How to Activate your new WSCC Student User Account

- To activate your WSCC user account, click the **Get Started** link that was provided in your welcome email.
- At the *Sign in* screen, enter your WSCC username that was provided to you in your welcome email then click the [Next] button (Figure 1).

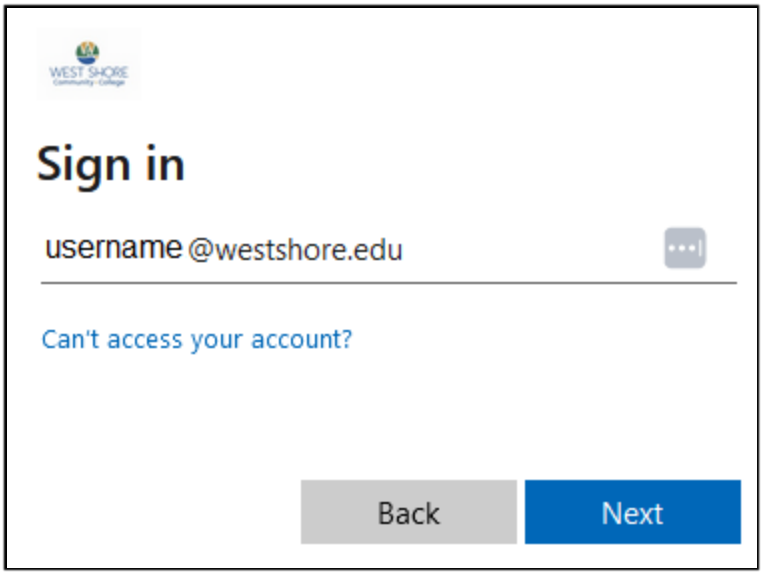

Figure 1

- At the *Enter password* screen, enter your temporary WSCC password that was provided to you in your WSCC welcome email then click the [Sign in] button (Figure 2).

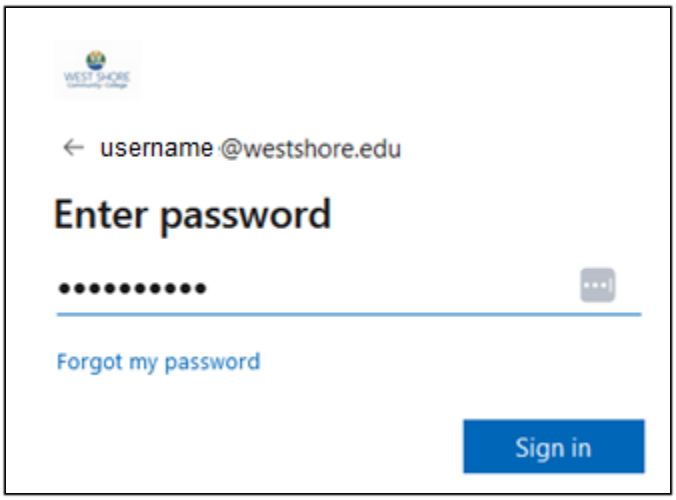

Figure 2

- You will now be prompted to create a new password (Figure 3). This is the password that you will use to log into all WSCC systems. West Shore Community College does have certain criteria that your password must meet. That criterion is:
  - It must be at least 10 characters long (the longer the password is, the more secure it will be)
  - Passwords are case sensitive,
  - Passwords must be at least 10 characters long,
  - Passwords must include three of four types of characters:
    - English uppercase letter (A through Z)
    - English lowercase letter (a through z)
    - Number (0 through 9)
    - Special characters such as ! @ # $ % ^ & * ( ) [ ] { }
    - Cannot reuse any four previous passwords.
  - First, retype your temporary password on the *Current password* line.
  - Next, type your new password on the *New password* line (remember it must meet the criteria specified above).
  - Now, retype your new password on the *Confirm password* line (Figure 4).
  - Click the [Sign in] button.
  - Be certain to make note of your password.

