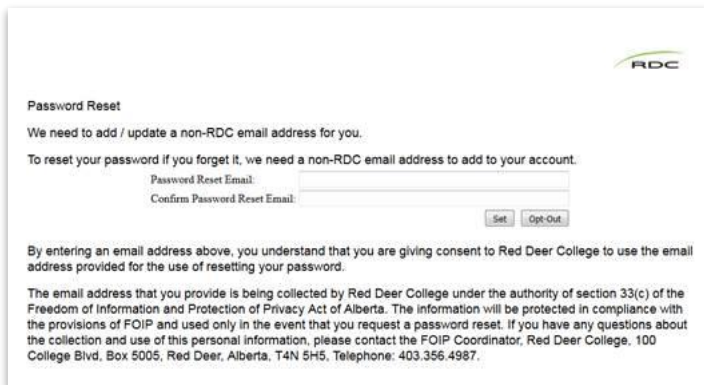


Setting up your non-RDC email account.

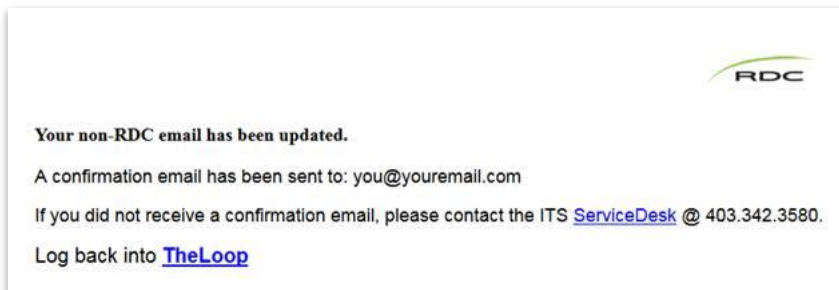
Log in to **TheLoop**.

You will be prompted to add a non-RDC email address to your account. Enter the **non-RDC email address** you'd like to use and click **SET**



The screenshot shows a web form titled "Password Reset" with the RDC logo in the top right. The text reads: "We need to add / update a non-RDC email address for you. To reset your password if you forget it, we need a non-RDC email address to add to your account." Below this are two input fields: "Password Reset Email:" and "Confirm Password Reset Email:". There are "Set" and "Opt-Out" buttons. A consent statement follows: "By entering an email address above, you understand that you are giving consent to Red Deer College to use the email address provided for the use of resetting your password." At the bottom, a privacy notice states: "The email address that you provide is being collected by Red Deer College under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act of Alberta. The information will be protected in compliance with the provisions of FOIP and used only in the event that you request a password reset. If you have any questions about the collection and use of this personal information, please contact the FOIP Coordinator, Red Deer College, 100 College Blvd, Box 5005, Red Deer, Alberta, T4N 5H5, Telephone: 403.356.4987."

You will see the following confirmation. Check your non-RDC email account to ensure your information has been updated.



The screenshot shows a confirmation message with the RDC logo in the top right. The text reads: "Your non-RDC email has been updated. A confirmation email has been sent to: you@youremail.com. If you did not receive a confirmation email, please contact the ITS [ServiceDesk](#) @ 403.342.3580. Log back into [TheLoop](#)"

Using the Password Reset Tools.

To access the password reset tools, click **Forgot Password?** on TheLoop login page.



