

How to Reset a Forgotten WSCC Password

If you forget your WSCC password, you can create a new password without the assistance of WSCC Technical Support.

- To begin, open a web browser. You can go either to the WSCC Campus Portal at my.westshore.edu or to the West Shore website at www.westshore.edu. On the campus portal site, look for the *Quick Links* in the lower left corner of your screen and click on *Email* (see Figure 1). From the West Shore website, select the *Quick Links* then select *Email* (see Figure 2).

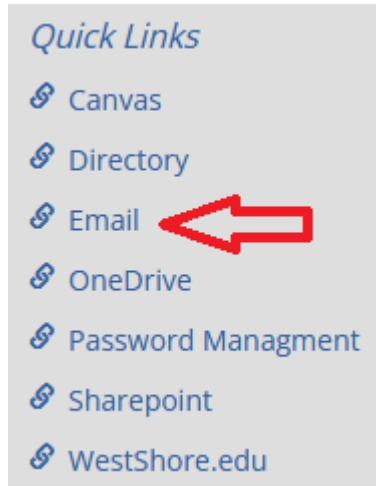


Figure 1

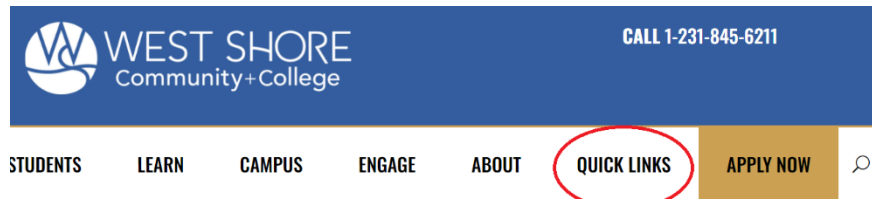
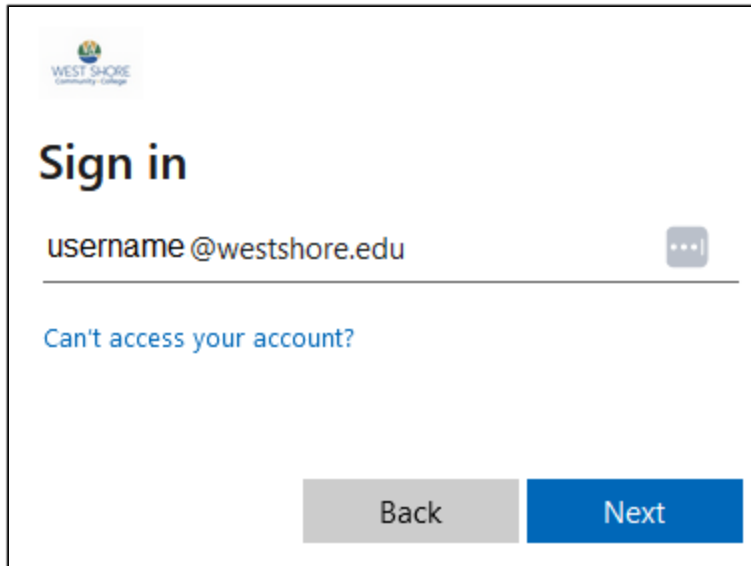


Figure 2

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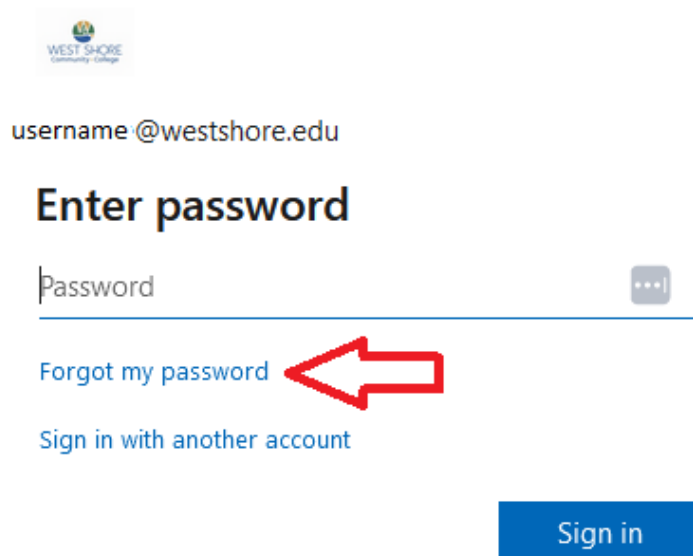
- At the *Sign in* screen enter your WSCC email address and click [Next] (see Figure 3).



