



Student Helpdesk

Password Reset on VIC

Step 1: Login to VIC

Log in to your NSULA student account at vic.nsula.edu. Once logged in, click the **View All Cards** icon located in the upper-right corner of the screen to display all available cards.

[Home](#)

[Productivity](#)

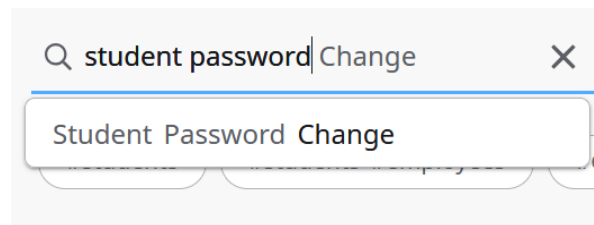
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[VIEW ALL CARDS](#)

Step 2: Find Student Password Change

On the left side of the page, click the  **Find Cards** search bar and type **student password**. From the results list, select **Student Password Change**.



Step 3: Select Student Password Change

Within the **Student Password Change** card, click the **Change Password** button to begin the password reset.





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Step 4: Verify Identity via Multifactor Authentication (MFA)

Select the appropriate Multifactor Authentication (MFA) from the list and verify identity.

Verify your identity



Face, fingerprint, PIN or security key



Approve a request on my Microsoft Authenticator app



Use a verification code

Step 5: Change Password

Enter updated password in the **New password** and **Confirm new password** fields. Ensure it meets the password complexity requirements listed below, then **Submit** the change.

Password Complexity Requirements:

1. Minimum 12-character length
2. Mix of uppercase and lowercase letters, numbers, and special characters (e.g. !, #, \$, %)
3. Password must be changed every 150 days
4. Password cannot contain student name and/or date of birth

New password



Confirm new password



Cancel

Submit

Note: To avoid account disruptions, update your saved password on your mobile devices once the password change is complete.
