



# NetID/myCommNet PIN(password) Reset Policy

Students and faculty who have forgotten their passwords should use the web reset utility at:

[www.commnet.edu/netid/password.aspx](http://www.commnet.edu/netid/password.aspx)

You will need . . .

- 1) last 4 digits of your Social Security Number
- 2) date of birth
- 3) answer to your security question

If the web reset utility is unsuccessful:

- **Students contact the Records Office, K516**  
(203) 596-2177 or [records@nvcc.commnet.edu](mailto:records@nvcc.commnet.edu)
- **Faculty contact IT, E604c** (203) 596-8665 or  
<https://www.nvcc.commnet.edu/webapps/helpdesk/Default.aspx>  
– *Photo ID will be required* –
- **Staff contact IT, E604**

**Records Office Hours:**

Mon - Fri 8am - 5pm

**IT Office Hours:**

Mon - Thurs 8am - 7pm

Friday 8am - 4:30pm

Saturday 8am - 12noon