The screenshot shows the West Shore Community College logo at the top left. Below it is the heading "Sign in". A text input field contains the email address "username@westshore.edu" and has a toggle icon on the right. Below the input field is a link that says "Can't access your account?". At the bottom, there are two buttons: a grey "Back" button and a blue "Next" button.

Figure 3

- At the *Enter password* screen, click on the **Forgot my password** link (see Figure 4).

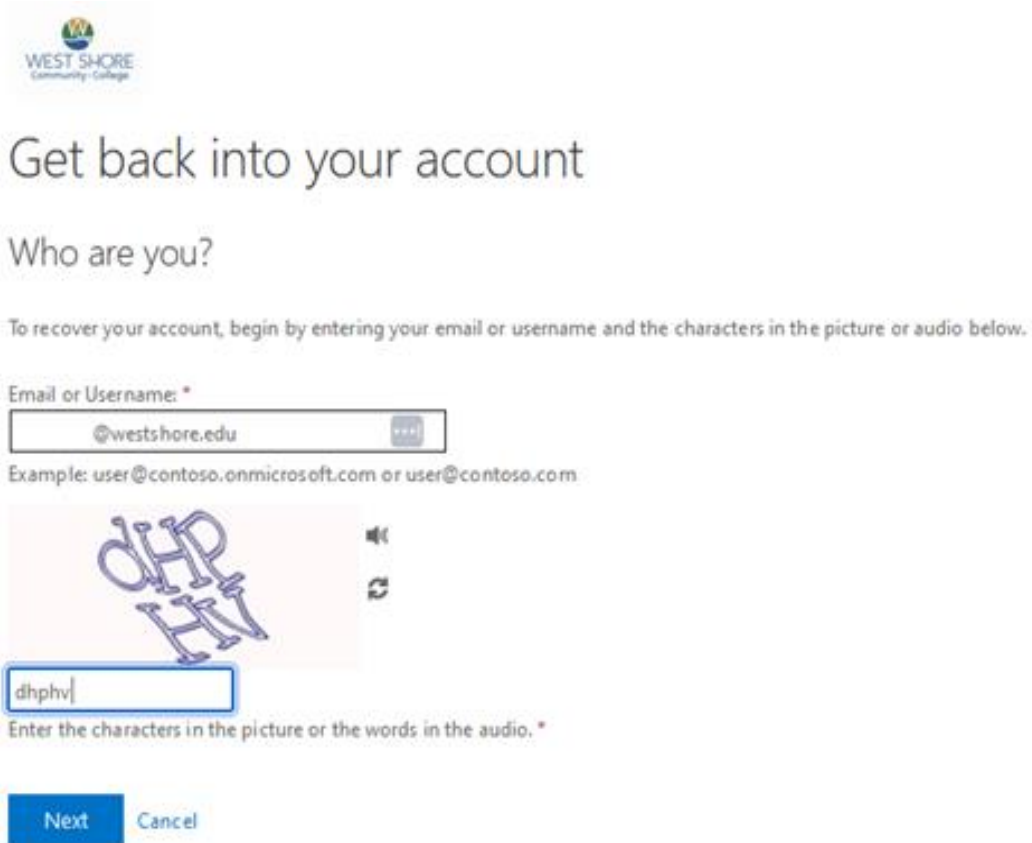


The screenshot shows the West Shore Community College logo at the top left. Below it is the email address "username@westshore.edu". The heading "Enter password" is displayed. A password input field contains the text "Password" and has a toggle icon on the right. Below the input field are two links: "Forgot my password" and "Sign in with another account". A red arrow points to the "Forgot my password" link. At the bottom right, there is a blue "Sign in" button.

