



Wharton County Junior College

How to Activate PIN Reset in Online Services

INITIAL SETUP

Step 1: Go to the WCJC Homepage at 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”).)

The screenshot shows the 'WCJC Online Services' login page. At the top left is the WCJC logo. The page title is 'WCJC Online Services'. Below the title are links for 'HELP' and 'EXIT'. The main heading is 'Online Services Login'. A yellow horizontal line separates the heading from the instructions. The instructions state: 'Please enter your WCJC Identification Number (WCJC ID) beginning with and including the '@' symbol.' A note follows: 'Note: Social Security Numbers can be used in place of the WCJC ID if it was provided to WCJC.' Below the note, it says: 'The first time you log on, use your birthdate in MMDDYY format for your PIN. When finished, click Login. On the next time you log on, use your birthdate in MMDDYY format for your PIN. To protect your privacy, please Exit and close your browser when you are finished.' There is a section for 'For additional login assistance:' with two bullet points: 'Students - Registrars Office.' and 'Employees - HR.' At the bottom, there are two input fields: 'WCJC ID:' and 'PIN:'. Below these fields are two buttons: 'Login' and 'Forgot PIN?'.

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”

The screenshot shows the 'WCJC Online Services' login verification page. At the top left is the WCJC logo. The page title is 'WCJC Online Services'. Below the title are links for 'HELP' and 'EXIT'. The main heading is 'Login Verification Change PIN'. A yellow horizontal line separates the heading from the instructions. The instructions state: 'Your PIN (Personal Identification Number) must be a 6-digit number.' Below the instructions, there is a red 'X' icon and the text: 'Your PIN has expired. Please change it now.' At the bottom, there are three input fields: 'Re-enter Old PIN:', 'New PIN:', and 'Re-enter new PIN:'. Below these fields is a 'Login' button. At the very bottom, it says 'RELEASE: 8.2'.

Step 8: Confirm your Pin:

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

The screenshot shows the WCJC Online Services interface. At the top is the logo and title. Below are navigation tabs for 'Personal Information' and 'Student and Financial Aid'. A search bar is present. A message prompts the user to enter a new security question and answer. A pin confirmation field is shown with six dots. A dropdown menu is open for 'Question number 1 of 2', showing a list of questions. The 'Answer' field is currently empty. A 'Submit' button is visible.

Step 10: Answer the security question.

The screenshot shows the same interface as Step 9, but the dropdown menu is closed. The 'Question' field now displays 'What was your childhood phone number including area code?'. The 'Answer' field contains the text '9156921111'. 'Submit' and 'Reset' buttons are visible. The text 'RELEASE: 8.2' is at the bottom.

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

The screenshot shows the same interface. The dropdown menu is open for 'Question number 2 of 2', showing a list of questions. The 'Question' field displays 'What was the last name of your third grade teacher?'. The 'Answer' field contains the text 'Owens'. 'Submit' and 'Reset' buttons are visible. The text 'RELEASE: 8.2' is at the bottom.

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

The screenshot shows the WCJC Online Services interface with navigation tabs for 'Personal Information', 'Student', 'Financial Aid', and 'Employee'. A search bar is present. At the bottom, there is a 'Welcome,' message and a timestamp: 'to the WWW Information System! Last web access on Dec 14, 2015 at 05:02 pm'. Links for 'SITE MAP', 'HELP', and 'EXIT' are also visible.

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

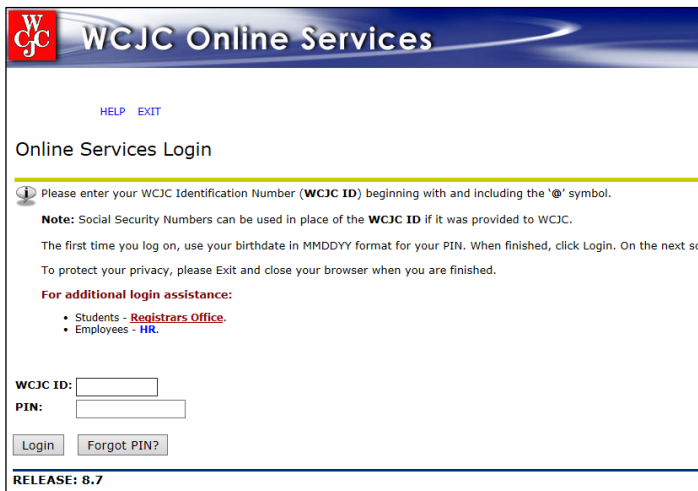
Step 6: Answer Security Question 2

Step 7: Enter new PIN

Re-enter new PIN

Click “Reset PIN”.

