

**INFORMATION TECHNOLOGY**  
**JCC SOLUTION CENTER PASSWORD RESET AND DISTRIBUTION POLICY**

Students or Staff who forget their password and do not know their student/employee id may do one of the following:

1. Bring a State Issued Picture ID to the JCC Solution Center, JCC Computer lab, and/or a JCC Extension Center to receive their default password. The JCC Solution Center can only accept a State Issued Picture ID when shown in person. **We cannot accept any picture id via fax.**
2. Call or email the JCC Solution Center and request their password to be reset back to the default password.

The JCC Solution Center **will not provide a Student or Employee ID Number** to any person. The JCC Solution Center will only provide the default password to the user via the following methods:

- 1) Directly to the user when State issued picture identification is shown in person.
- 2) Via the external email address listed in Colleague.
  - The JCC Solution Center can only confirm an address or say the address is not what is on file; we cannot give the exact address on file. Direct the student to contact registration and records to update their information 517.796.8425
- 3) Students: If no external email address is listed in Colleague, the JCC Solution Center will email the distribution list called Student ID Request. Student Services will US mail the student their schedule containing their Student ID.
- 4) Staff: If no external email address is listed in Colleague, the JCC Solution Center will email the distribution list called Employee ID Request. Human Resources will US mail the employee their contract containing the Employee ID.