How to Reset your 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* (Figure 1). From the West Shore website, select the *Email* link located at the top of the page (Figure 2).

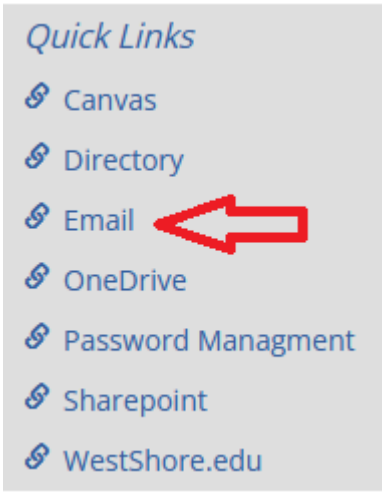

Figure 1

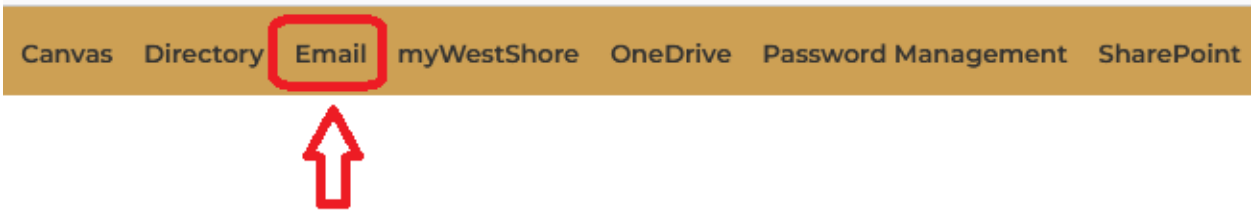

Figure 2

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

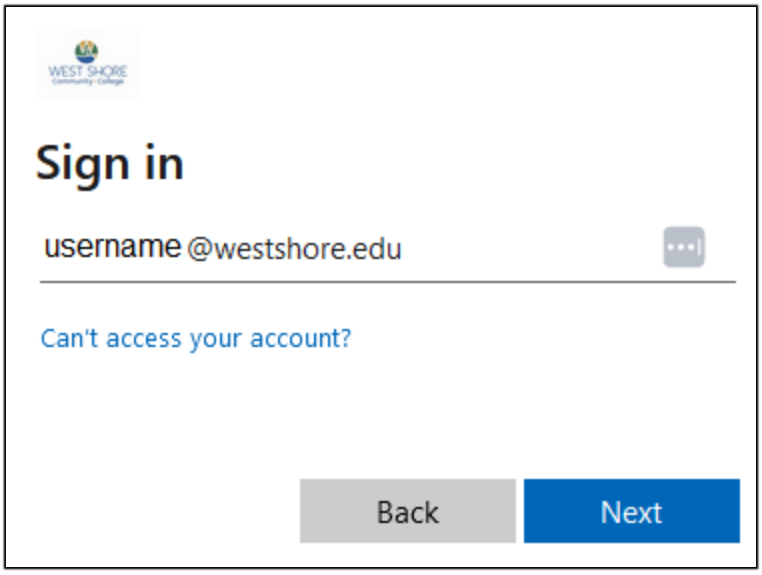

Figure 3

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

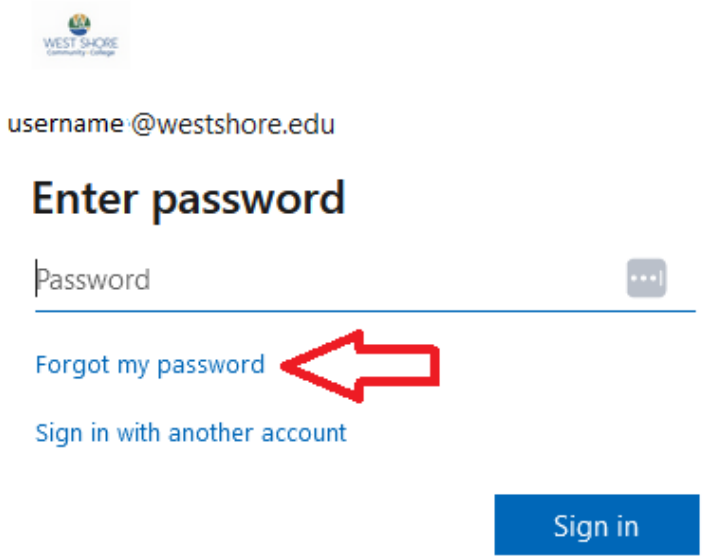

Figure 4

- 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 (Figure 5).