Figure 4

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- You will then be prompted to identify who you are. This is done by entering your WSCC email address in the *Email or Username* field. Enter the Captcha picture characters in the picture field. Click the [Next] button (see Figure 5).



The screenshot shows the account recovery interface for West Shore Community College. At the top left is the college's logo. The main heading is "Get back into your account". Below this is the question "Who are you?". A sub-instruction reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There are two input fields: "Email or Username: *" containing "@westshore.edu" and a "Captcha" field containing "dhphv". Below the captcha field is an audio player with a play button and a refresh icon. At the bottom are "Next" and "Cancel" buttons.

WEST SHORE
Community College

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

Figure 5

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- At the “Get back into your account” page, be certain that the “I forgot my password” option is selected then click the [Next] button (see Figure 6).

WEST SHORE
Community College

Get back into your account

Why are you having trouble signing in?

I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

Figure 6

- Depending on which method you used when setting up your account, you will enter either your email address or your mobile phone number. If you used your mobile phone, you would receive a recovery code by text. If you used your email, you would receive a recovery code by email (see Figure 7).

WEST SHORE
Community College

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone
In order to protect your account, we need you to enter your complete mobile phone number (*****15) below. You will then receive a text message with a verification code which can be used to reset your password.

XXXXXXXXXX

Text

Figure 7

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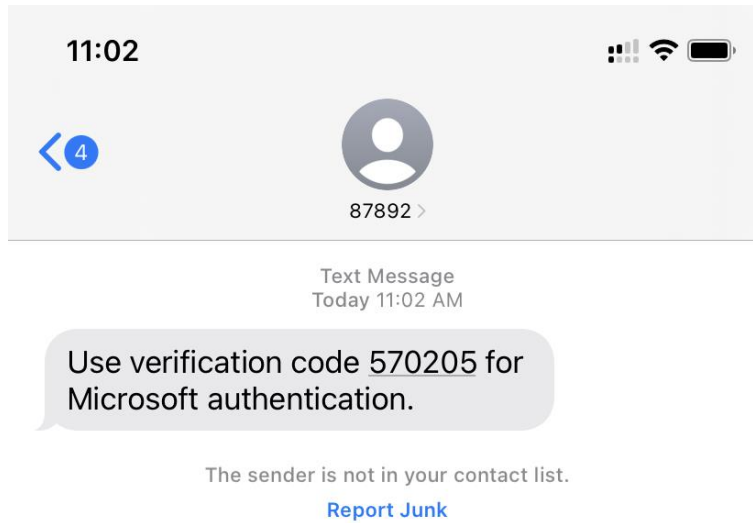


Figure 8

- Figure 8 shows what a text message would look like with the recovery code. An email will contain a similar code. Enter the recovery code into the verification code field and click the [Next] button (see Figure 9).

