



Wharton County Junior College

How to Configure Recovery Options in myWCJC

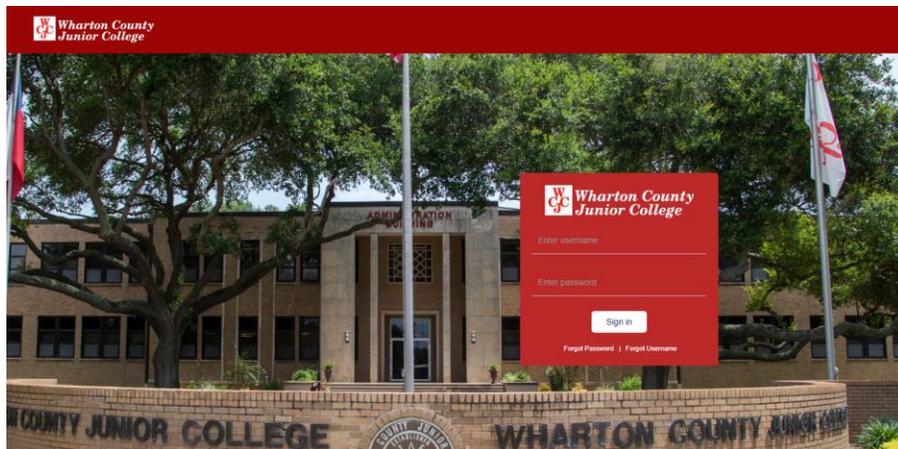
You can recover your username and password once you have configured at least two of the three following recovery options in your myWCJC account:

1. Set your security questions
2. Set your recovery email
3. Set your mobile number

To configure your password and username recovery options, please follow the steps outlined below:

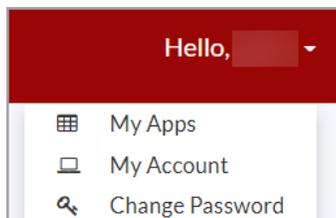
1. Log into your MyWCJC account

Your login credentials are your WCJC email username and password. When you enter your login credentials **do not use** the @student.wcjc.edu or @wcjc.edu extension. If you do not know your WCJC email username and password, please submit an [IT Help Desk Support](#) form or call the Help Desk at 979-532-6568.

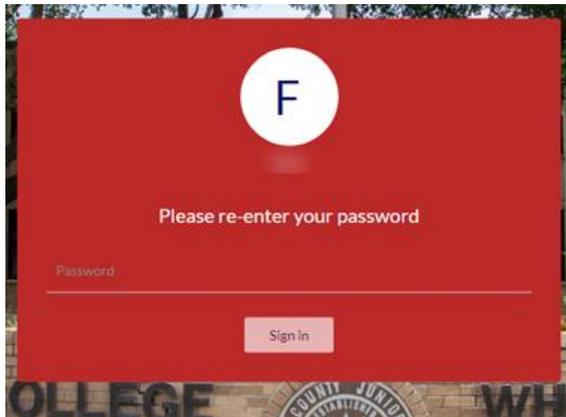


2. Access the "Account Recovery" page

In the upper-right hand corner, click on the drop-down menu by your name and select "My Account"



3. Re-enter your WCJC email password again



4. Set your Account Recovery Settings

You will find multiple options to recover your username and password. WCJC requires at least two be set; however, all three options can be set as follows:

Option 1 is required: Set three security questions.

1. Click the Security Questions tab.
2. Provide answers to three different security questions.
3. Click Submit.

Option 2: Set a recovery email

1. Select the Email Recovery Tab.
2. Enter a Primary email address you wish to have verification codes sent. This should not be your WCJC email address. A different Secondary email address can also be entered if you have multiple email addresses; however, it should not be your WCJC email address.
3. Click Validate for each email address that is entered.
4. Check this recovery email for a 7-digit verification code.
5. Enter the verification code in the Verify your email address window.
6. You will see a message confirming your email address.

Account Recovery Settings
To facilitate password recovery, Security Questions must be added to your account.
For multi-factor authentication (MFA), add at least one (we recommend two) of the additional recovery options

Security Questions | **Email Recovery** | Phone Recovery

You can recover your password using your verified email address.

Primary email address

Secondary email address

Update **Update**



Verify your email address

Enter verification code

Submit

You can re-send new OTP after 52 second(s)

[Resend security code](#)

Option 3: Set a recovery phone number

1. Select the Phone Recovery tab.
2. Enter the Country and mobile phone you wish to have verification codes sent.
3. Click Verify.
4. Check your mobile phone for text of the 7-digit verification code.
5. Enter the verification code in the Verify your phone number window.
6. You will see a message confirming your phone number.

Phone Recovery



Verify your phone number

Please enter a valid phone number

Select Country Phone Number

Verify

Phone Recovery



Verify your phone number

Enter verification code

[Submit](#)

You can re-send new OTP after 54 second(s)

[Resend security code](#)

5. Return to the MyWCJC Portal

Click the **Go To My Apps** button on the bottom right-hand corner of your screen to exit your account set-up screen, and return to the MyWCJC portal Apps page.