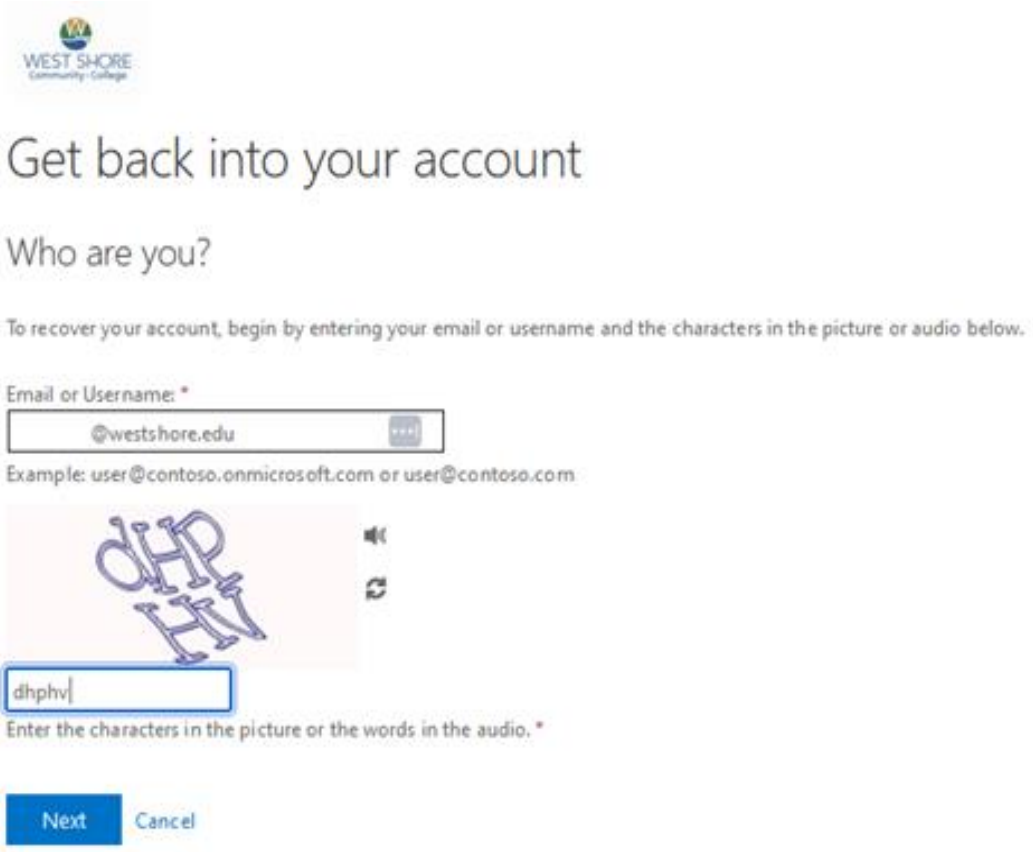

Figure 5

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

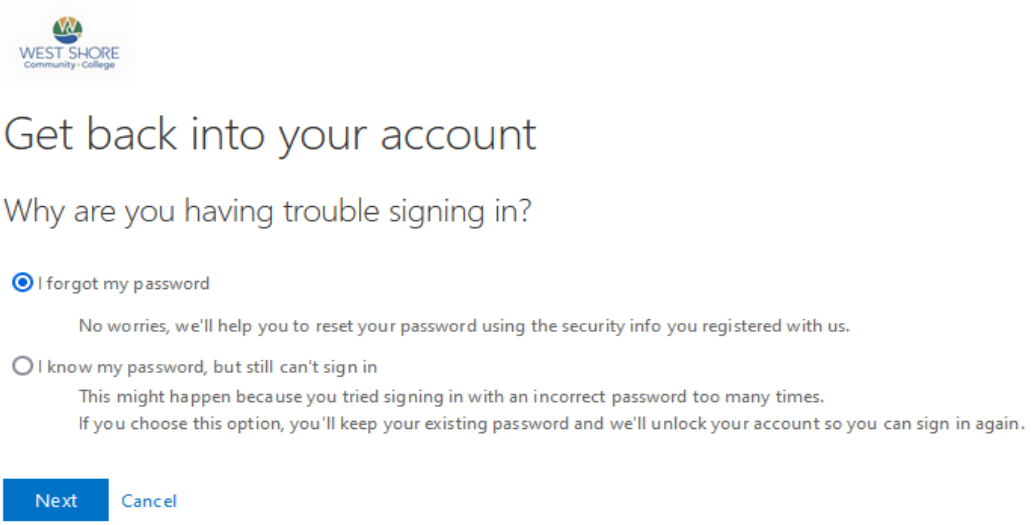

Figure 6

- 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 (Figure 7).