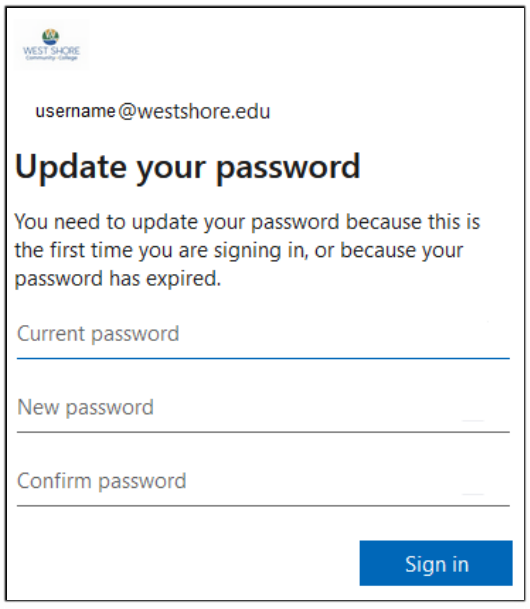

Figure 3

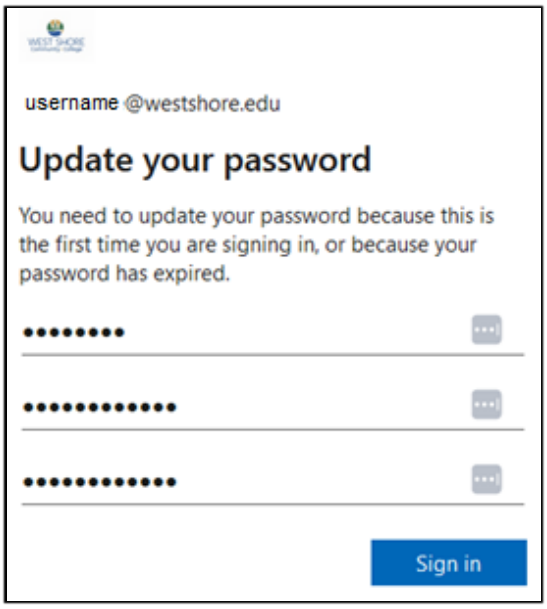

Figure 4

- Next, you will be prompted that more information is required. WSCC has a system in place called **Password Recovery** that if you forget your password, you will be able to reset it without the assistance of WSCC Technical Support. These next steps outline how to set up password recovery.

- At the *More information required* screen, click the [Next] button (Figure 5).

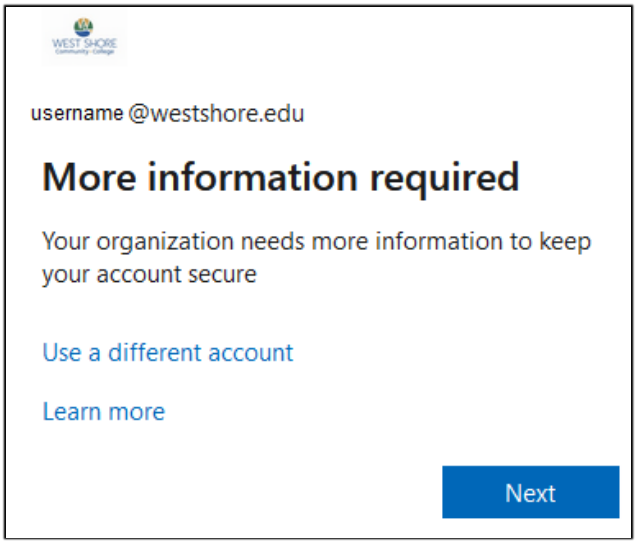

Figure 5

- You will have two options for resetting your password. You can choose to receive a text message or an email. Please make this choice carefully as once you set up this method you cannot change it.

- To receive a text message for password recovery, go to Page 4

- To receive an email for password recovery, go to Page 7

To use a mobile phone and text message for password recovery

- Enter your mobile phone number in the space provided then click the [Next] button (Figure 6).

