Prince George's Community College
SAGE Program

Continuing Education Committee

Retrieving Your Username and Updating Your Password For MyPGCC

This guide shows Riderwood residents who are enrolled in the SAGE program how to log into and out of MyPGCC, the PGCC student website. Common problems at login include forgotten usernames, forgotten or expired passwords, and creating new passwords. Problems logging out include fully leaving the student portal and deleting your personal information from a public computer.

This guide is organized so that students can:

- Access the MyPGCC Login. (page 2)
- Retrieve their MyPGCC username. (page 4)
- Check whether their MyPGCC password is up to date. (page 6)
- Update expired or expiring soon passwords. (page 8 or page 11)
- Create a new password if they've forgotten it or update an invalid password. (page 14 or page 11)
- Log out of the Student Portal. (page 15)
- Delete their personal information from a public computer. (page 16)

The Riderwood Continuing Education Committee (CEC) recommends that residents access the college website through a personal computer or tablet rather than with a mobile phone. PGCC recommends that Windows users use Chrome as their browser. Firefox and Edge also work. Mac users can access the website using Safari.

PGCC's website uses two-factor authentication, which means users need their cell phone or email nearby when logging in. Residents who encounter problems in the process may call PGCC's Technology Service Desk at 301-546-0637 for technical assistance (Monday – Friday 8:30 a.m. - 4:30 p.m.). Residents needing password assistance after Technology Service Desk hours may call myPGCC Password Assistance at 301-546-0463 (Monday – Friday 4:30 p.m. – 9:00 p.m.).

(See reverse side)

For students who would like additional assistance, the CEC provides in-person help. Please see the Riderwood PGCC SAGE Catalog for details. For the Spring 2027 semester, in-person assistance is available as follows:

Enrollment & Password Session, Wednesday, October 28, 2026,
9:00 a.m. – 11:00 a.m., TNC Celebrations Room

In-person Registration Assistance, Monday, November 9, 2026,
9:00 a.m. – 11:00 a.m., TNC Celebrations Room

If you have questions please reach out to:

Sydney Siegel
Community Resources Coordinator
301-572-8392
Sydney.Siegel@erickson.com

Find steps for late registration and payment online under Continuing Education Committee section on RiderwoodLife.com or MyErickson (Resident Resources icon) after Registration Day. Last day to register is January 25.

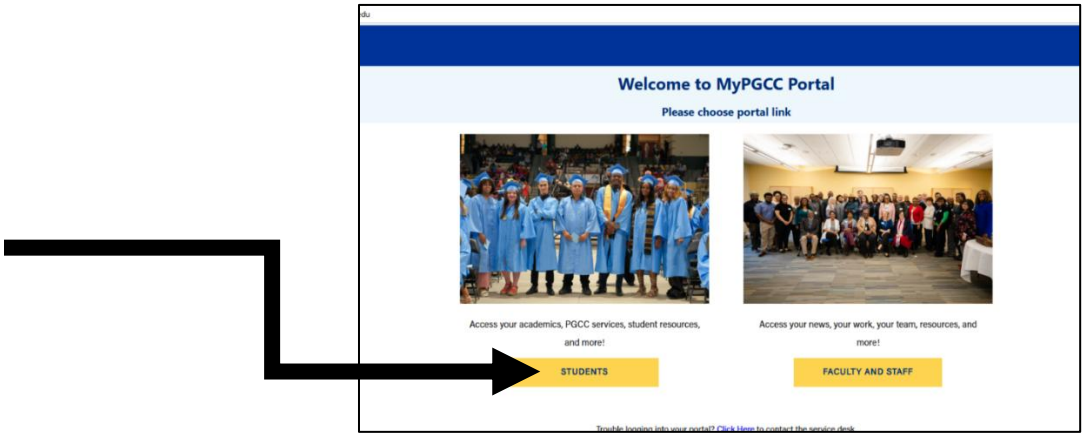
Accessing the MyPGCC Login

The MyPGCC Login is where you enter your username and password so that you can register for your SAGE courses.

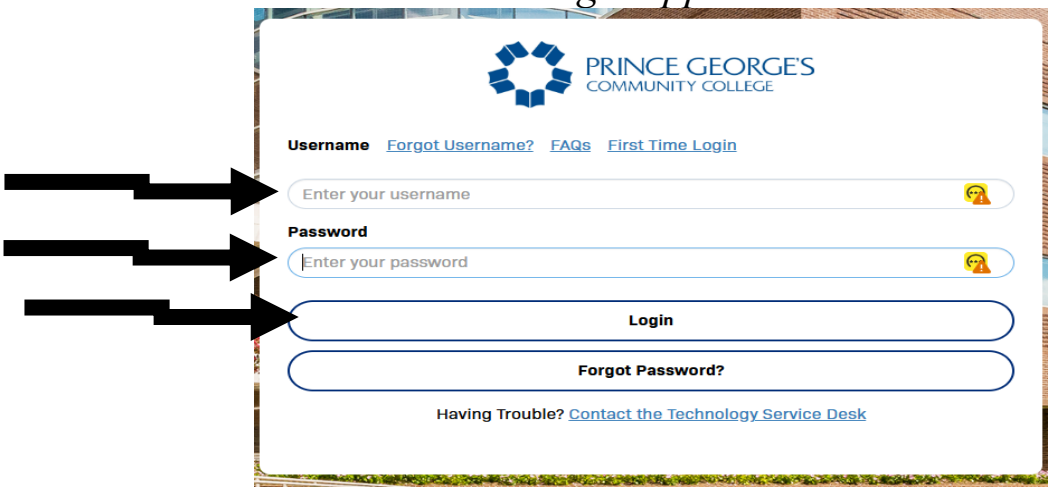
1. In your browser, in the search field, type **my.pgcc.edu**.



2. Press **Enter**. *The MyPGCC Portal appears*.



3. Click **STUDENTS**. *The PGCC Login appears.*



4. In the Username textbox, enter your username.

   Or

   If you forgot your username, go to "Retrieving Your MyPGCC Username" (page 4).

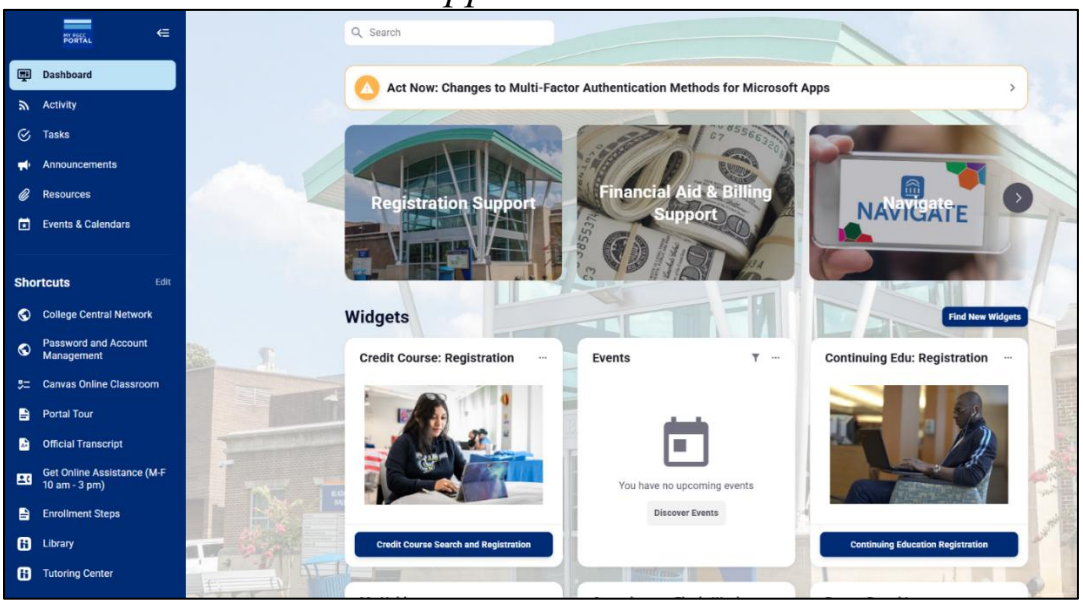
5. In the Password textbox, enter your password.