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



WCJC Online Services

HELP EXIT

Online Services Login

Please enter your WCJC Identification Number (WCJC ID) beginning with and including the '@' symbol.

Note: Social Security Numbers can be used in place of the WCJC ID if it was provided to WCJC.

The first time you log on, use your birthdate in MMDDYY format for your PIN. When finished, click Login. On the next screen, you will be asked to enter your security question and answer.

To protect your privacy, please Exit and close your browser when you are finished.

For additional login assistance:

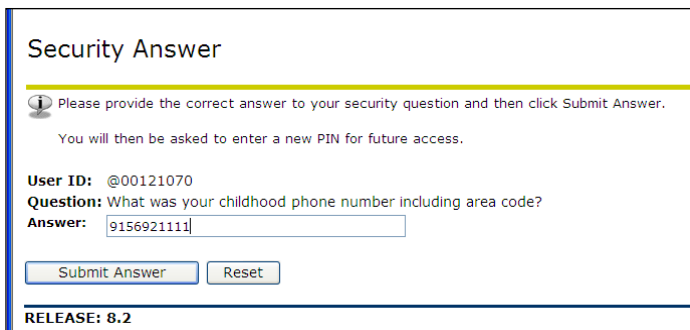
- Students - [Registrars Office](#)
- Employees - [HR](#)

WCJC ID:

PIN:

Login Forgot PIN?

RELEASE: 8.7



Security Answer

Please provide the correct answer to your security question and then click Submit Answer.

You will then be asked to enter a new PIN for future access.

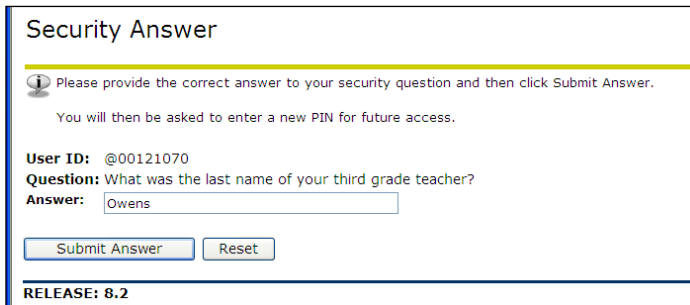
User ID: @00121070

Question: What was your childhood phone number including area code?

Answer:

Submit Answer Reset

RELEASE: 8.2



Security Answer

Please provide the correct answer to your security question and then click Submit Answer.

You will then be asked to enter a new PIN for future access.

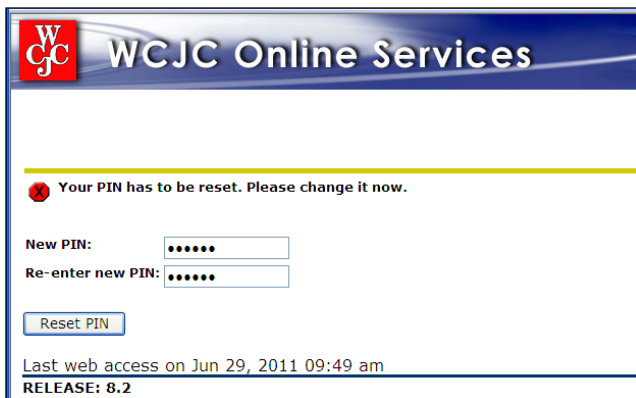
User ID: @00121070

Question: What was the last name of your third grade teacher?

Answer:

Submit Answer Reset

RELEASE: 8.2



WCJC Online Services

Your PIN has to be reset. Please change it now.

New PIN:

Re-enter new PIN:

Reset PIN

Last web access on Jun 29, 2011 09:49 am

RELEASE: 8.2



WCJC Online Services

Personal Information Student Financial Aid Employee

Search Go

SITE MAP HELP EXIT

Welcome, to the WWW Information System! Last web access on Dec 14, 2015 at 05:02 pm