

Forgotten Password Instructions

Note: These instructions describe how to reset your password after you've activated your account but no longer remember your password and cannot sign in. If you still know your password but wish to change it, log in to the portal and select the "WCC Change My Password" link from the Menu pagelet. If you have not yet activated your account, please return to the Activation Help page for instructions on how to do so.

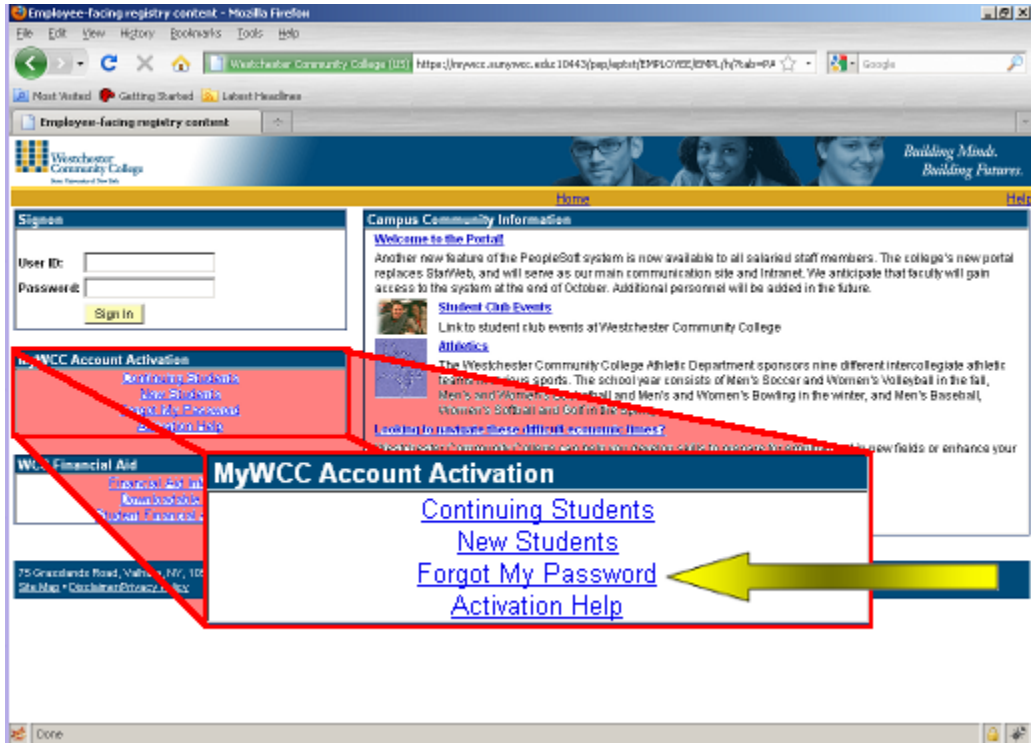
Step 1: Locate your *User ID*. This is how you will identify yourself to the portal. If you have forgotten your User ID and are a continuing student (registered any time prior to Fall 2010), please contact the Registrar's Office for assistance. If you have forgotten your User ID and are a new student (starting Fall 2010) please contact the Admissions Office for assistance.

Step 2: Go to <https://mywcc.sunywcc.edu>

The screenshot shows a web browser window displaying the MyWCC portal. The browser's address bar shows the URL <https://mywcc.sunywcc.edu>. The page features a navigation bar with the college logo and the slogan "Building Minds. Building Futures." Below the navigation bar, there are several sections: "Sign In" with fields for "User ID:" and "Password:" and a "Sign In" button; "MyWCC Account Activation" with links for "Continuing Students", "New Students", "Forgot My Password", and "Activation Help"; "WCC Financial Aid" with links for "Financial Aid Information", "Downloadable Forms", and "Student Financial Assistance"; and "Campus Community Information" with sections for "Welcome to the Portal", "Student Club Events", "Athletics", and "Looking to navigate these difficult economic times?". The footer of the page provides the college's address: "75 Granddunk Road, Valhalla, NY, 10595 • 914-606-6000" and links for "Site Map" and "Disclaimer/Privacy Policy".