   Or

   If you forgot your password, go to "Creating a Password" (page 14).

6. Click **Login**. If your username and password are correct, *The Multi-factor login required screen appears.*
   Go to Page 7, follow the directions for completing the Multi-Factor Login Required

7. *The MyPGCC Portal Dashboard appears.*

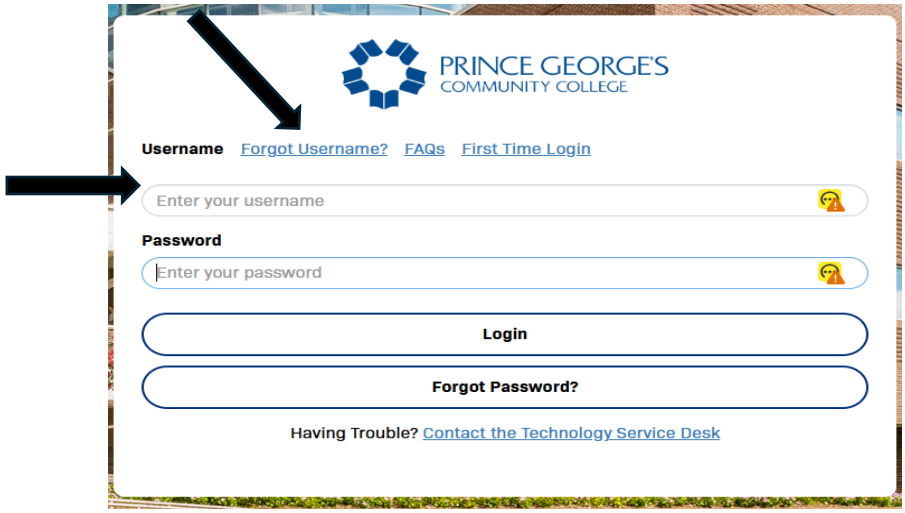


Your login is successful. Your password is up to date. You can register for classes once registration is open.

Retrieving Your MyPGCC Username

You need to know your username to register for SAGE classes. If you previously registered for a course at PGCC with your own computer, your computer likely saved your data and your username appears in the Login's Username textbox. If you never signed up for a PGCC course before on your own computer or you used a public computer or a friend or a CEC volunteer helped you sign up on another computer, you might have forgotten your username.

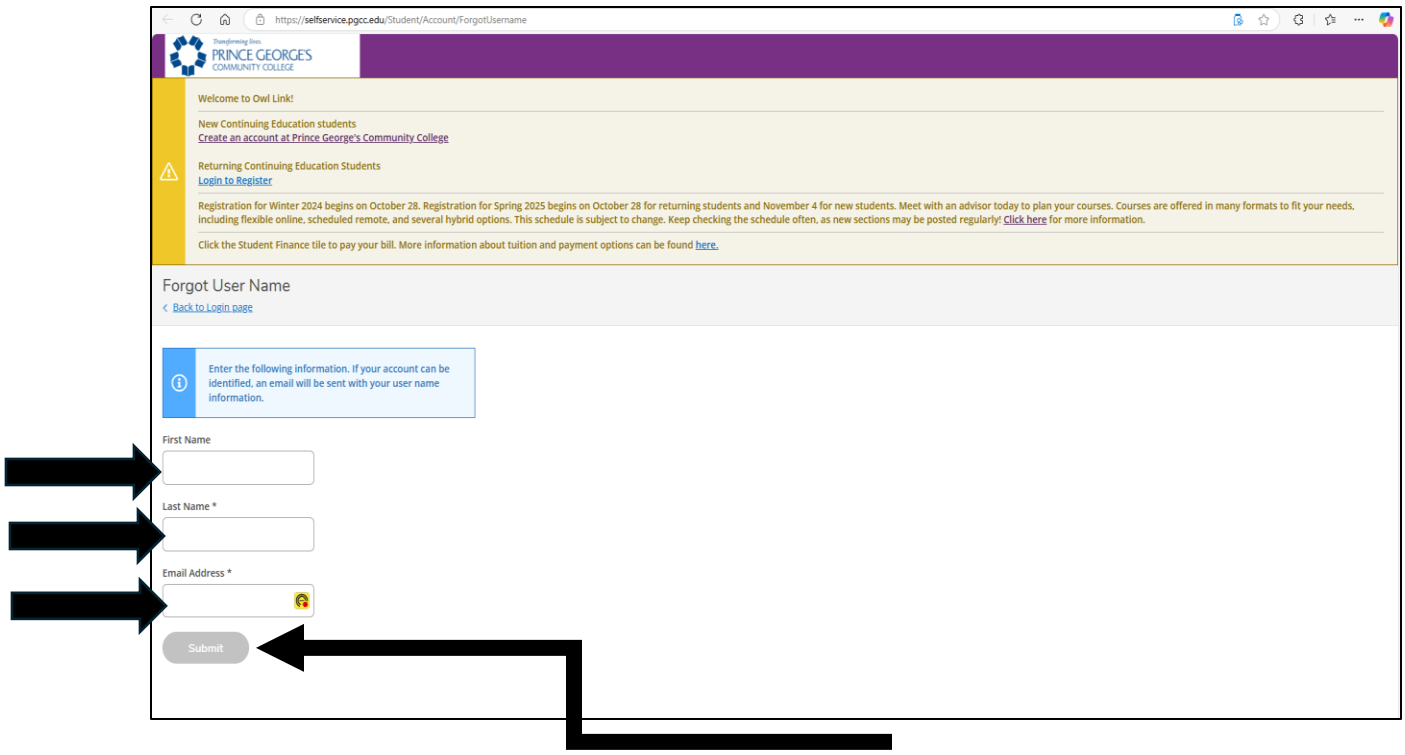
1. Go to the MyPGCC Login. See "Accessing the MyPGCC Login," page 2.



