

ASSISTING STUDENTS WITH SIS PASSWORD HELP

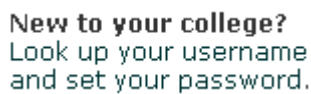
1) Go to www.vhcc.edu website



2) Click  icon

3) Click  button

New to your college?
Look up your username
and set your password.

4) Click  link

5) Enter the following information and click Search button:

| | |
|-----------------------|---------------------------------------|
| First Name | <input type="text"/> |
| Last Name | <input type="text"/> |
| Birthdate (MMDDYY) | <input type="text"/> |
| SSN | <input type="text"/> |
| | <input type="button" value="Search"/> |

- [New users](#) will be navigated to the Set a New Password page; and
- [Existing users](#) will have to answer Security Question, then will be navigated to the Set a New Password page

6) This page will ask the student to create a **PASSWORD** and **SECURITY QUESTION/ANSWER**:

a) Password Format: New password must have at least seven characters and not more than ten. Your password must contain a combination of:

- At least one UPPERCASE letter
- At least one lowercase letter
- At least one number (0-9)

b) Provide a security question and supply an answer that only you will know. This question will be used if you need to reset your password in the future. Click on a question below or provide your own question.

Examples:

- [In what city were you born?](#)
- [What is the name of your favorite pet?](#)

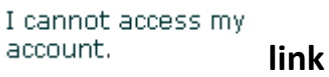
If Students CANNOT access their SIS accounts:

1) Go to www.vhcc.edu website

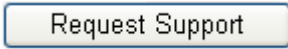


2) Click  icon

3) Click  button

4) Click  link

5) Click 

6) Then student needs to fill out the requested information and send a Support Request to the Virginia Highlands Help Desk then CLICK the  button.

7) The SIS Security officers monitor help desk requests throughout the day and will contact the student by phone or email and reset their password.