Wharton County Junior College

Forgot Password

Prior Enrollment with completed security questions is required

Step 1: Click on the “Account Set Up/Password Reset” button below to open the Account Setting Suite.

Step 2: In the User Login box at the right, click “Forgot password”

Step 3: Enter e-Mail prefix in the e-Mail field on the Account Setting Suite.

Click “Next”
Step 4: The first security question will come up. Enter the security question **exactly** as you answered when you set it up. (Note: Answer is case sensitive)

![Security Question](image)

Click “Next”

**Note:** If you do not answer the first security question correctly, the second security question will come up.

If you answer the first security question correctly, the Password Reset screen will come up…

Step 5: Create a new password…

Pay special attention to “Password Complexity:”

- At least 8 characters long
- Contain 3 out of the following 4 categories:
  1. UPPER CASE LETTERS
  2. lower case letters
  3. numbers (0-9)
  4. Non-alphanumeric symbols (* $ % . !)
- Do not use part of your name or birthdate in your password
- Do not use a password you have used before
- Do not use “wcjc!” to begin your new password

**Your password is valid for 120 days**
Step 6: Enter new password

Enter again to “Confirm Password”

Step 7: Enter code

Step 8: Click “Reset”

You should now see …

Password reset successfully

Step 9 Log in to your Student e-Mail account;
Click “Student e-Mail Login”

Account Settings Suite