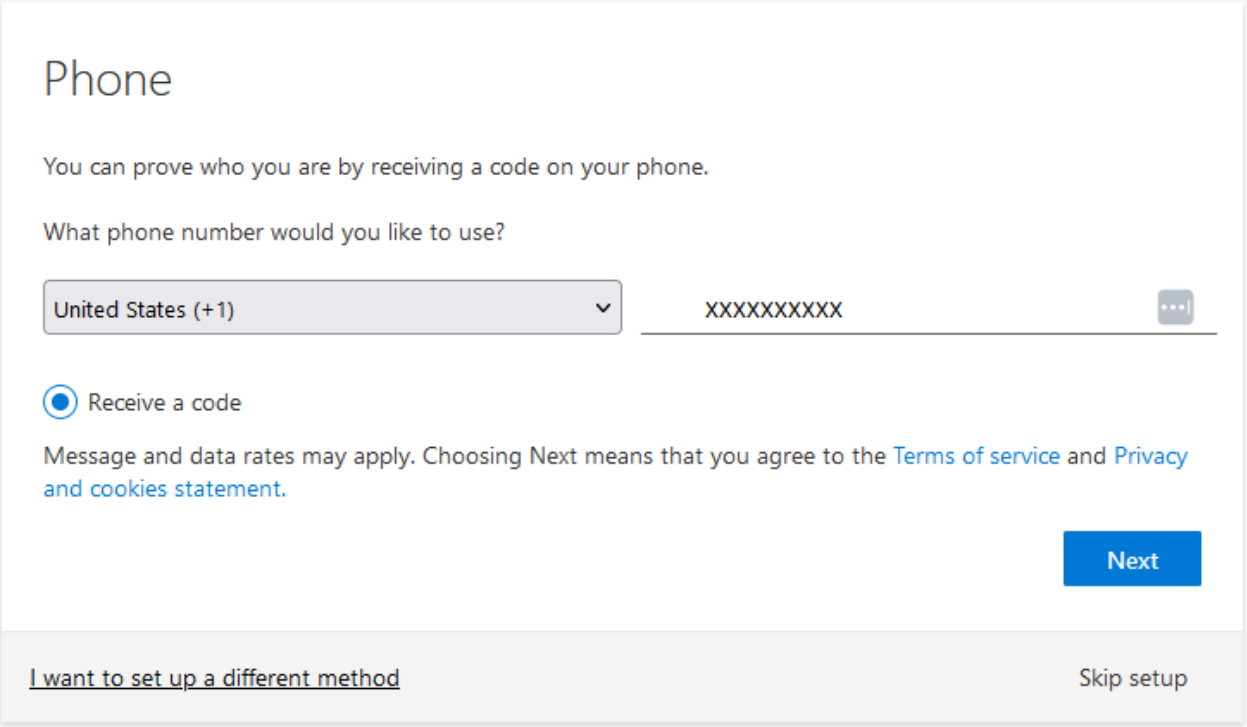

Figure 6

- Within 5 to 30 seconds of clicking [Next] you will receive a text message on your mobile device that contains a verification code (Figure 7).

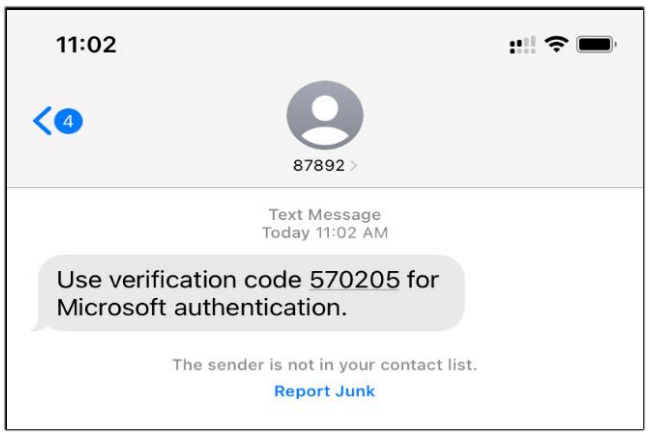

Figure 7

- Return to your computer screen and enter the verification code into the *Enter code* field, then click the [Next] button (Figure 8).

