**How to Activate PIN Reset in Online Services**

**INITIAL SETUP**

**Step 1:** Go to the WCJC Homepage at [www.wcjc.edu](http://www.wcjc.edu)

**Step 2:** Click “Online Services”

**Step 3:** Enter your WCJC ID (which is (If you cannot remember your Banner ID and have provided your social security number to WCJC, you may enter it as the “User ID”).

**Step 4:** Re-Enter your “Old” PIN (PIN is initially your birthdate in a six digit numeric format)

**Step 5:** Enter your “New” PIN (a new six digit number)

**Step 6:** Re-Enter your “New” PIN

**Step 7:** Click “Login”
Step 8: Confirm your Pin:

Step 9: Click the down arrow to the right of the Question “Not Selected” to select a Security Question.

Step 10: Answer the security question.

Step 11: Select and answer your second security question. (Remember, answers are case sensitive).

Step 12: You should now see the “Welcome” screen.
RESET YOUR PIN

Step 1: Go to the WCJC Homepage at www.wcjc.edu

Step 2: Click “Online Services”

Step 3: Enter your WCJC ID (begins “@00”)

Step 4: Click “Forgot PIN?”

Step 5: Answer Security Question 1

Step 6: Answer Security Question 2

Step 7: Enter new PIN

   Re-enter new PIN

   Click “Reset PIN”.

You will be taken back to the “Welcome” screen.