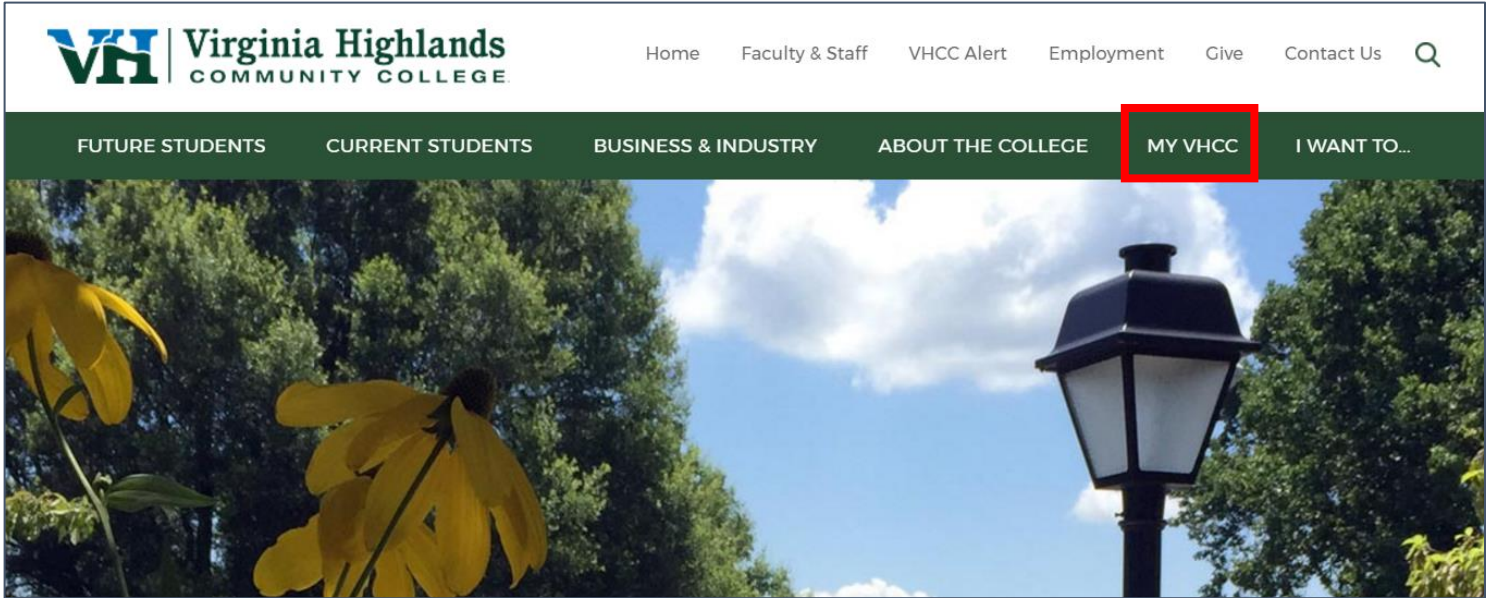## Accessing My VHCC:

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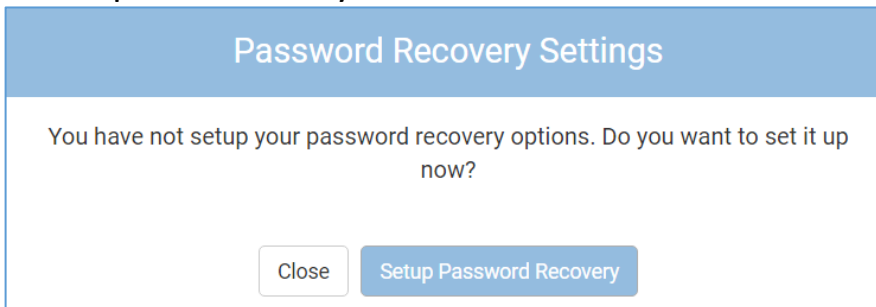

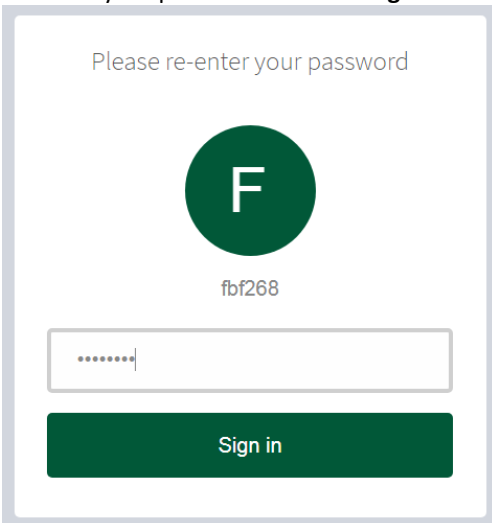2. Click on the **My VHCC icon in the top right**:

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.

Password Recovery Settings

You have not setup your password recovery options. Do you want to set it up now?

Close   Setup Password Recovery

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

Please re-enter your password

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Sign in

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

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

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.)
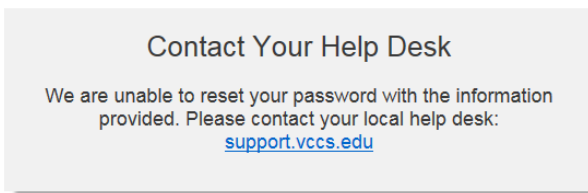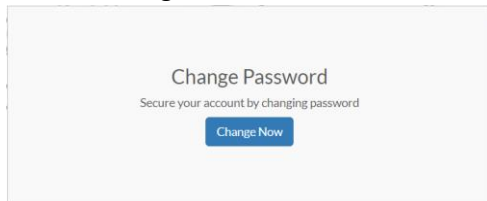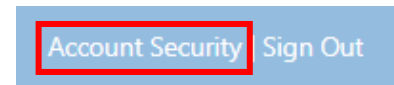
4. Click Sign In

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**:

Contact Your Help Desk

We are unable to reset your password with the information provided. Please contact your local help desk:
support.vccs.edu

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

Account Security | Sign Out

2. Re-enter your password
3. Click the **Change Now** button

Change Password
Secure your account by changing password
Change Now

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.