2. If your username appears in the Username textbox, make a note of it.

   Or

   If your username does not appear, click **Forgot Username?** *The PGCC Welcome to Owl Link! page appears, showing the Forgot User Name area.*

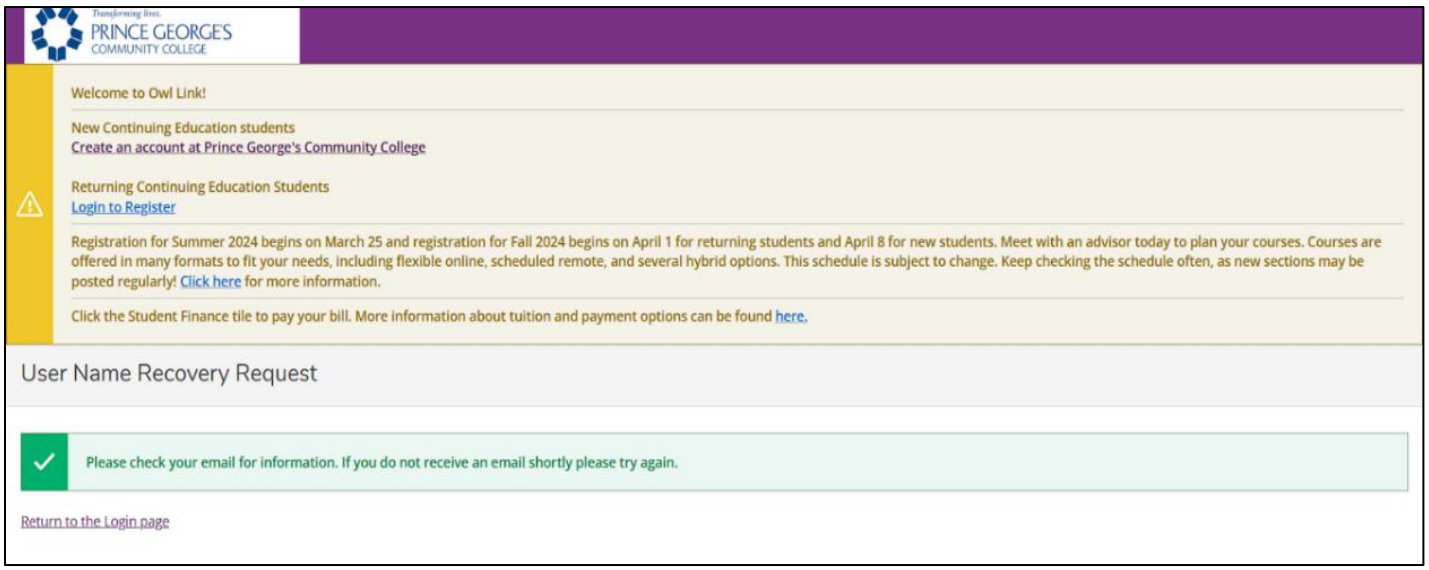


3. In the First Name textbox, type your first name.

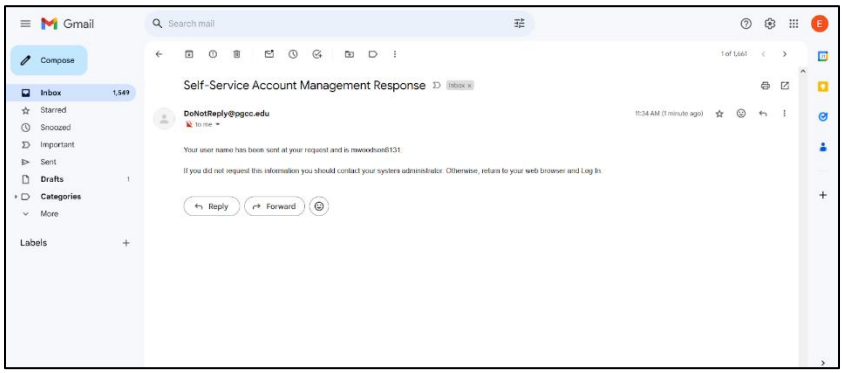
4. In the Last Name* textbox, type your last name.

5. In the Email Address* textbox, type your email address.

6. Click **Submit**. *The button turns blue and submits your request. A message appears telling you to check your email for your username.*



7. In your email Inbox, find the PGCC message from DoNotReply@pgcc.edu. The subject likely is "Self-Service Account Management Response."



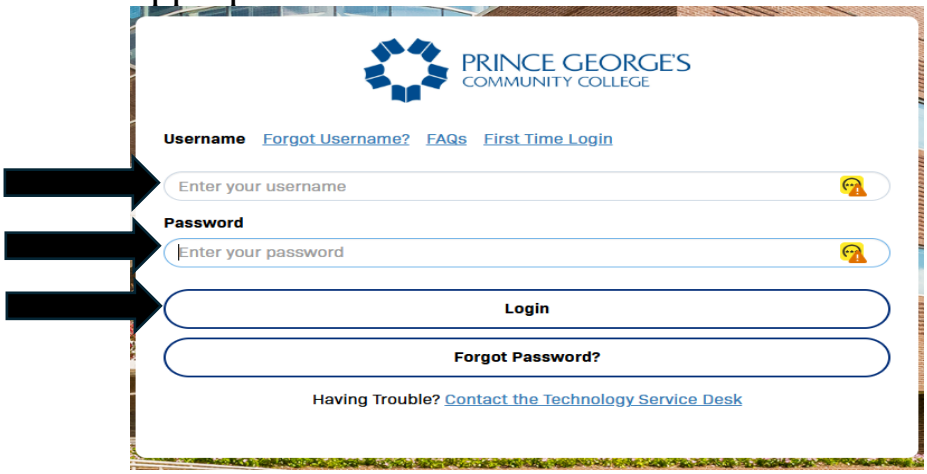
8. Open the email. Make a note of your username and enter it into the Login's Username textbox.

Note: If you request your username through the Forgot Username function and you do not receive an email within one hour, contact one of two departments to get your username: PGCC's Technology Service Desk at 301-546-0637 for technical assistance (Monday – Friday 8:30 a.m. - 4:30 p.m.) OR PGCC's Office of Recruitment and Admissions at 301-546-0864 or admissions@pgcc.edu. Please understand the Admissions department can *only provide usernames* and cannot provide any other technology or password assistance. Be prepared with your date of birth and address to verify who you are. Once you have your username, make note of it and enter it into the Login's Username textbox.

See "Accessing the PGCC Login," page 2.

Checking Your Password

If you know your username and have the last password you used, have that ready. Otherwise, see the appropriate alternative section of this document.



