

Virginia Western Community College will launch a new [MyVWCC portal](#) for students on **September 23rd, 2024**. Follow the instructions below to log in for the first time.

Note: If you are affiliated with another VCCS college that has already transitioned, you may see the new portal earlier.

For questions or issues, contact the Help Desk: helpdesk@viriniawestern.edu
(540) 857-7354
Monday – Friday, 7:45 AM – 5:00 PM

Instructions

- [Get Started](#)
Start here to enroll in the new portal.
- [TOTP Setup](#)
Instructions for enrolling with TOTP.
- [Configure Push MFA](#)
Instructions to configure Push MFA.
Optional but recommended.

VCCS Resources

- [How-To's](#)
VCCS How-To's.
- [MFA Setup](#)
VCCS MFA setup instructions.

Get Started

Note: These instructions are for the first time you log into the new [MyVWCC portal](#). You may not be prompted to reset your password if you were not using the “Push” MFA option previously and you will be able to skip to the [TOTP Setup](#) instructions.

1. Go to viriniawestern.edu and click the [MyVWCC](#) link.
2. Enter your username in the Username field and click Go.



Virginia's
Community Colleges

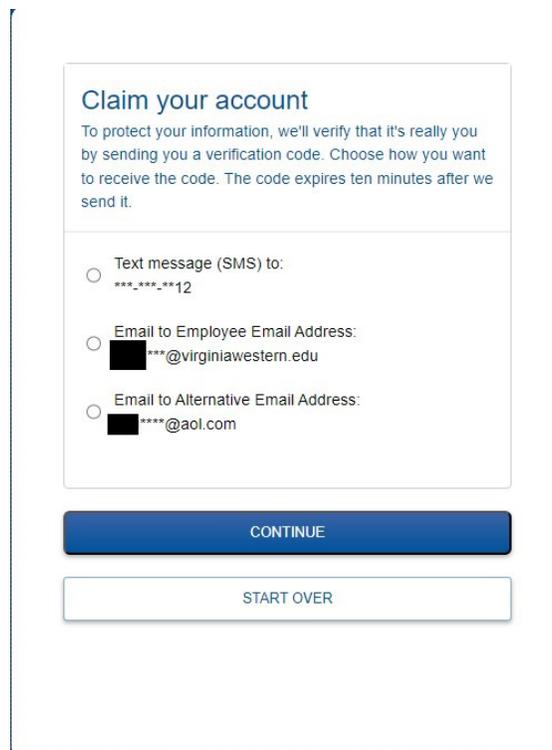
Need help?

Username

Forgot Username?

GO

3. If you were using the “Push” method in the previous portal, you will be prompted to *Claim your account*, which will require you to reset your password since the “Push” method did not require users to enter their password previously.
4. If you do not receive the “*Claim your account*” screen, you will need to use the [TOTP Setup](#) rather than continuing with these instructions. If you receive the “*Claim your account*” screen, continue to the remaining steps.
5. Select the method you want to receive your verification code from and click Continue.



Claim your account

To protect your information, we'll verify that it's really you by sending you a verification code. Choose how you want to receive the code. The code expires ten minutes after we send it.

Text message (SMS) to:
--***12

Email to Employee Email Address:
[redacted]***@viriniawestern.edu

Email to Alternative Email Address:
[redacted]****@aol.com

CONTINUE

START OVER

6. When the Step 1 window appears, enter your birthdate (YYYY-MM-DD) and the Claim Code that you received at the method you selected in the previous step.

The screenshot shows a form titled "Step 1" with the instruction "Answer the following questions to claim your account:". There are two input fields: "Enter Date of Birth (YYYY-MM-DD): *" and "Enter Claim Code: *". A "NEXT" button with a right arrow is at the bottom.

7. At the Step 2 window, you will create a new password by entering the password you want to use (ensuring it meets the requirements shown) in the New Password field and reentering it in the Verify Password field.

The screenshot shows a form titled "Step 2" with the instruction "Update Your Password". It contains a table of password requirements, two input fields labeled "New Password" and "Verify Password", and a "NEXT" button with a right arrow.

