

# Wilkes Community College Password Reset Program

Password Reset allows users to manage their passwords for WebAdvisor, Office 365, Moodle, and other WCC resources from one location.



Go to the WCC Prowler Page <http://www.wilkescc.edu/wccprowler/>

Select the **Password Reset** icon located on the WCC Prowler Page.

## How to Enroll in Password Reset

**Step 1:** Select **Enroll** from the Password Reset home screen.

Enter credentials, then select **Next**.

**User Name** is the same as your WebAdvisor UserID.

*Example: jdstudent123*

The initial password is **Wcc** + your **six digit birth date**.

*Example: WccMMDDYY*

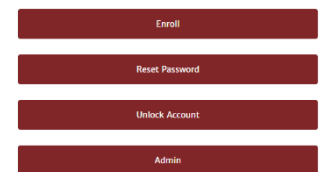
**Step 2:** Select a security **Question** from each drop-down menu and provide the **Answer**.

Users will be prompted with their security questions when resetting a password. Answers are case sensitive so enter as you will at a later time.

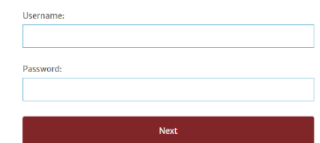
Select **Next** when finished.

Your answers will be saved, when you receive confirmation that you have enrolled, select **Finish** to return to the Password Reset home screen.

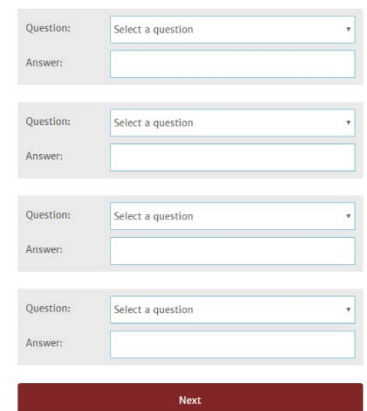
To use Password Reset you first need to enroll, once enrolled you can reset your password and unlock your account by answering several personal security questions.



Please enter your account name and current password.



Please answer the following questions:



## How to Reset a Password

**Step 1:** Select **Reset Password** from the Password Reset home screen.

Enter your **Username**/User ID and select **Next**.

**Step 2:** Provide the correct **Answer** to the security question prompts. Answers are case sensitive so enter when you enrolled.

Select **Next** when finished.

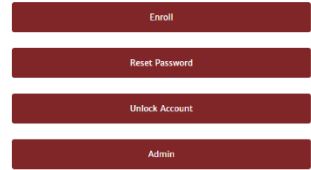
After your answers are verified, enter a new secure password and confirm password.

Enter a new secure password.

Wait until you receive confirmation that your password has been changed.

Use this new password to log into WebAdvisor, Office 365, Moodle, and other WCC resources.

To use Password Reset you first need to enroll, once enrolled you can reset your password and unlock your account by answering several personal security questions.



Please enter your account name and then select your domain.

Username:

Please answer the following questions:

Question: What is your mother's maiden name?  
Answer:

Question: What is your mother's middle name?  
Answer:

Please enter your new password and confirm it.

New password:

Show Password

Confirm password:

Ask user to change password at next login  
 Unlock my account