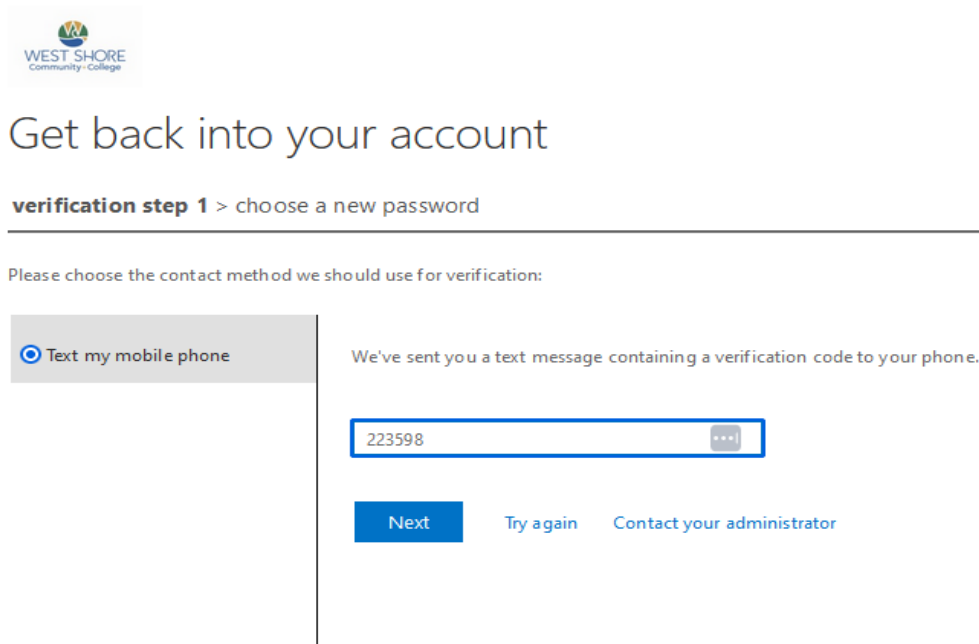
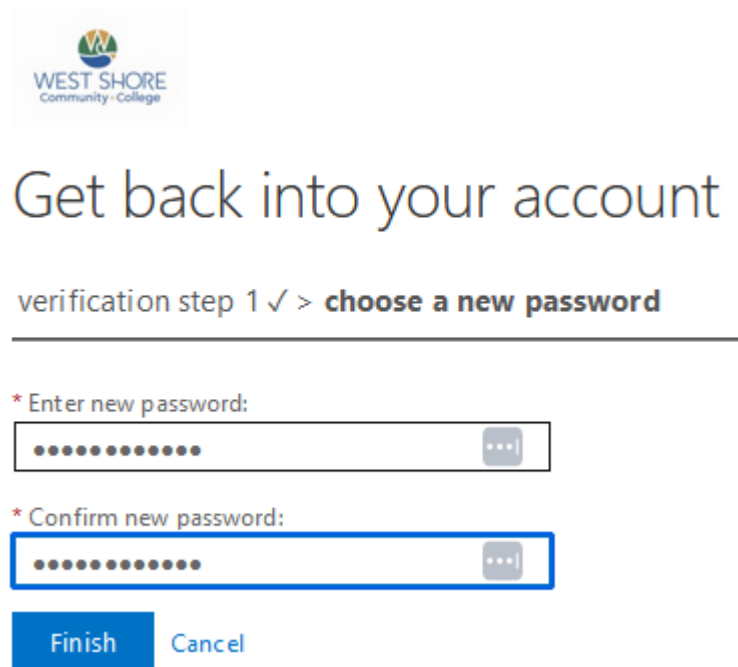


Figure 9

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- You will now be prompted to enter a new password (see Figure 10). West Shore Community College does have certain requirements that your password must meet. Those requirements are:
 - 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)
 - Allowable special characters ! # \$ %
 - Previous passwords cannot be reused
- Click the [Finish] button.



The screenshot shows the West Shore Community College logo at the top left. Below it, the heading "Get back into your account" is displayed in a large, dark blue font. Underneath the heading, the text "verification step 1 ✓ > choose a new password" is shown in a smaller, dark blue font. A horizontal line separates this text from the password input fields. There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". Both fields contain ten black dots representing masked characters and have a small grey button with three dots on the right side. Below the input fields, there are two buttons: a blue "Finish" button and a grey "Cancel" button.

Figure 10

How to Reset a Forgotten WSCC Password

- Click the “click here” link to sign in using your new password (see Figure 11). Please be sure to note your new password. If you have your password saved in your web browser, you will have to clear your browser’s cache memory to update your new password.

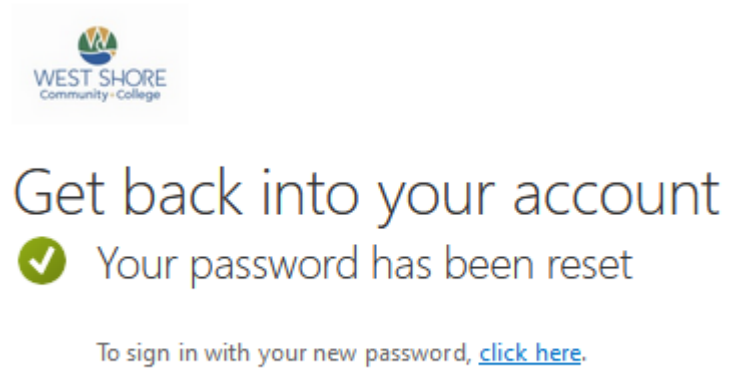


Figure 11