Wharton County Junior College

How to Reset Password or Recover Username

IMPORTANT:

> You can only recover your username and password, if you have configured in MyWCJC at least two or all three possible recovery options, as follows:
>
> 1. Set your security questions   2. Set your recovery email   3. Set your mobile number
>
> If you have not configured any of these three options in MyWCJC, please follow the How to Configure Recovery Options in MyWCJC also located on the WCJC Connect webpage.

If you have configured your recovery options, follow the instructions below.

1. You can recover your username and reset your password by using the password manager tool.

    i. If you forgot your password, click the "Forgot Password" link.

    ii. If you forgot your username, click the "Forgot Username" link.

2. Forgot Password or Username links,

    a. For a Forgot Password, enter your WCJC email username in the Reset your password window, then click submit.

    b. For a Forgot Username, enter your complete WCJC email address or one of your recovery email addresses in the Recover your username window, then click submit.

3. Answer the security questions you established during setup.

4. Select whether to send your recovery code to your recovery email or by text.

5. Enter the recovery code.

6. Once your identity is validated, you will be asked to create a new password. Your password must have the following minimum requirements:

- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Be at least eight (8) characters in length
- Cannot be a password previously used
- Must contain characters from three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, $, #, %)

7. You will receive a confirmation screen when your password is successfully reset and an email for username recovery.