1. Go to the MyPGCC Login. See "Accessing the MyPGCC Login," page 2.

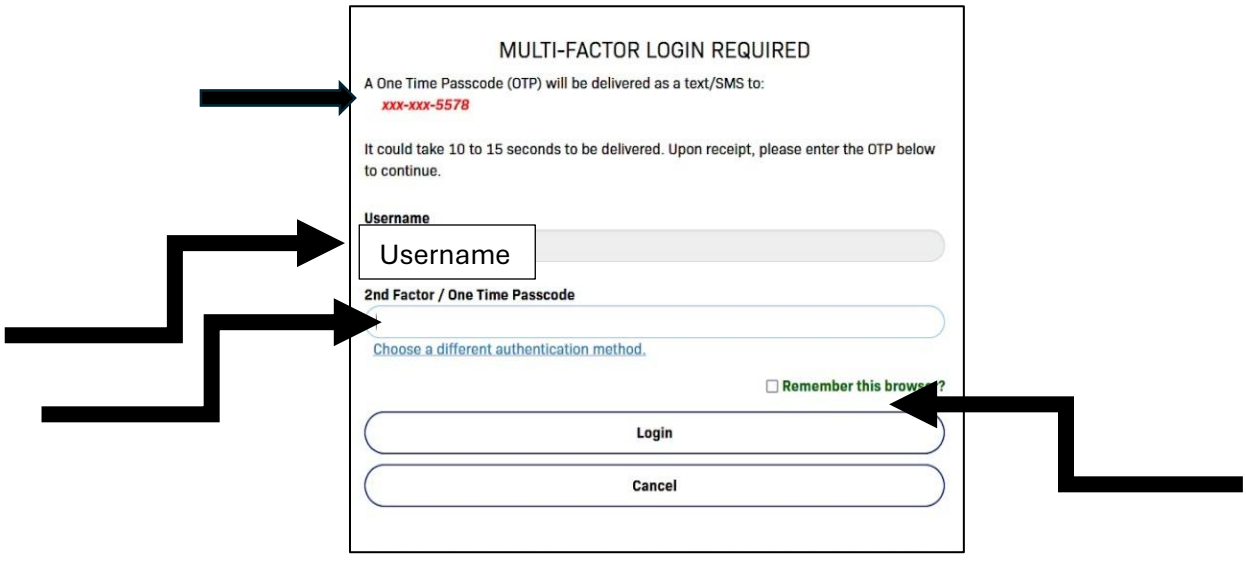
At the Login, in the Password textbox:

- If your device automatically saved your password and it appears in the textbox, click **Login**.
- If your device did not save your password but you remember it, enter your password and click **Login**.
- If you do not remember your password, click **Forgot Password**. See "Creating a New Password," page 14.

2. The results of your action vary depending on the validity of your password.
   - If your password is valid and up to date, the Multi-Factor Login Required appears. See "Completing the Multi-Factor Login Required," page 7.
   - If your password has expired, the Change Password dialog box appears. See "Updating Your Expired Password," page 8.
   - If your password is expiring soon, the Change Password, Password is Expiring Soon dialog box appears. See "Updating Your Expiring Soon Password," page 11.
   - If your password is incorrect, the Invalid username or password dialog box appears. See "Updating an Invalid Password," page 11.

Completing the Multi-Factor Login Required

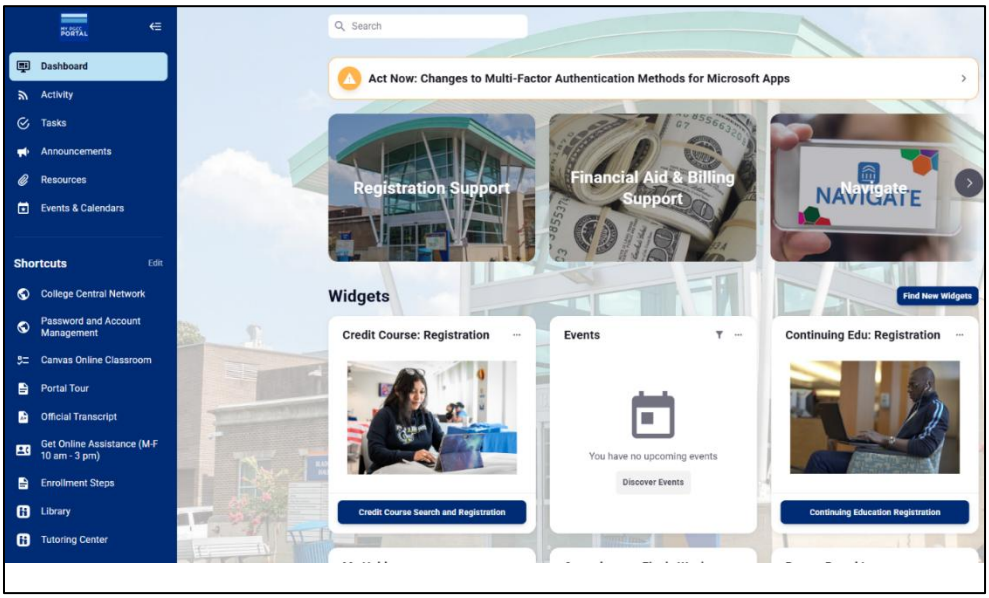
When you enter your accurate username and password in the MyPGCC Login and click Login or when you update your password, the Multi-Factor Login Required dialog box appears. You should receive the PGCC authentication code you need on your mobile phone or other device via text message or email.



1. Near the top of the dialog box, you see where the PGCC One-Time Passcode (OTP) will be delivered—either to the text messaging app on your phone or to your email address. (The example above indicates the passcode went to the student's text message app.) Regardless of whether the code went to your text message app or to your email address, find your 2nd Factor/One Time Passcode.

2. In the 2nd Factor/One Time Passcode textbox, type the passcode you received.

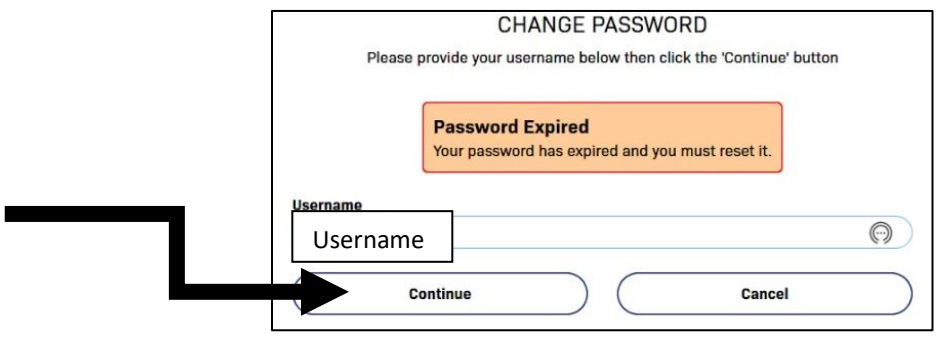
3. Click **Login**. *The MyPGCC Portal Dashboard appears.*



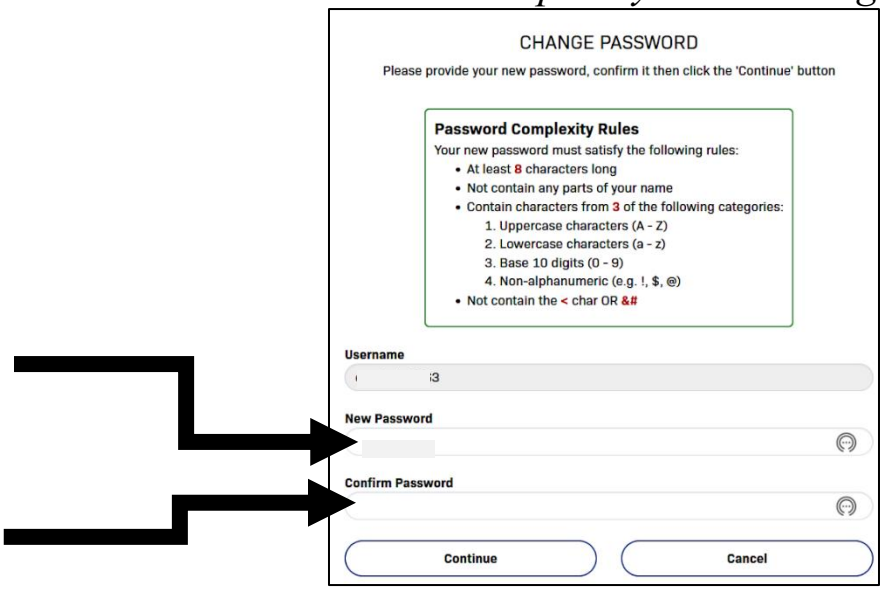
Your PGCC password is valid and you can register for classes.

