

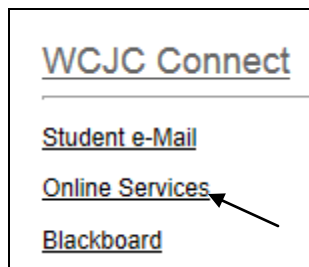


Wharton County Junior College

How to Log in to Online Services

Step 1 Access the **WCJC website** at www.wcjc.edu

Step 2 Click on the **Online Services** link under *WCJC Connect link*.



Step 3 Enter your **User ID** which is your **Banner (Student) ID** beginning with the **"@"** (or *SSN with no slashes or dashes if previously provided to WCJC*) and **PIN** to login. (First Time you log in, the Pin is your Date-of-Birth, 6-digit numeric format MMDDYY, with leading zeros ex: 010485)

If you have forgotten your PIN, click the "Forgot PIN?" Button. Your security question will display with an area to type in your answer. Answering your security question correctly allows you to choose a new PIN – it will not give you the old PIN.

A screenshot of the login form. It contains two input fields: "User ID:" and "PIN:". Below the input fields are two buttons: "Login" and "Forgot PIN?".

Step 4 You are required to **change your PIN** the first time you log in. Old PIN is your Date-of-Birth, 6 digit format MMDDYY with leading zeros, example: 010485.

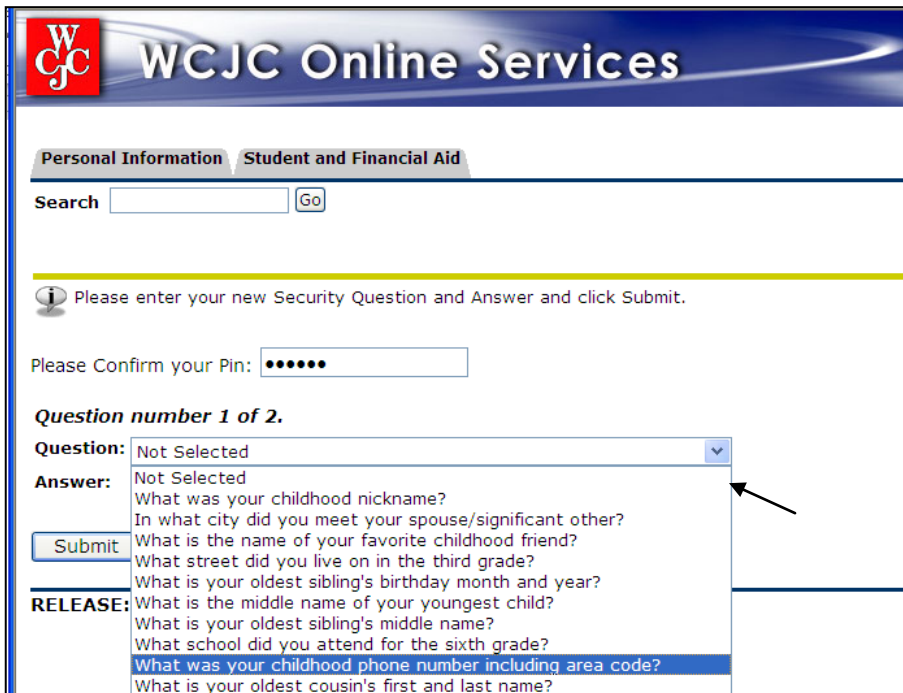
A new 6-digit PIN is required.
Click the **CHANGE PIN** button to save your PIN.

A screenshot of the change PIN form. It contains three input fields: "Enter Old PIN:", "Enter New PIN:", and "Re-enter New PIN:". Below the input fields are two buttons: "Change PIN" and "Reset".

Step 5 You are required to **select two security questions** to be used if you forget your PIN.

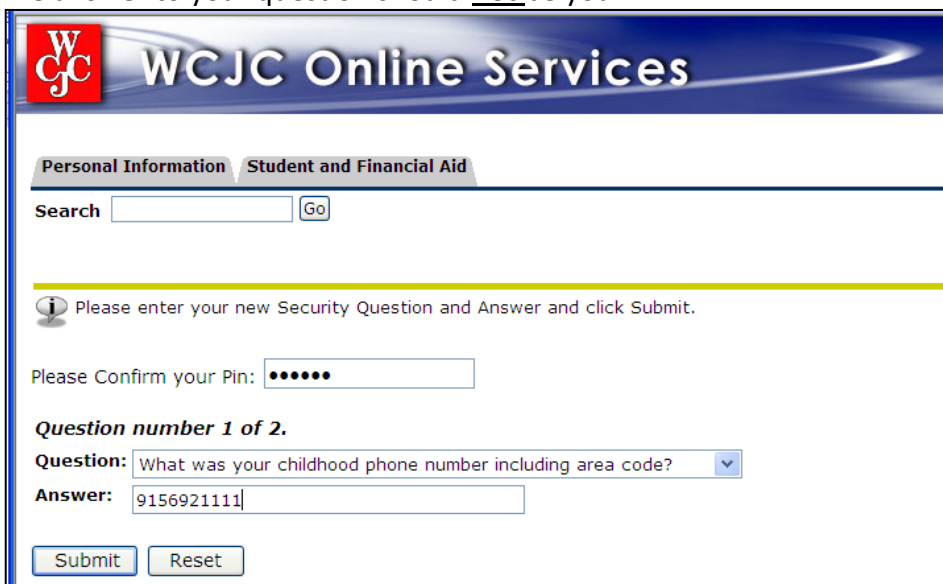
Security Questions!

- 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, there is a logo with 'W' and 'CJC' and the text 'WCJC Online Services'. Below the logo, there are two tabs: 'Personal Information' and 'Student and Financial Aid'. A search bar with a 'Go' button is present. A message icon indicates: 'Please enter your new Security Question and Answer and click Submit.' Below this is a 'Please Confirm your Pin:' field with six dots. The main section is titled 'Question number 1 of 2.' It features a 'Question:' dropdown menu currently set to 'Not Selected'. An arrow points to the dropdown arrow. Below the dropdown is an 'Answer:' field with a list of questions: 'What was your childhood nickname?', 'In what city did you meet your spouse/significant other?', 'What is the name of your favorite childhood friend?', 'What street did you live on in the third grade?', 'What is your oldest sibling's birthday month and year?', 'What is the middle name of your youngest child?', 'What is your oldest sibling's middle name?', 'What school did you attend for the sixth grade?', 'What was your childhood phone number including area code?' (highlighted in blue), and 'What is your oldest cousin's first and last name?'. A 'Submit' button is located to the left of the question list. A 'RELEASE:' label is positioned to the left of the question list.

- Answer the security question. (*Remember, answers are case sensitive*).
- The answer to your question should **not** be your PIN.



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- Select and answer a second security question. (*Remember the answer is case sensitive.*)

- Click the **Submit** button to save your question.
- You should now see the “Welcome” screen

- Should you forget your PIN, you will be required to answer the two security questions exactly as you did when you set them up. Then you will be allowed to reset your PIN to a new six digit number.
- Students may request assistance by opening an [IT Support Request](#).