Property	Requirements
Password length	Minimum 14 characters – max 100
Password complexity	Three out of the four following: – lowercase character – uppercase character – number – symbol
Allow characters	A – Z a – z 0 – 9 @ # \$ % ^ & * - _ ! + = [] { } \ ' , . ? / ' ~ * () ; < > blank space

8. You will receive a confirmation pop-up stating Complete, confirming that you have successfully set your password.

The screenshot shows a confirmation screen titled "Complete". It contains the text: "Please retain your username for future use: nb653" and "You have successfully set your password. On the next screens, you be asked to log in using your new password and to setup your MFA." A "CONTINUE" button is at the bottom.

9. You will now need to use the [TOTP Setup](#) instructions to continue.

TOTP Setup

Note: These instructions are for the first time you log into the new [MyVWCC portal](#). If you receive a “**Claim your account**” window you will need to use the [Get Started](#) instructions first.

1. Go to virginiawestern.edu and click the [MyVWCC](#) link. Enter your username in the Username field and click Go.



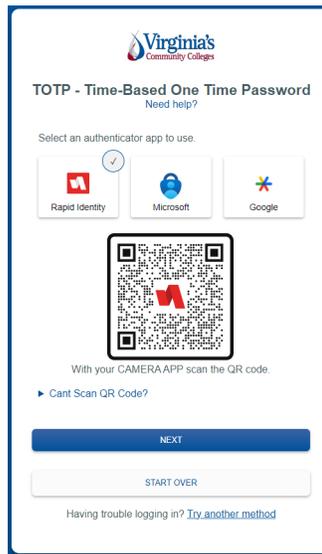
The screenshot shows the login page for Virginia's Community Colleges. At the top is the logo with the text "Virginia's Community Colleges". Below the logo is a "Need help?" link. There is a text input field labeled "Username" with a "Forgot Username?" link below it. At the bottom is a blue button labeled "GO".

2. If you were using the “Push” method previously, you will be prompted to “Claim your account” which will require you to reset your password since the “Push” method did not require users to enter their password previously. Use the [Get Started](#) information if you need help with the “Claim your account” process.
3. If you were not prompted to “Claim your account” and set up a new password, you must enter your password in the password field and click Go.



The screenshot shows the login page for Virginia's Community Colleges. At the top is the logo with the text "Virginia's Community Colleges". Below the logo is a "Need help?" link. There is a text input field labeled "Password" with a "Forgot Password?" link below it. Below the password field is a blue button labeled "GO" and a white button labeled "START OVER". At the bottom is a link: "Having trouble logging in? [Try another method](#)".

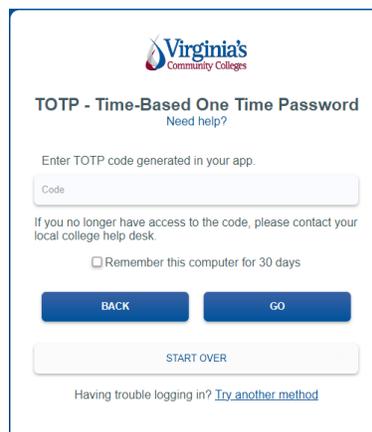
4. At the TOTP – Time-Based One Time Password screen, scan the QR Code with your phone’s camera to download the RapidIdentity App if you do not already have it downloaded.
 - To download RapidIdentity, open your smartphone’s app store ([Apple App Store](#) or [Google Play Store](#)), search for “RapidIdentity”, and download the app for free.



5. Once the app has been installed on your phone click Next.
6. Another TOTP – Time-Based One Time Password screen will appear with instructions. Follow the instructions on the screen and click Next when finished.



7. Enter your TOTP code (from the app) in the Code field when prompted and click Go.



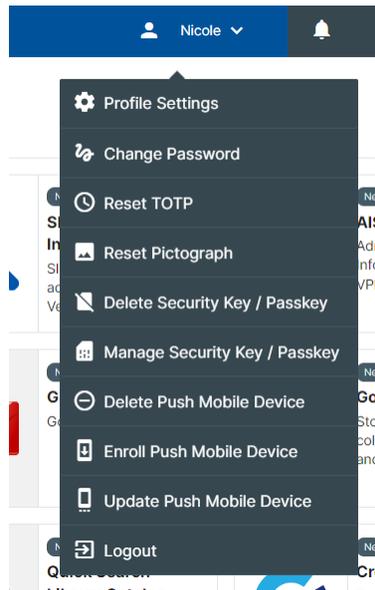
8. Your My Applications screen should now open. You may continue to [Configure Push MFA](#) (optional, but highly recommended).

