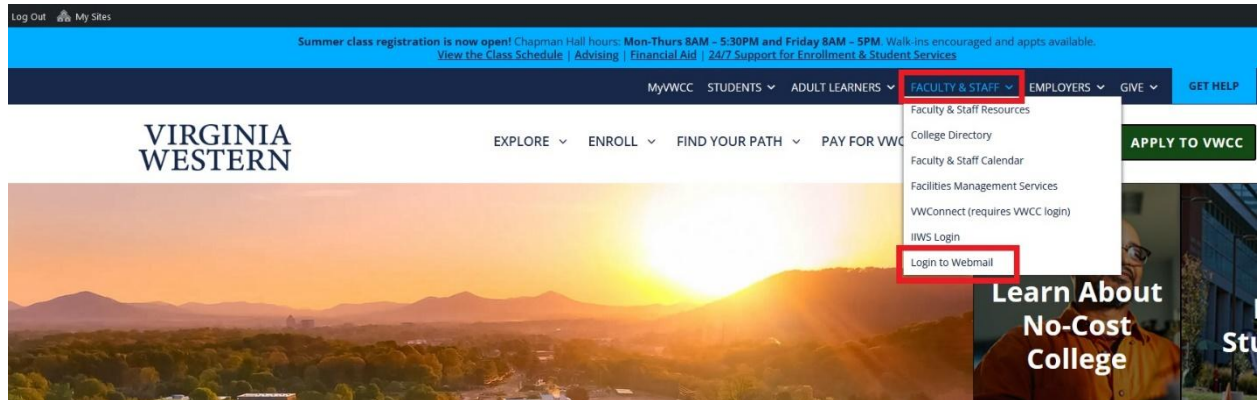


# Reset Your VWCC Password: I do not know my password

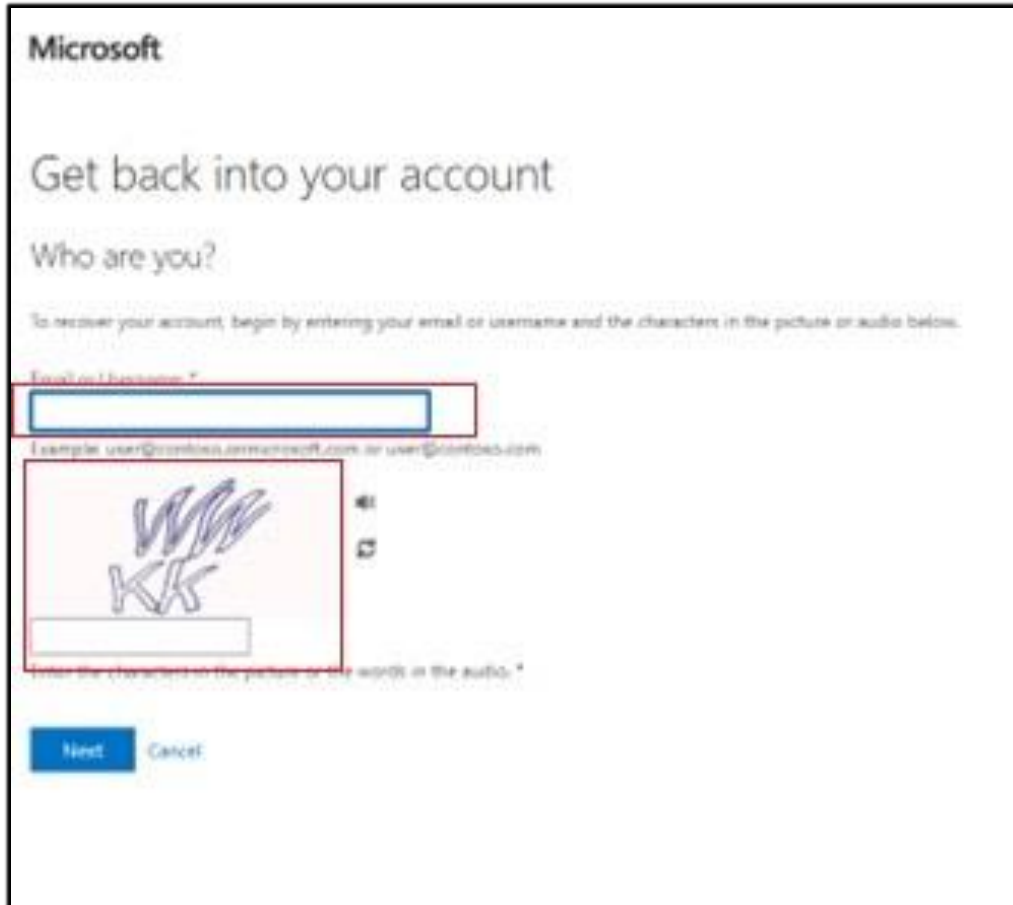
1. On any browser that's connected to the internet, go to: [viriniawestern.edu](http://viriniawestern.edu)
2. At the row of menu options atop the home page, hover over the "Faculty & Staff" menu option and then select "Webmail":