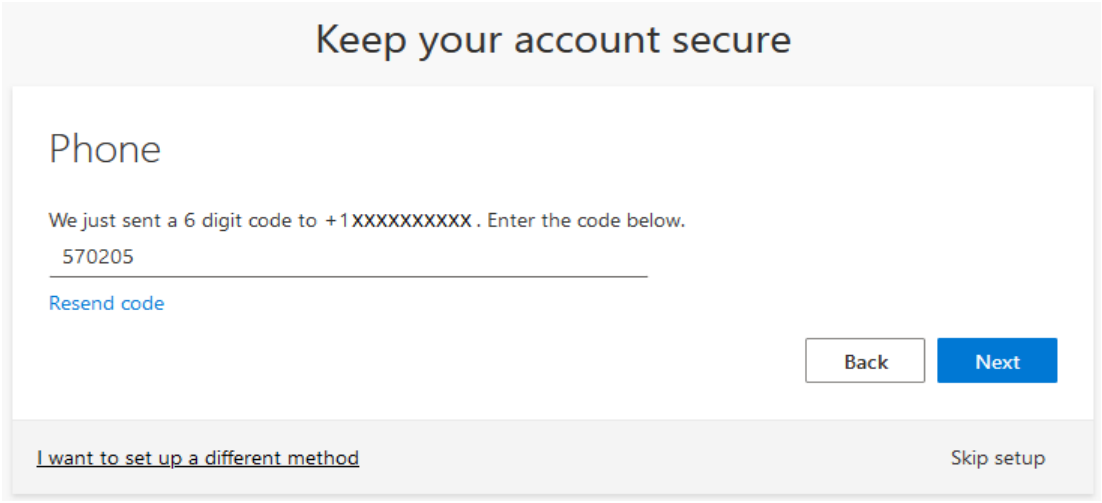

Figure 8

- You will see a message that your verification is complete. Click the [Next] button again (Figure 9).

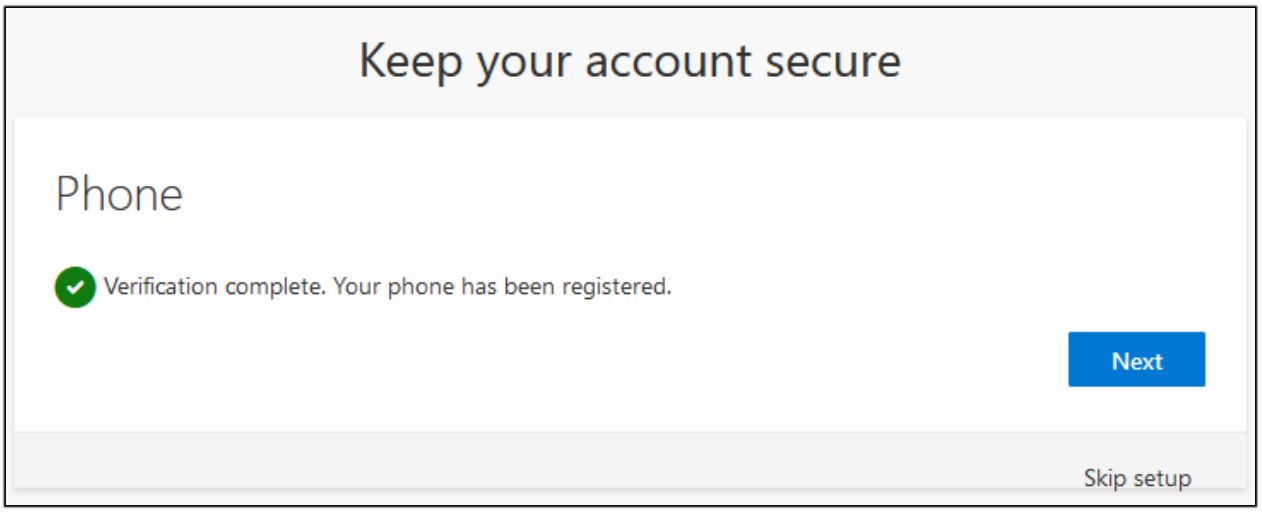

Figure 9

- At the *Keep your account secure* page, click [Done] (Figure 10). You will be taken to West Shore's Learning Management System, also known as Canvas.

