Accessing My VHCC:

1. Go to the VHCC Homepage at [www.vhcc.edu](http://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](image)

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

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.