3. On the next window, make sure you're using your VWCC account then select the "Forgot my password" option at the prompt screen:



4. In next window ensure your VWCC email account is in the “Email or Username” field, then enter the characters displayed in the CAPTCHA image and hit Next:



Microsoft


## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

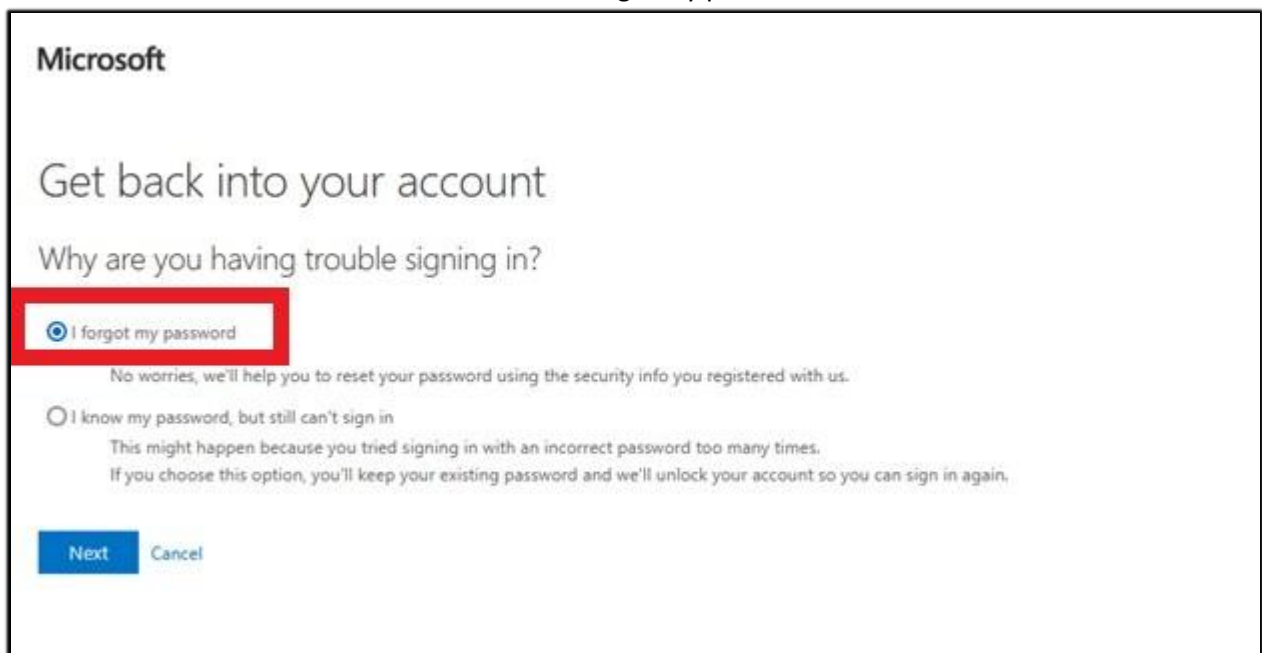
Email or Username \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

5. In the next window select the radio button for “I forgot my password”:



Microsoft

## Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

6. **VERIFICATION STEP 1:** The next prompt announces that MS will use your Authenticator app, personal email or mobile phone number you used when originally signing up for your VWCC account to receive a verification email, text or Authenticator app number. Make your selection, input appropriate numbers in the blank field, then hit the button below:

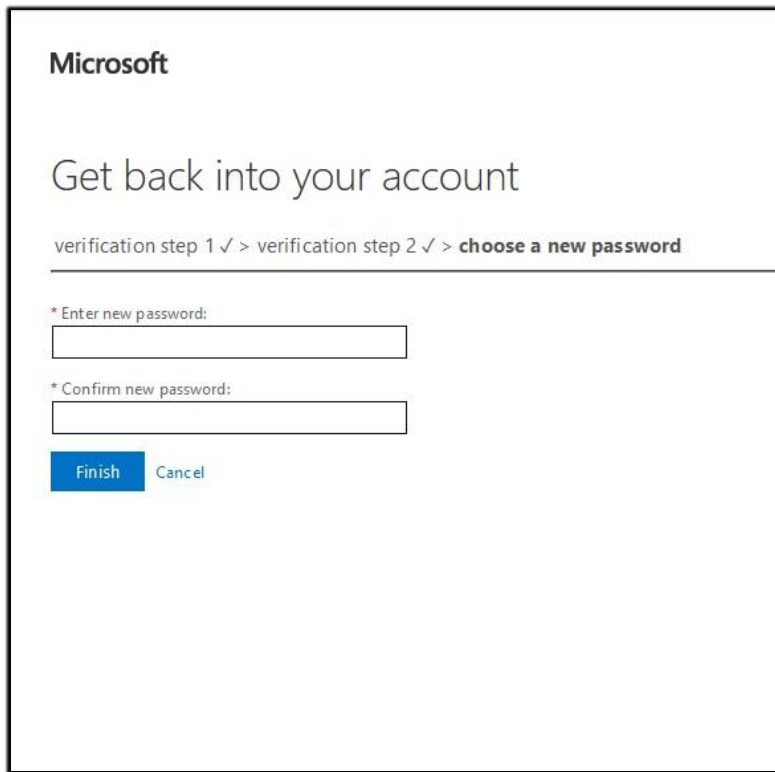
The screenshot shows the Microsoft 'Get back into your account' page. At the top, the Microsoft logo is visible. Below it, the heading 'Get back into your account' is displayed. A progress bar indicates 'verification step 1' is active, with 'verification step 2 > choose a new password' following. The instruction 'Please choose the first contact method we should use for verification:' is shown. A list of radio button options is on the left, with 'Text my mobile phone' selected. To the right, a text input field for 'Enter your phone number' and a 'Text' button are highlighted with red boxes. A 'Cancel' link is at the bottom left.

7. After answering the step above, follow the prompts to complete the steps involved, whether by text, email, or Authenticator app.

8. **VERIFICATION STEP 2:** Next, you will be taken to a second verification step, where you select the method to receive another code, fill in any required field and hit the button below:

The screenshot shows the Microsoft 'Get back into your account' page at 'verification step 2'. The progress bar now shows 'verification step 1' as completed and 'verification step 2' as active, followed by 'choose a new password'. The instruction 'Please choose the second contact method we should use for verification:' is shown. A list of radio button options is on the left, with 'Email my alternate email' selected. To the right, explanatory text states: 'You will receive an email containing a verification code at your alternate email address (su\*\*\*\*\*@aol.com)'. Below this, an 'Email' button is highlighted with a red box. A 'Cancel' link is at the bottom left.

9. In the next window you input your new password two times for verification and hit Fin



The screenshot shows a Microsoft account recovery window. At the top left is the Microsoft logo. Below it is the heading 'Get back into your account'. Underneath the heading is a progress bar with three steps: 'verification step 1 ✓', 'verification step 2 ✓', and 'choose a new password'. The 'choose a new password' step is currently active. Below the progress bar, there are two text input fields. The first is labeled '\* Enter new password:' and the second is labeled '\* Confirm new password:'. At the bottom left of the form area are two buttons: a blue 'Finish' button and a grey 'Cancel' button.

You will need to wait for 15 minutes for the networks to fully replicate your changes. After waiting for 15 minutes you can access your VWCC systems as needed.

If you have any issues or concerns, please don't hesitate to contact the Help Desk at 540-857-7354 for assistance.