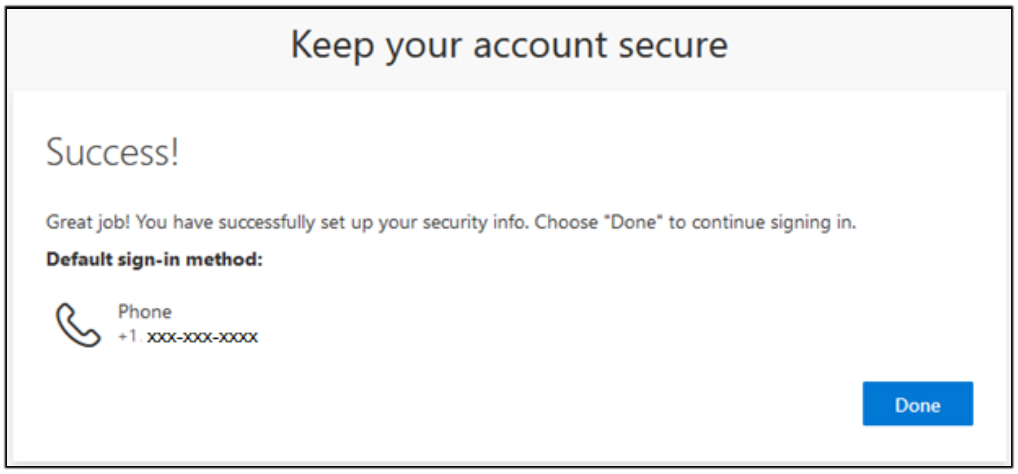

Figure 10

Congratulations! You have successfully configured your automatic password recovery using text messaging. If you ever forget your password, just click the **Forgot my password** link (Figure 11) when logging into either email or OneDrive. You will receive a recovery code by the method that you set up here.

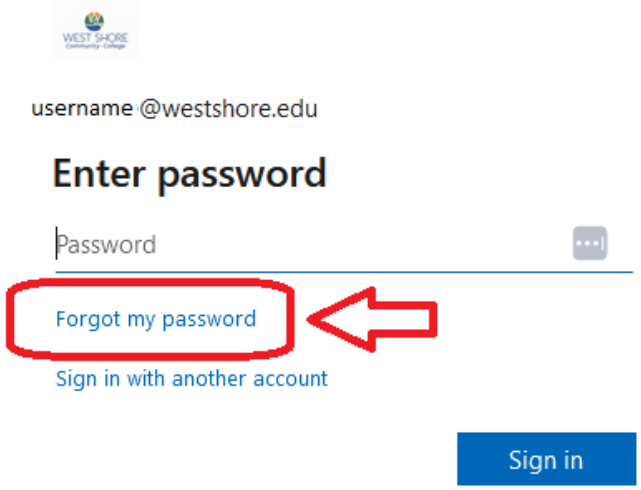

Figure 11

To use a personal email for password recovery

- On the *Keep your account secure* screen, click on "I want to set up a different method" link in the lower left corner (Figure 12).

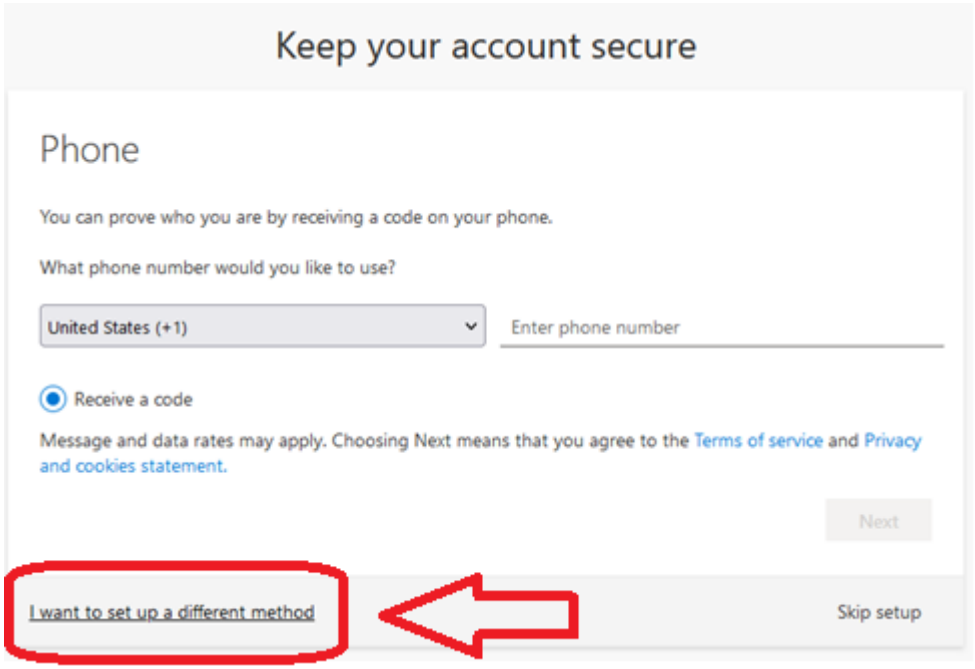

Figure 12

- Click on the *Choose a method* (Figure 13), select *Email*, then click the [Confirm] button (Figure 14).