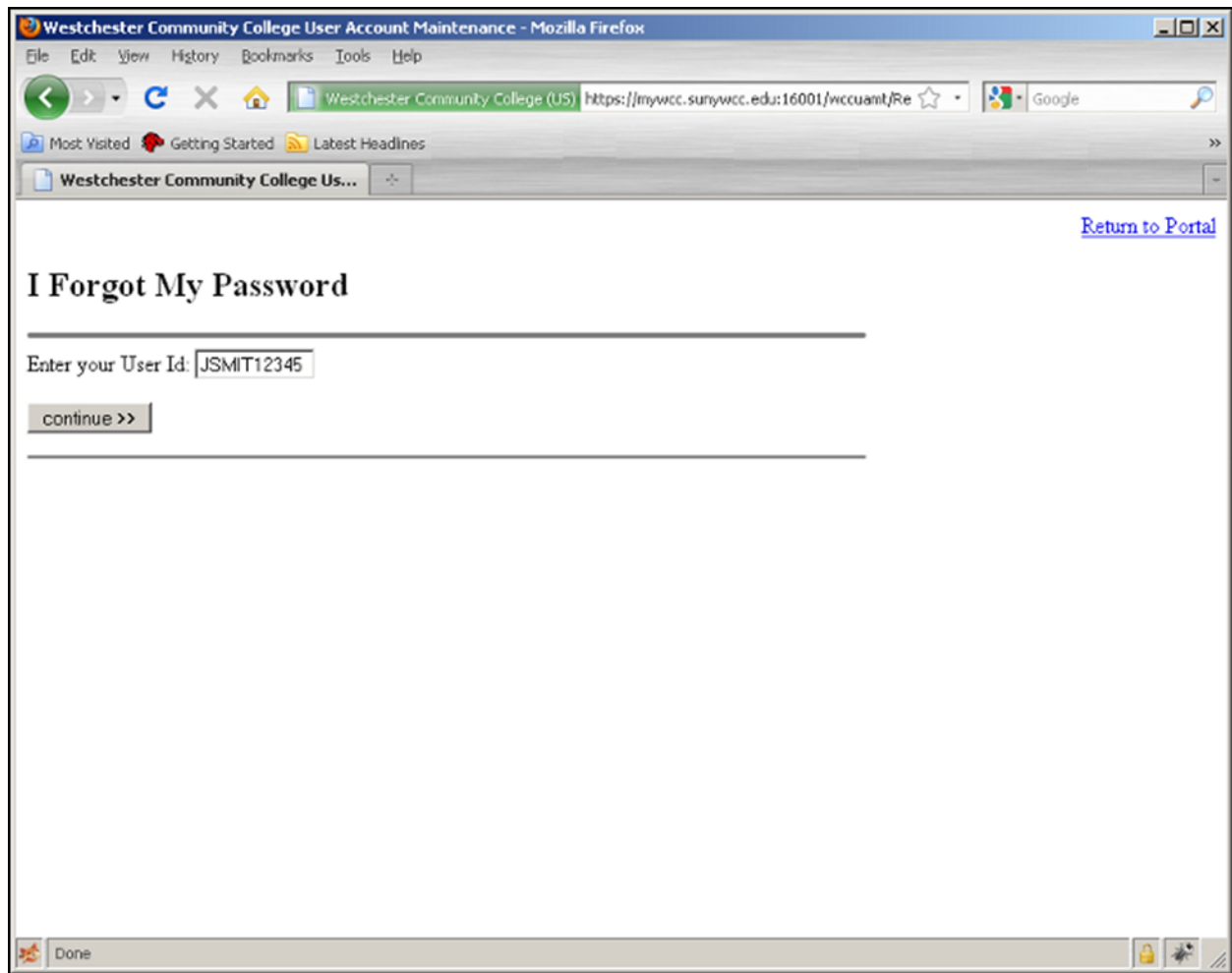
Forgotten Password Instructions (continued)

Step 3: Click the "Forgot My Password" link:



Forgotten Password Instructions (continued)

Step 4: Enter your User ID then click the Continue button:



Westchester Community College User Account Maintenance - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Westchester Community College (US) <https://mywcc.sunywcc.edu:16001/wccuamt/Re> Google

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I Forgot My Password

Enter your User Id:

Done

Forgotten Password Instructions (continued)

Step 5: You will now be presented with the two security questions you selected and answered when you activated your account. Key in the EXACT same answers you previously provided. Then enter your new password twice and click the Continue button:

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I Forgot My Password

User ID: JSMT12345
Name: Joseph Smith

Please enter the Security Question responses you indicated when you activated your account.

Security Question 1: What was your childhood nickname?
Security Question Answer 1:

Security Question 2: What is the name of your favorite childhood friend?
Security Question Answer 2:

Enter your new password and type it again to confirm it.
Click [here](#) for the password policy.