Updating Your Expired Password

If your username and password are correct but your password is more than 90 days old, when you try to log in, the website displays the Password Expired dialog box.



1. Click **Continue**. *The Password Complexity Rules dialog box appears.*



2. In the New Password textbox, enter a new password that follows the complexity rules enumerated in this dialog box:
   - Your password must be at least 8 characters long.
   - It must not contain any parts of your name.
   - It must not contain the < character or &#)
   - It must contain characters from three of the following categories:
     - Uppercase characters (A – Z)
     - Lowercase characters (a – z)
     - Base 10 digits (0 – 9)
     - Non-alphanumeric characters (e. g., !, $, @)

   Note: As you type your new password, the complexity categories change from red to black to indicate that a requirement has been met. If you do not meet all the complexity rules, you will not be allowed to continue and will be redirected to type in an acceptable new password.

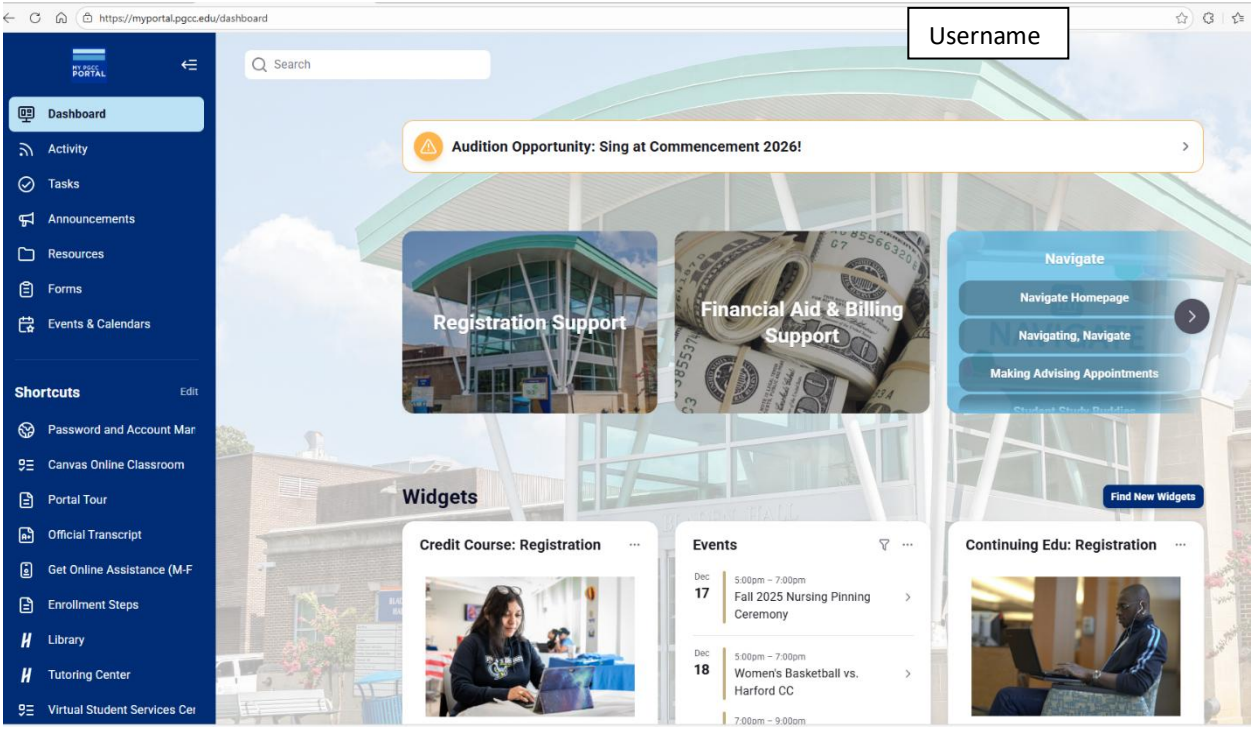
3. Write down this password and keep it somewhere you will remember.

4. In the Confirm Password textbox, retype the new password.

5. Click **Continue**. *The Password Successfully Set dialog box appears and confirms your password reset was successful.*



6. Click **Continue logging in**. *The MyPGCC Portal Dashboard appears.*

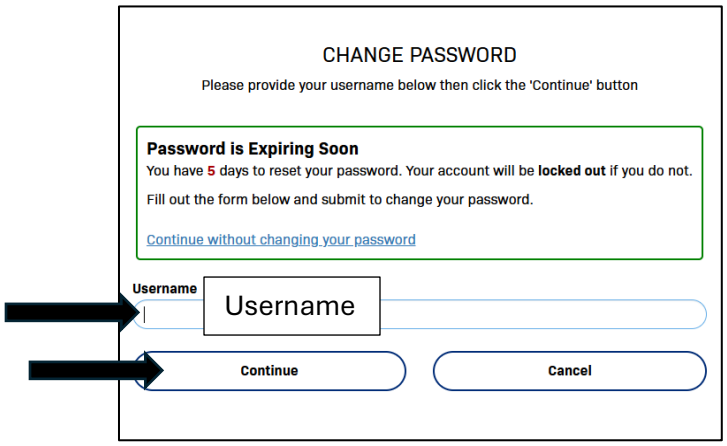


Your password is up to date. You can register for classes once registration is open.

Follow instructions for Logging out of the MyPGCC Student Portal (page 15). Close all other PGCC windows that remain open.

Updating Your Expiring Soon Password

If your password is almost 90 days old, when you try to log in, the website displays the Password Is Expiring Soon dialog box. This dialog box lets you choose whether to update your password immediately or skip the step. The CEC recommends that you update your password so that you don't get locked out of the Dashboard if you don't complete the registration process at the time you see this message.