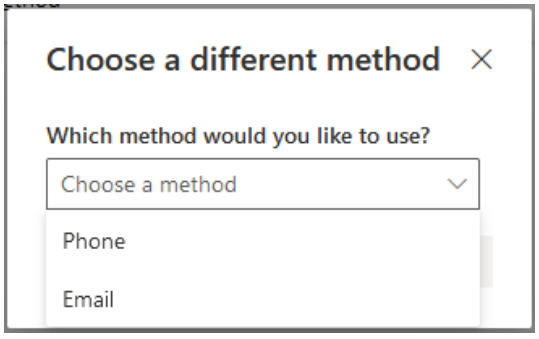

Figure 14

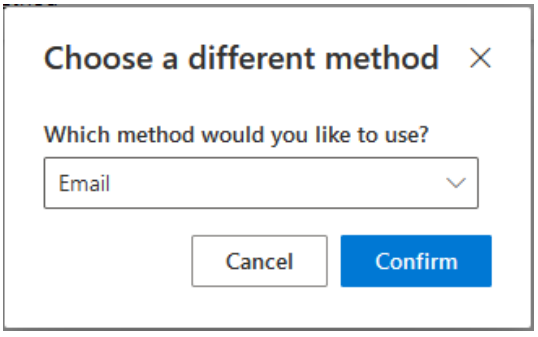

Figure 13

- Enter a personal email address (not a WSCC address) and click the [Next] button (Figure 15).

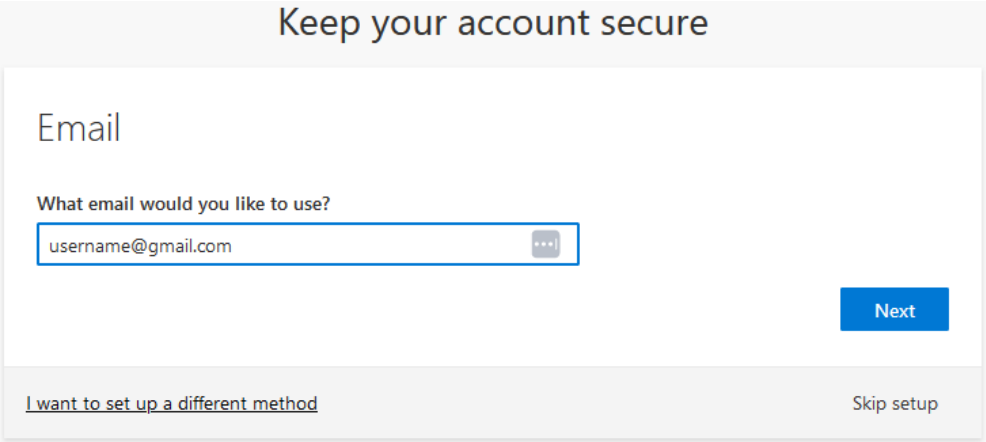

Figure 15

- Log into your personal email and look for a message from West Shore Community College (Figure 16).

