

HOW TO RETRIEVE YOUR USER ID AND INITIAL PASSWORD

The initial Password is valid only if you have not changed your PASSPORT password or retrieved your PASSPORT password by email. If you have set up your Security Question and Answer, please see the instruction on How to Retrieve Password my Email.

A) Go to **Peralta Passport Home page**

B) Click the “**Forgot Password?**” link



C) Please select the “**I don’t know my User ID**” option and click Continue



D) Enter your full email address (this may be either a personal email account or your free Peralta student email address. Your student email account will always be attached to your profile. Contact helpdesk@cc.peralta.edu for access.)



The image shows a computer monitor displaying a web interface. The interface is divided into two main sections. The top section is titled "Instructions" and contains a numbered list of six steps: 1. Enter your Social Security number or Campus ID, 2. Enter your date of birth (mm/dd/yyyy), 3. Click "Get My Info", 4. Note your User ID and Password (You will only see your User ID if you had reset your password), 5. Return to Passport Login, and 6. Enter your information and click "Sign In". The bottom section is titled "Account Information" and contains two input fields. The first field is labeled "*SSN or Campus ID:" and is empty. The second field is labeled "*Date of Birth:" and is also empty, with a calendar icon to its right and the text "(Click the Calendar Icon)" next to it.

E. Enter your Date of Birth

F) Click the 'Submit' button. This will immediately send a separate message containing your SID.