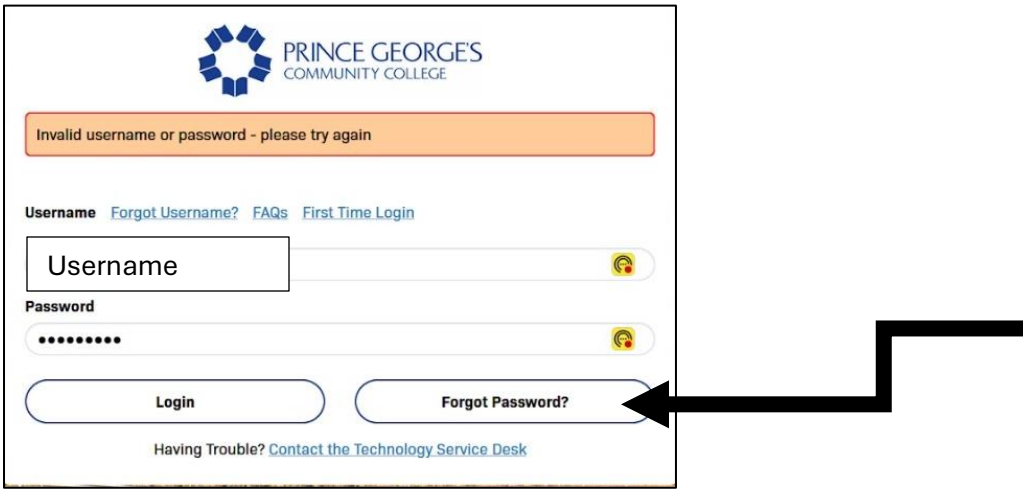


1. In the Username textbox, type your username.

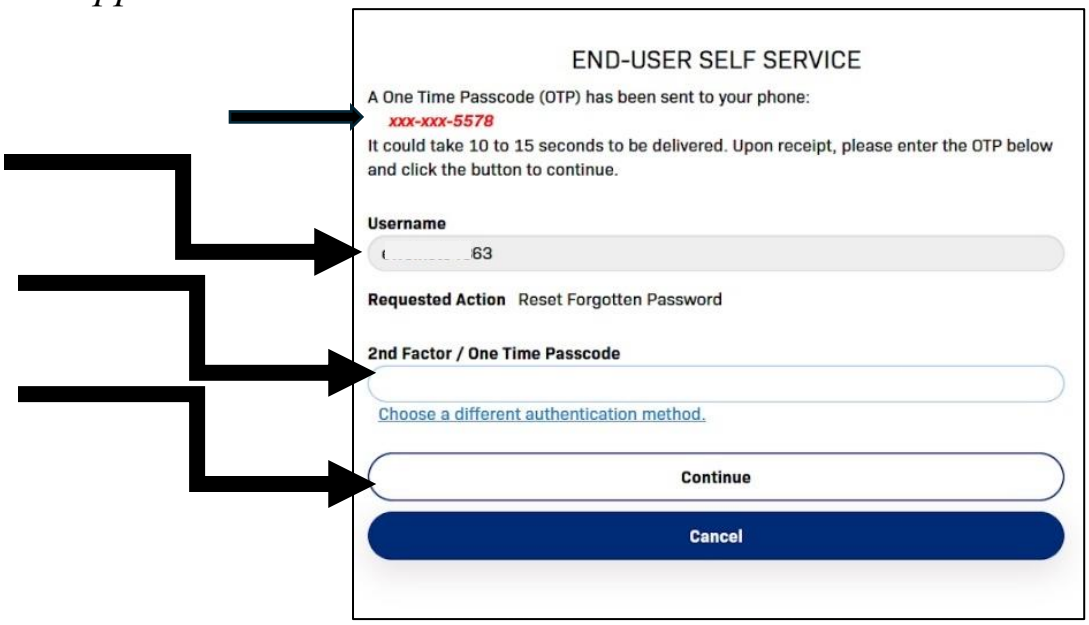
2. Click **Continue**. *The End-User Self Service dialog box with the Password Complexity Rules appears.* Follow "Updating an Invalid Password" instructions starting at step 3 (page 12) to create a new password.

Updating an Invalid Password

If your password is invalid, the Invalid username or password dialog box appears.

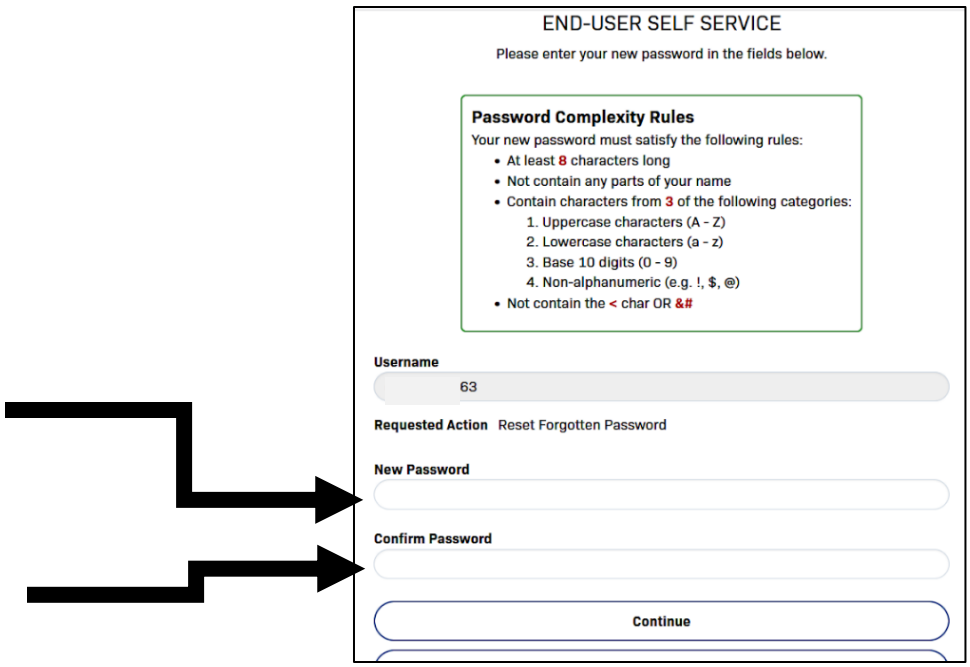


1. Enter your **Username**. Click **Forgot Password**. *The End-User Self Service dialog box appears.*



2. Near the top of the page, the website indicates in red whether the One-Time Passcode went to your phone number or your email address. The example above indicates the passcode went to the student's phone via text message. If the code went to a phone number, in your mobile phone text message app, find your 2nd Factor/One Time Passcode and type it into the 2nd Factor/One Time Passcode textbox. If the code went to an email address, check your email Inbox for a new message with a one-time passcode and type it into the 2nd Factor/One Time Passcode textbox.

3. Click **Continue.** *The End-User Self Service dialog box with the Password Complexity Rules appears.*



4. In the New Password textbox, enter a new password that follows the complexity rules as shown:
   - Your password must be at least 8 characters long.
   - It must not contain any parts of your name.
   - It must not contain the < character or &#)
   - It must contain characters from three of the following categories:
     - Uppercase characters (A – Z)
     - Lowercase characters (a – z)
     - Base 10 digits (0 – 9)
     - Non-alphanumeric characters (e. g., !, $, @)

   Note: As you type your new password, the complexity categories change from red to black to indicate that you met a requirement. If you do not meet all the requirements, the app directs you to type an acceptable new password.