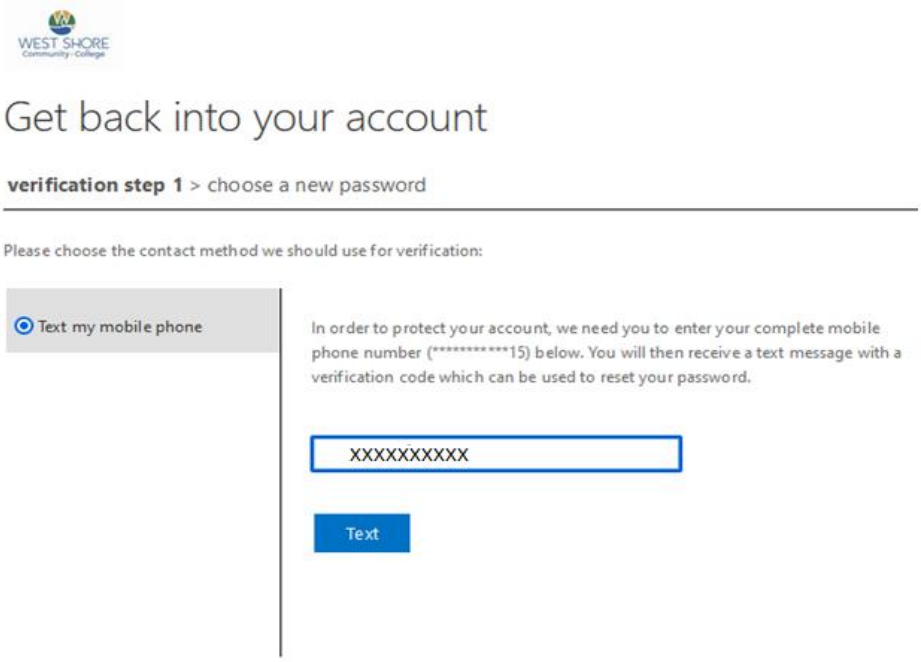

Figure 7

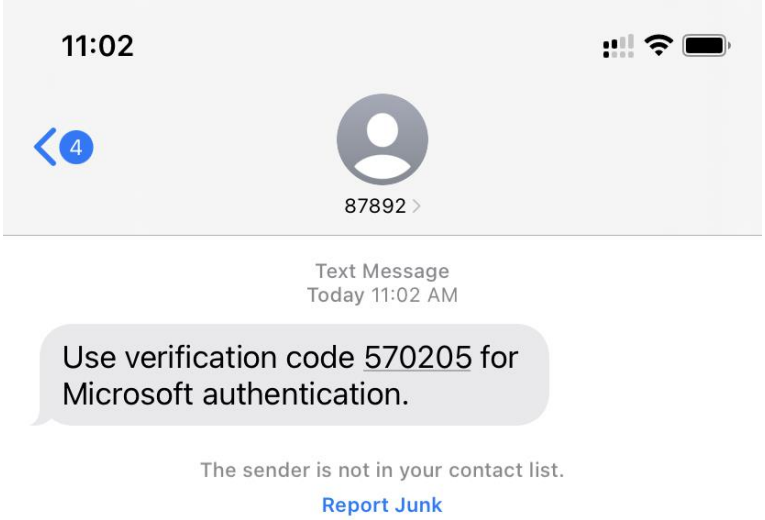

Figure 8

- 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 (Figure 9).