New Password:
Confirm Password:

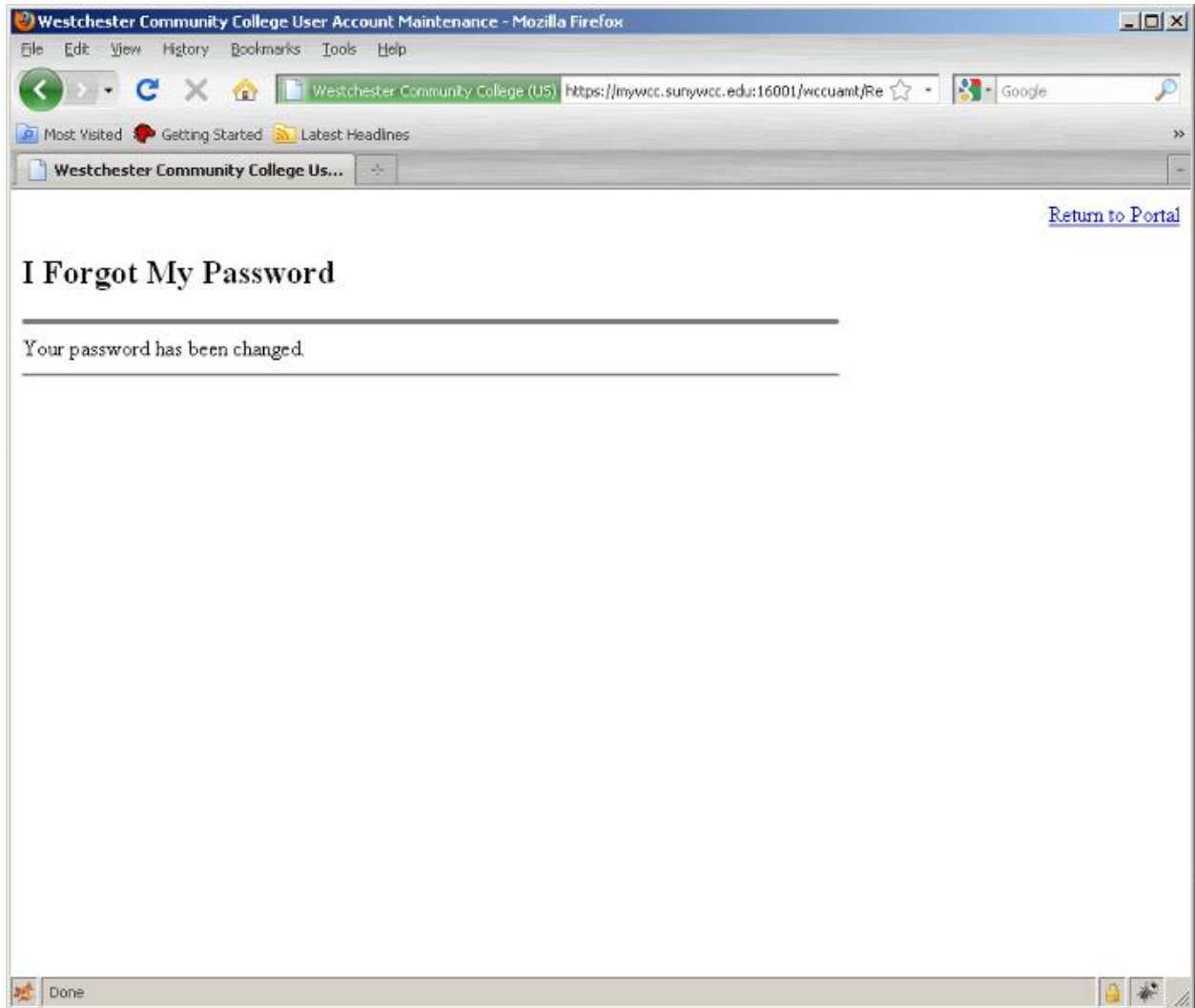
Done

These must match the original entries you made when you activated your account.

Type your new password in these two boxes. Both entries must match and pass the rules (see below)

Forgotten Password Instructions (continued)

Step 6: Your password` will be reset and you can return to the Portal.



Forgotten Password Instructions (continued)

Rules for Passwords: Here are the requirements for a secure password. You will not be able to assign a password to your account that does not meet these criteria.

The following are the minimum requirements for your password:

Minimum Length	7
Maximum Length	25
Minimum # of Uppercase Characters	1
Minimum # of Lowercase Characters	1
Minimum # of Numeric Characters	1
Longest Sequence of Same Character	3
Minimum # of Unique Characters	3

Your password may not contain your user ID, first name or last name.