5. Write down this password and keep it somewhere you will remember.

6. In the Confirm Password textbox, enter the same password that you typed in the New Password textbox.

7. Click **Continue**. *The End User Self Service Password Reset Successfully dialog box appears.*



8. Click **Continue logging in**. *The Multi-Factor Login Required appears.*

9. Continue following the steps listed in the "Completing the Multi-Factor Login Required," page 7.

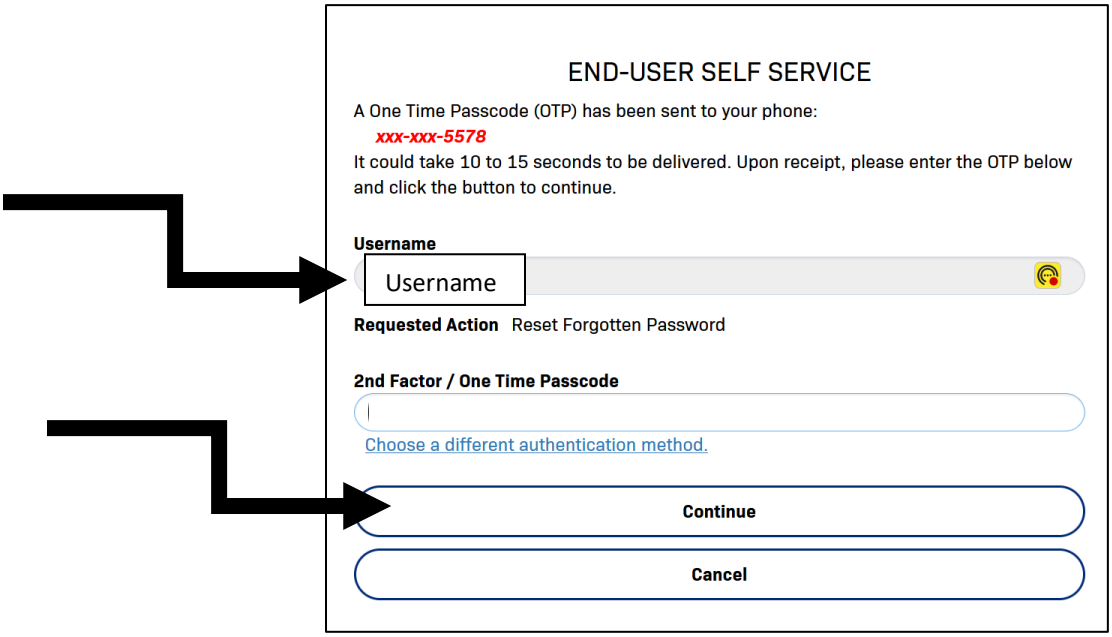
Your password is up to date. You can register for classes once registration is open.

Creating a New Password

If you want to change your password at any time, or if you forget your password, you need to create a new one.

1. Go to the MyPGCC Login page. See "Accessing the MyPGCC Login," page 2. Follow Steps 1-3.

2. Click **Forgot Password**. *The End-User Self Service dialog box appears*



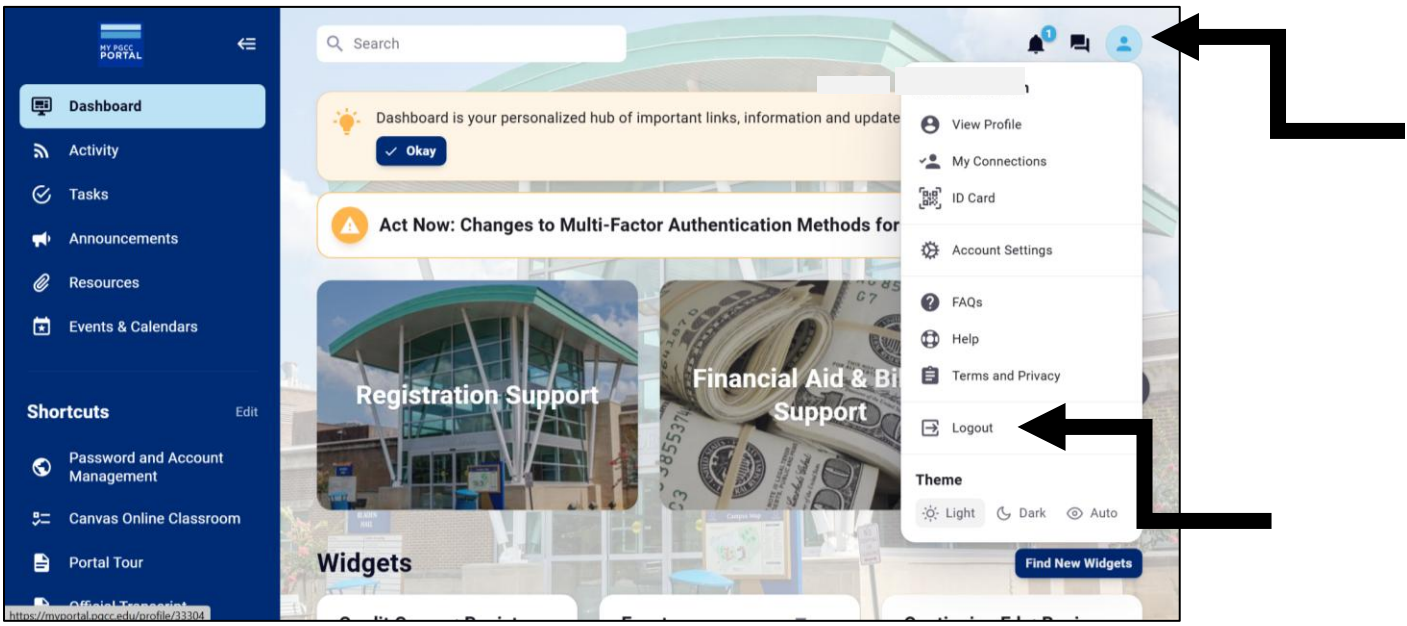
1. *See* "Updating an Invalid Password," page 11, to complete the remaining steps.

Logging Out of the MyPGCC Student Portal

There are two ways to log out.