Configure Push MFA

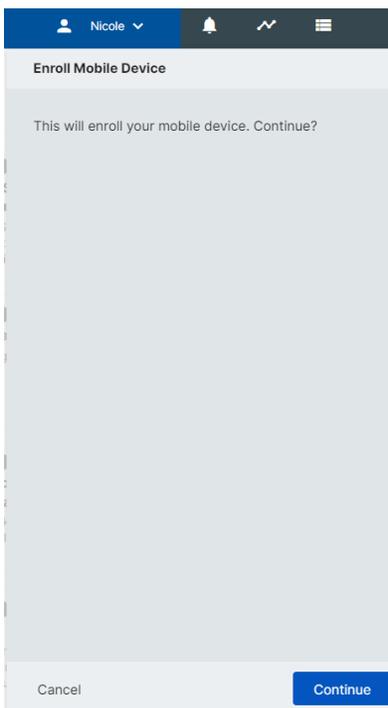
Note: This step is optional but highly recommended.

Note: The Push option will now require you to enter your password each time. A mobile phone number must be entered into SIS to use this option.

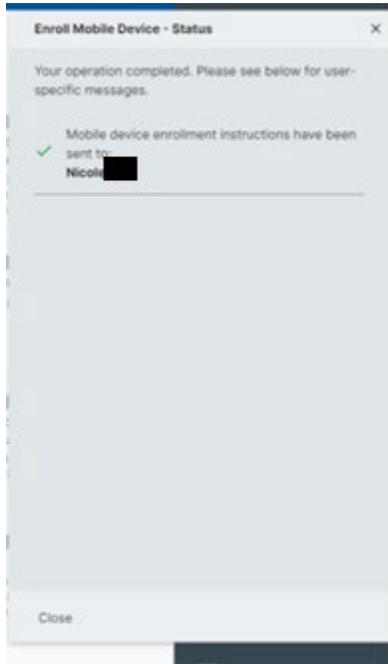
1. Log into [MyVWCC](#) and click on your name in the upper right corner.
2. Select **Enroll Push Mobile Device** from the menu.



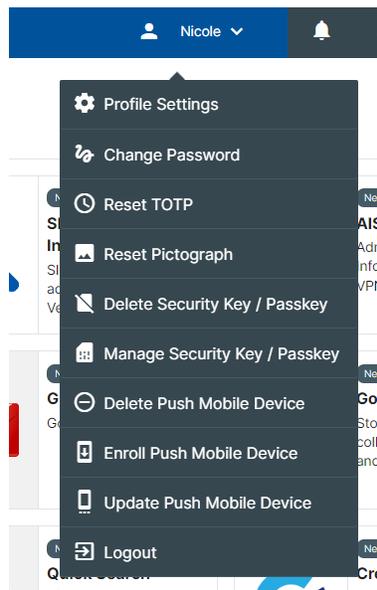
3. The **Enroll Mobile Device** screen will open and ask if you want to continue with enrolling your mobile device. Click **Continue**.



4. Click Close when the Enroll Mobile Device – Status screen opens.



5. You will receive a text message containing three steps.
 - If you have not downloaded the RapidIdentity app, click the link in step one.
 - If you have the RapidIdentity app already copy the Authcode in step 3 and click the link in step 2.
6. Your phone will open the RapidIdentity App.
7. When the Enter User Info screen opens, your username will appear, and you will need to enter the code from step 3 into the Authorization Code field and click Submit in the upper right corner of the screen (it may move to the next screen automatically).
8. At the Create PIN screen, enter a numerical PIN that you will be able to remember (must be at least 6 numbers) and click Submit in the upper right corner. You will receive a Success message when completed. Click OK.
9. Go back to [MyVWCC](#), click your name in the upper right corner again, and click Profile Settings.



10. Click Edit Profile on the bottom right of that menu.



11. When the Edit Profile screen opens verify the MFA PINGME – PUSH option is selected.

- If the MFA PINGME – PUSH method is selected continue with step 12. Otherwise, select it and hit Save, then return to the Edit Profile screen and proceed to the next steps.

12. At the PREFERRED AUTHENTICATION METHOD field select Push and click Save.

13. The Push MFA method will now work the next time you log into [MyVWCC](#).