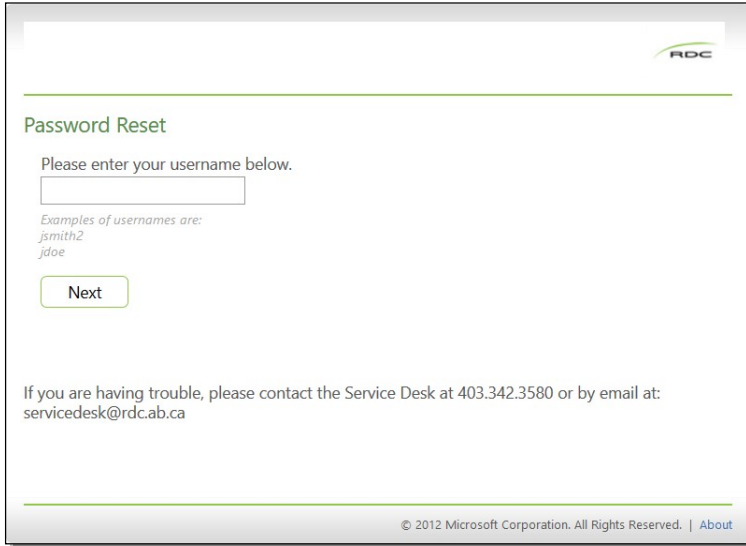
Secure Access Login

User Name:
Example login: jsmith2 or jdoe

Password:
*Your initial password will be your birthdate
in this format: YYYYMMDD (1990Apr01)*

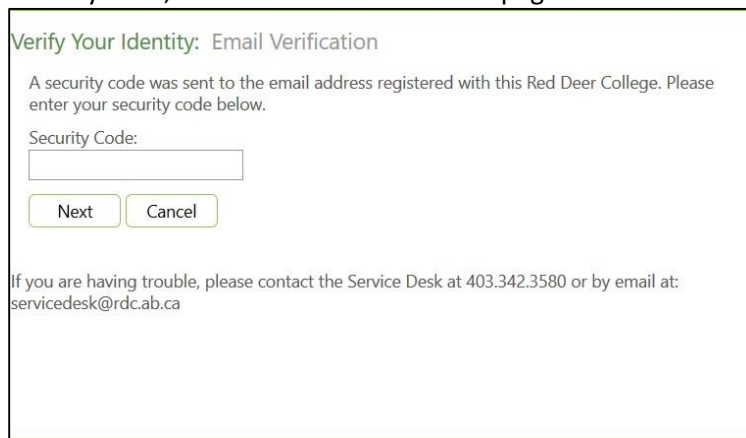
[Login Instructions](#)
[Supported Internet Browsers](#)
[Alternate Login for Screen Readers](#)
[Forgot Password?](#) 

Enter the **username** you normally use to log in to TheLoop and click **Next**



The screenshot shows a web page titled "Password Reset" with the RDC logo in the top right corner. Below the title, it says "Please enter your username below." followed by a text input field. Underneath the field, it lists "Examples of usernames are: jsmith2, jdoe". A "Next" button is positioned below the examples. At the bottom of the page, there is a footer with the text "© 2012 Microsoft Corporation. All Rights Reserved. | About" and a link to "About".

The system will email a **Security Code** to your non-RDC email account. Check the account to retrieve the security code, enter it on the Verification page and click **Next**.



The screenshot shows a web page titled "Verify Your Identity: Email Verification". The main text reads: "A security code was sent to the email address registered with this Red Deer College. Please enter your security code below." Below this is a "Security Code:" label and a text input field. There are two buttons, "Next" and "Cancel", below the input field. At the bottom, there is a footer with the text "If you are having trouble, please contact the Service Desk at 403.342.3580 or by email at: servicedesk@rdc.ab.ca".

You will now be presented with the Password Reset page. Follow the Password Requirements to create a new password and click **Next**.

Password Reset: Choose Your New Password

(Resetting password for rdeveau) Password Requirements:

Enter a new password:

Re-enter the password:

Passwords must be at least 8 characters long.
Passwords must contain at least 1 uppercase letter.
Passwords must contain at least 1 lowercase letter.
Passwords must contain at least 1 number.
Passwords cannot contain your first and last name.
Passwords cannot contain special characters (\$, %, #, etc.)
You cannot repeat any of your previous 24 passwords.
Password expires every 125 days.

If you are having trouble, please contact the Service Desk at 403.342.3580 or by email at: servicedesk@rdc.ab.ca

You may now log in to TheLoop with your new password.

Opt In or Change your non-RDC Email

Use the following instructions to opt-in or change a non-RDC email address:

Log in to TheLoop and click **My Account**



Scroll to the **Self Service Password Reset** section and click the **Self Service Password Reset Email** link:





You will then be able to add or make changes to your non-RDC email account.

Please direct all feedback, questions or concerns to the [IT Service Desk](#).