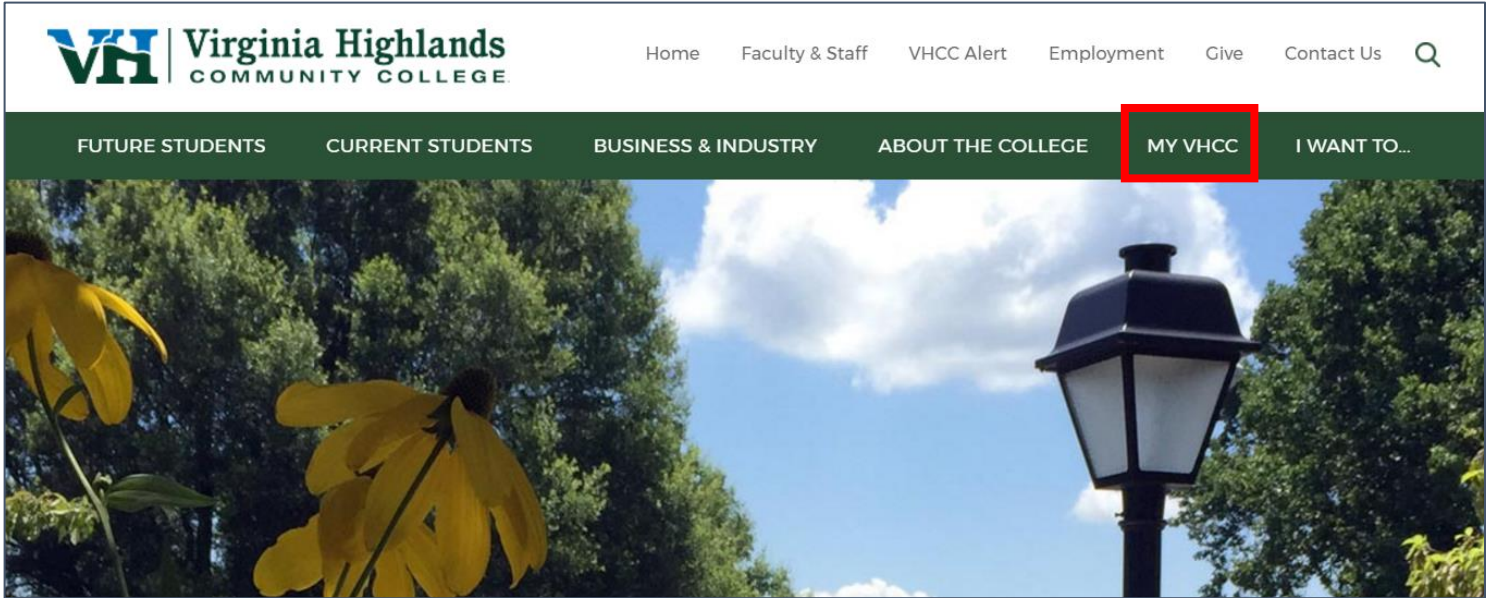


Accessing My VHCC:

1. Go to the VHCC Homepage at www.vhcc.edu

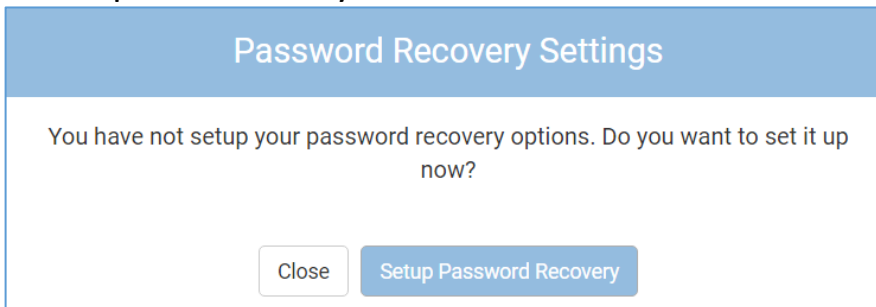


2. Click on the **My VHCC** icon in the top right:

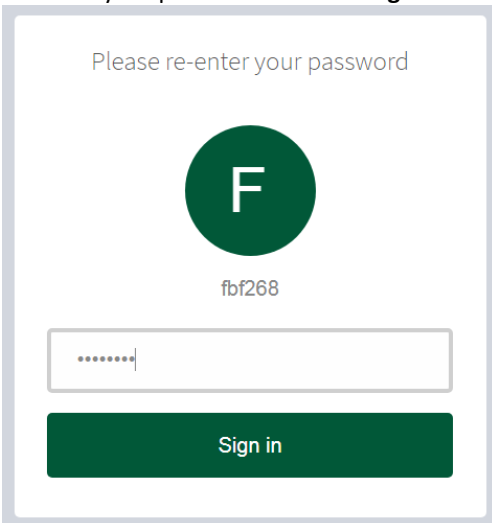
First Login

The first time you log into My VHCC, you will be prompted to Setup Password Recovery Settings:

1. Click **Setup Password Recovery** button.



2. Re-enter your password and click **Sign in**:



3. Click **Get Started** under Account Recovery Settings to setup your Security Questions

The screenshot shows the 'My Account' page for Virginia Highlands Community College. At the top left is the college logo, and at the top right is the user name 'Hello, fbf268'. The main content area has a light blue background with a decorative border of icons. It features two primary options: 'Account Recovery Settings' with a 'Get Started' button and 'Change Password' with a 'Change Now' button. A 'Return to Homepage' button is located at the bottom center. A text box at the top explains that 'Security Questions' are used for identity verification and that 'Change Password' is optional and requires updating all devices.

4. You need to set **Five (5)** security questions and answers to be used if you forget your password or when it expires. You may choose your own questions and **answers should contain a minimum of 5 characters**. Keep the answers simple, but unique to you—they will ask you a random 3 of the 5

The screenshot shows the 'Security Questions' setup form. At the top, it states that verification methods ensure the user is really signing in. The form is titled 'Security Questions' and instructs the user to set up five questions and answers. It provides a list of pre-defined questions and allows for custom ones. Each question has a corresponding answer field. A 'SUBMIT' button is at the bottom left, and 'Return to Homepage' and 'Back to My Account' buttons are at the bottom right.

5. Click **SUBMIT** at the bottom of the question pane to set your Q&A. If saved successfully, you will get this message:

You have successfully saved your changes.

Logging into My VHCC:

1. If you do not have your username click on the **Forgot Username** button to look up your username and set a temporary password. Once you have your username, continue to next step.
2. Enter your Username in the box
3. Enter your temporary Password (you will be prompted immediately to change it.)
4. Click Sign In

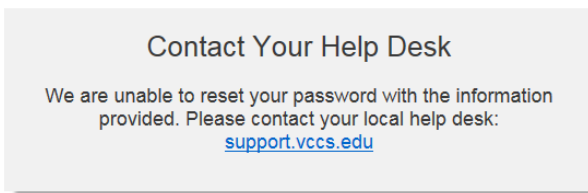
2

3

4

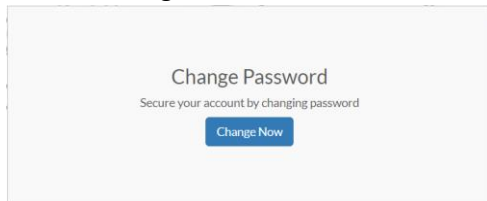
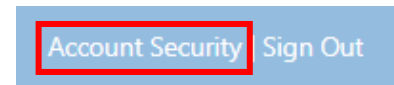
1

If the information entered conflicts with existing SIS data you will receive this message and will need to contact the VHCC Helpdesk at helpdesk@vhcc.edu or call **276-739-2500**:



Changing Passwords:

1. If you are a first time user you will be prompted automatically. If you are not, you will need to click **Account Security** in top right of screen
2. Re-enter your password
3. Click the **Change Now** button



4. Type your **Current Password** then type your **New password** in the box, then once again just below that
- Note:** Password Requirements:
- a. 8—32 Characters in Length
 - b. At least one UPPERCASE letter
 - c. At least one lowercase letter
 - d. At least one Number (0—9)
 - e. At least one Special Character (e.g. `~!@#\$%^&*()_+{}[]? : ,)
5. Click **Update** at the bottom of the screen.