions on how to retrieve your ID number.

![Forgot ID - Confirmation]

7. The email you will receive will look similar to the below example. Click on the blue colored link near the top of the email to retrieve your ID number.

![The email you will receive]

8. The next window that appears will display your ID number. Click on the Log In link at the bottom to return to the myGateway login page.

![Forgot ID?]

**Reset Password**

1. Click on the **Forgot password?** link on the myGateway login page underneath the Login button.

![Set your password](set_password)

2. Enter your email address in the field provided. The email address is the one set as preferred in myGateway.
3. Enter the last four digits of your ID number (student/employee ID) in the **Banner ID** field.
4. Check the **I'm not a robot** box and follow the directions to solve the puzzle that appears
5. If you successfully solve the puzzle, a green check mark (✓) will appear in the **I'm not a robot** box
6. Click the **Next** button to continue
7. A message will be display confirming an email was sent to your preferred email address with directions on how to change your password.

![Change Password - Confirmation](image)

**Note:** The message may take up to fifteen (15) minutes to show in your email, so please be patient.

8. The email you will receive will look similar to the below example. Click on the blue colored link near the top of the email to change your password.

```
We've received a request to set your MyGateway password. To set your password for your North Orange County Community College account, click the link below:
https://sso.nocccd.edu/PassReset/RID?cwyAcyjI6C%2

If clicking the link above doesn't work, please copy and paste the URL in a new browser window instead.

If you've received this mail in error, you don't need to take any further action and can safely disregard this email.

Thank you for choosing North Orange County Community College District.

For questions or concerns about your account, please contact the appropriate campus at:

Cypress College Students, Faculty and Staff: 714-484-7846
Fullerton College Students: 714-562-4000
Fullerton College Faculty and Staff: 714-732-5005
SCE Students, Faculty and Staff: 714-808-4679
```

9. The **Set Password** page will appear. Type in your new password and confirm it. Your password **must be** between 8-20 characters and contain a number and a letter. Click the **Process** button.

![Set your password](image)
10. A message will appear acknowledging a password change request followed by an email confirmation.

**Change Password - Request Received**

Your request for password change has been received. An email will be sent shortly notifying you that your password has been changed. Please keep your new password safe, secure, and do not share your password.

Thank you!

Click [Log in](#) to access MyGateway.

11. The email you will receive will look similar to the below example. Please note that the password change may take up to an hour to take effect, so please be patient.

```
This is notification that your MyGateway password request has been received.
Depending on how busy our systems are, synchronization to all our systems could take 1-60 minutes.
If your password doesn't work, please wait a few minutes and try again. Once synchronized, you can login to MyGateway at [https://mg.nocccd.edu](https://mg.nocccd.edu) by using your username and your new password.

Thank you for choosing North Orange County Community College District.

If you did not change your password, please contact us immediately to reset your password:

- Cypress College Students, Faculty and Staff: 714-484-7346
- Fullerton College Students: 714-905-5162
- Fullerton College Faculty and Staff: 714-732-5005
- SCE Students, Faculty and Staff: 714-808-4679
```

**Account Lockout**

If you make five (5) unsuccessful login attempts, your account will be locked. You must wait five (5) minutes before attempting to log into your account again.

**Still Experiencing Problems?**

If you continue to experience problems logging into myGateway, here are some other tips that may help:

- **✓** Clear your browser cache, exit your browser, and start it up again. Try to login again.

  **Instructions on clearing browser cache:**
  
  **Desktop Computers**
  - Google Chrome
  - Mozilla Firefox
  - Microsoft Internet Explorer
  - Apple Safari (Mac)

  **Mobile Devices**
  - Google Chrome (Android)
  - Apple Safari (iPhone/iPad)

- **✓** Are you trying to reach myGateway through a bookmark set in your browser? Delete the bookmark, navigate to the myGateway site again, and create a new bookmark. The old bookmark is pointing to the previous site which is no longer active.

**Help Contact Information**

If you have further questions or require more assistance, please call your campus office.

- Cypress College Students, Faculty, and Staff: 714-484-7346
- Fullerton College Students: 714-905-5162
- Fullerton College Faculty and Staff: 714-732-5005
- SCE Students, Faculty, and Staff: 714-808-4679