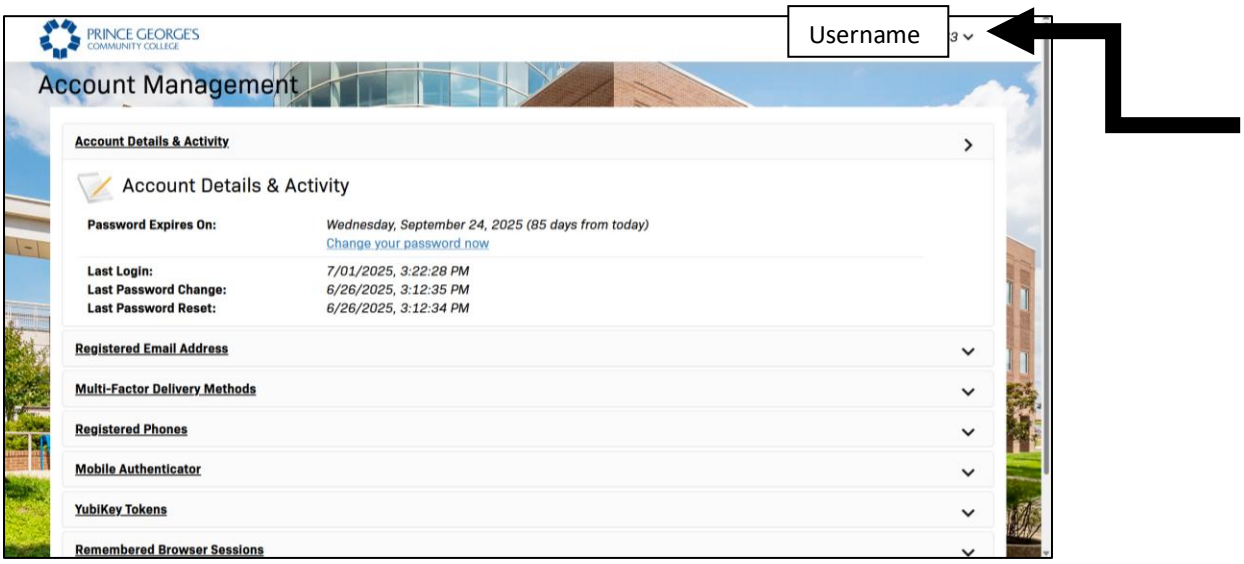
Option 1:

1. In the Dashboard, in the upper right corner, click the User Options icon . *The User Options dropdown menu appears.*



2. From the dropdown menu, click **Logout**. *You logged out of the portal.*

Option 2:



1. In the portal, in the upper right corner, click your username. *The dropdown menu appears.*



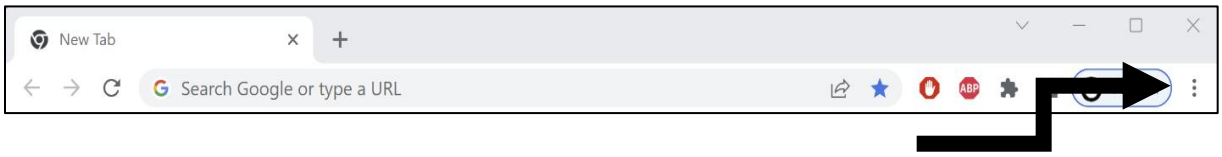
2. Click **Logout**. *You logged out of the portal.*

Your password is up to date. You can register for classes once registration is open.

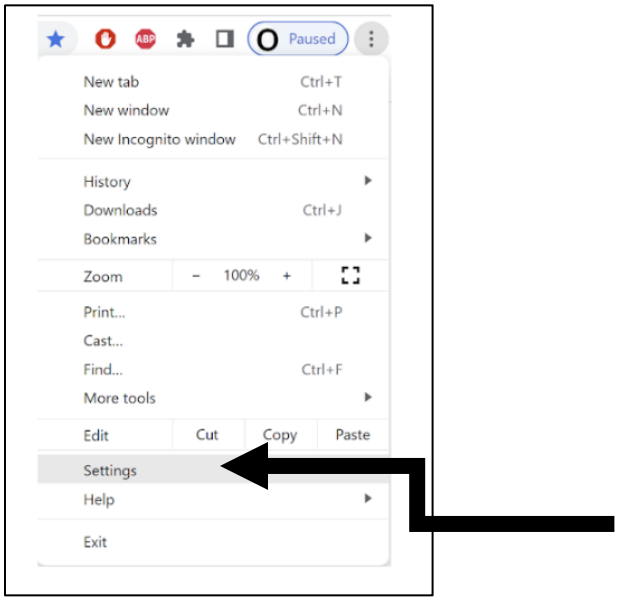
Deleting Your Personal Information from a Public Computer

If you are using a public computer, such as a computer in one of the media centers, remove your personal information from the computer before leaving the computer. In Chrome, the top of the browser window looks like the first image below.

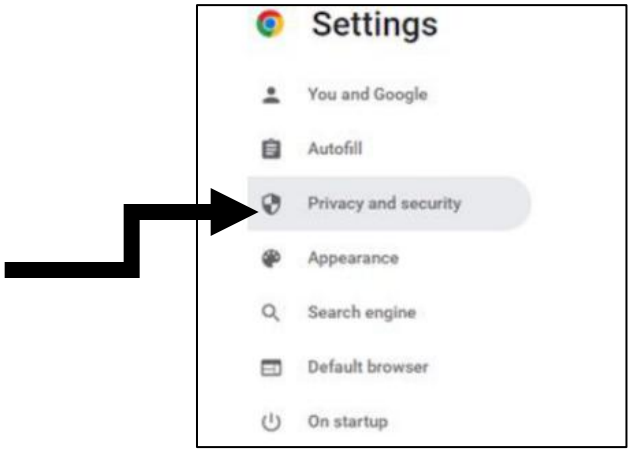
1. In the browser's top right corner, click the ⋮ icon.



A pop-up menu appears.



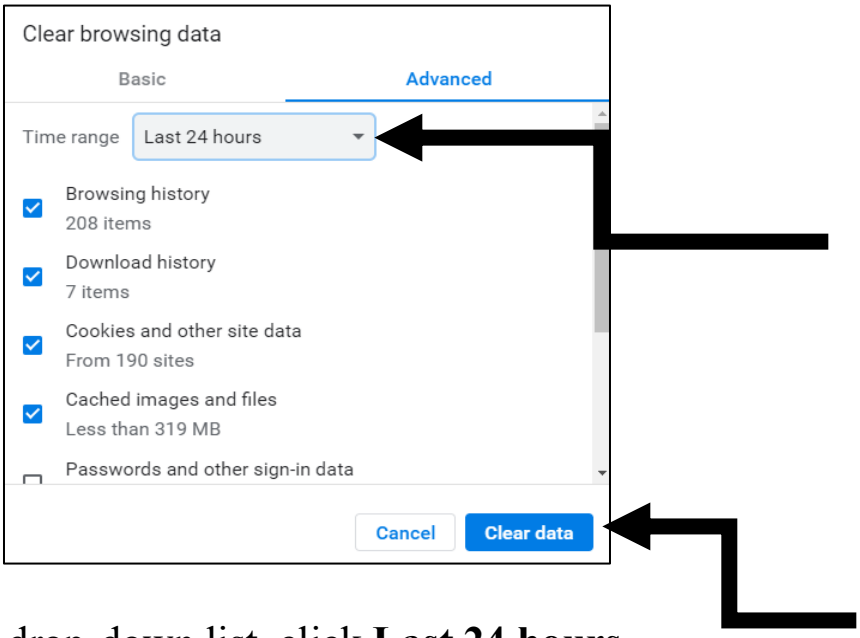
2. Click **Settings**. **The Settings menu appears**.



3. Click **Privacy and security**. *The Privacy and Security area appears.*



4. To the right of Clear browsing data, click the arrow. **The Clear browsing data check list appears.**



5. From the Time range drop-down list, click **Last 24 hours**.

6. Click **Clear data**. *Your personal data is removed from the public computer.*