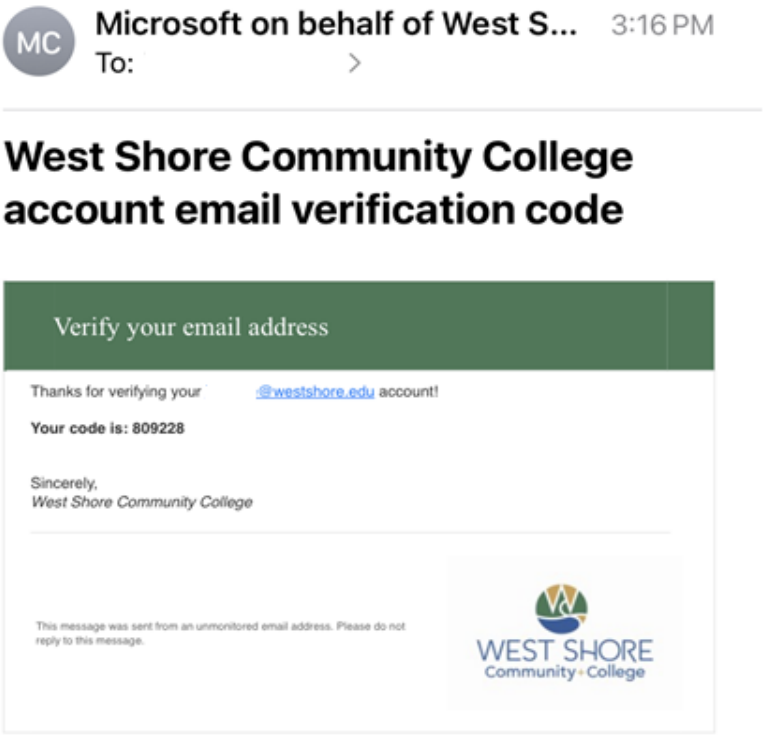

Figure 16

- Enter the code into the code field on the screen and click [Next] (Figure 17).

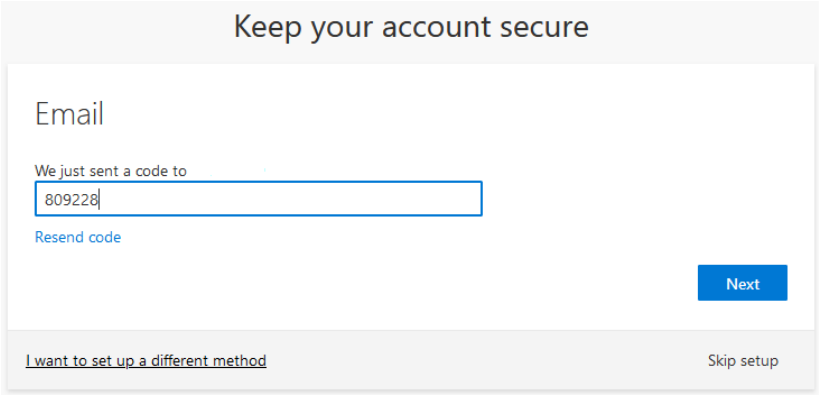

Figure 17

- Click [Done] (Figure 18). You will be taken to West Shore's Learning Management System, also known as Canvas.

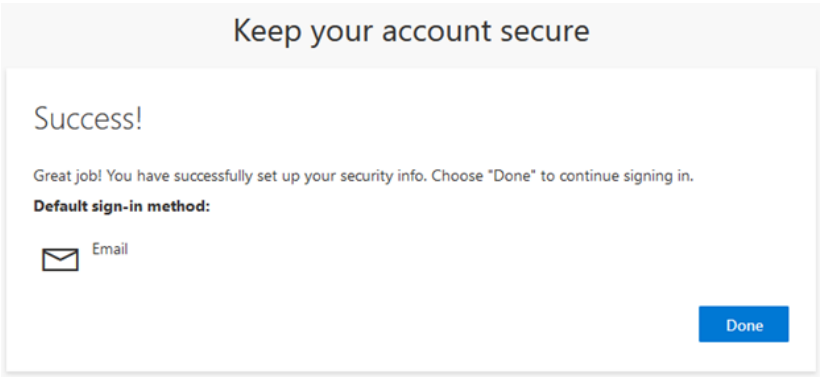

Figure 18

- Congratulations! You have successfully configured your automatic password recovery using text messaging. If you ever forget your password, just click the Forgot password link when logging into one of the many WSCC systems. You will receive a recovery code by the method that you set up here.

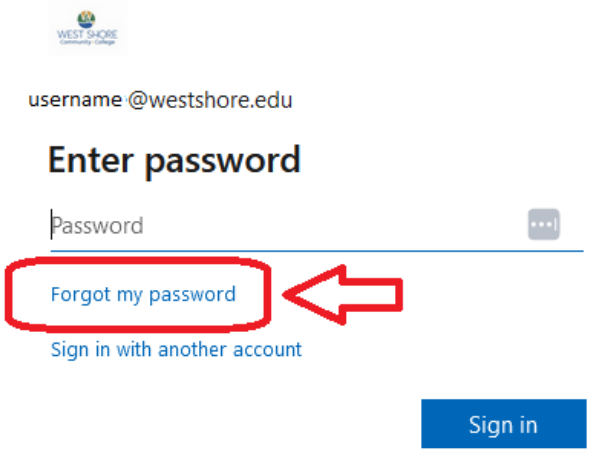

Figure 19