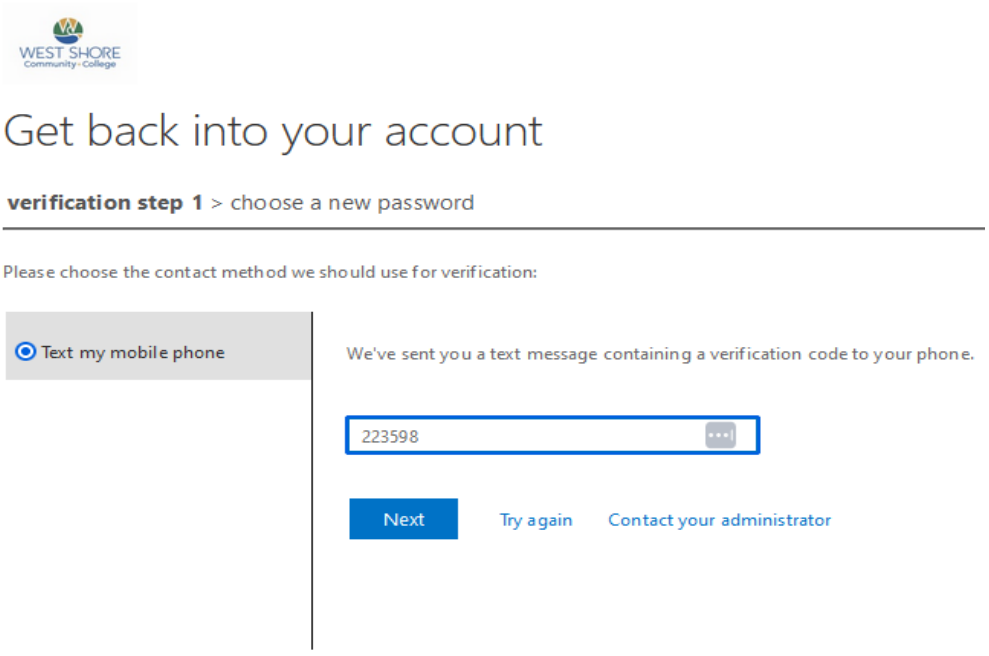

Figure 9

- You will now be prompted to enter a new password (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.

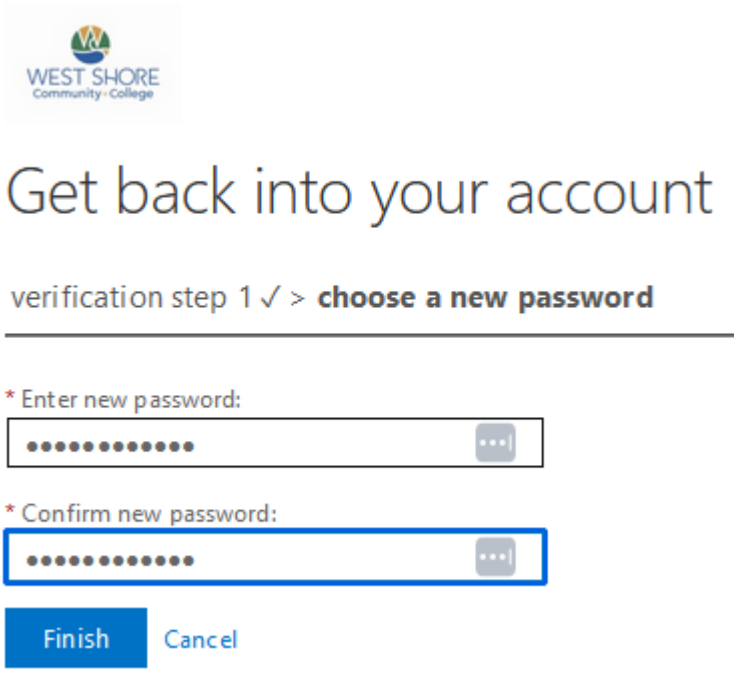

Figure 10

- Click the “click here” link to sign in using your new password (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.

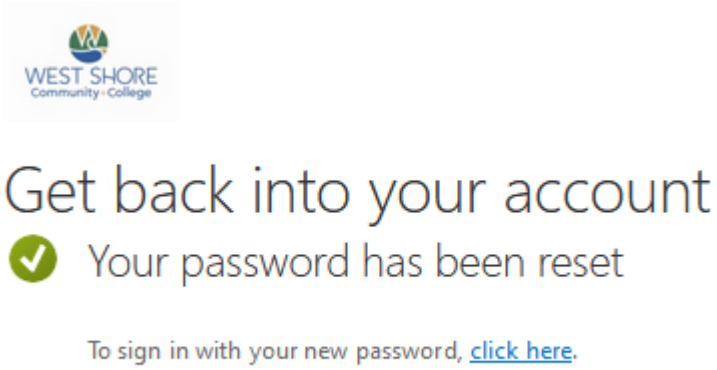

Figure 11