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

![Sign In Screen](image)

**Figure 3**

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

![Enter Password Screen](image)

**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 (Figure 5).

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![Get back into your account](image)

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: *

@westshore.edu

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

![Captcha picture](image)

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

Next  Cancel

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 (Figure 6).

![Figure 6](image1)

- 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](image2)
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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 (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.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:
  
* Confirm new password:
  
Finish  Cancel

*Figure 10*
How to Reset your WSCC Password

- 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.

![Get back into your account](image)

Get back into your account

✅ Your password has been reset

To sign in with your new password, [click here](#).

*Figure 11*