

Password resets are now being handled primarily by the Password Reset Tool built-in to the PortalGuard product IVC adopted in April 2019.

In order to make use of the tool however, you will have already needed to go through the first login steps over on the PortalGuard page (and know your initial/current IVC password to do so):

<https://www.imperial.edu/docs/technology-support-guides/10177-portalguard-first-login-setup-steps/file>

If you've already gone through these steps in the past, you can simply go to the login page here:

<https://sso.imperial.edu>

And then make use of the "Set Password" or "Reset Password" options which should initiate a One Time Passcode being sent to your email address or phone number.

Once you've received the code, type it in on the screen and you should be able to reset your password right away.

If you have additional issues and are a student, please call Admissions and Records at 760-355-6101 or if you are a staff member, please reach out to the IT Help Desk at 760-355-6300 for additional assistance.