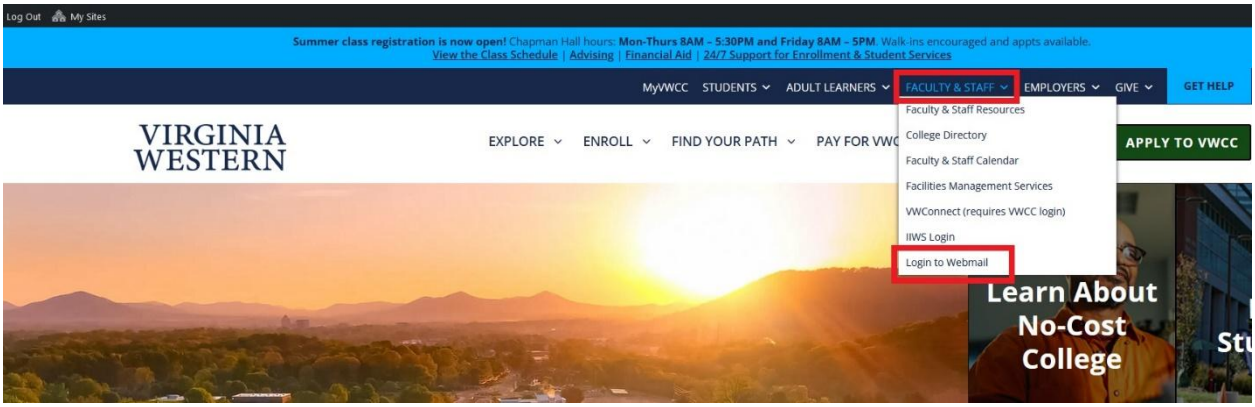
# Reset Your VWCC Password: I do not know my password

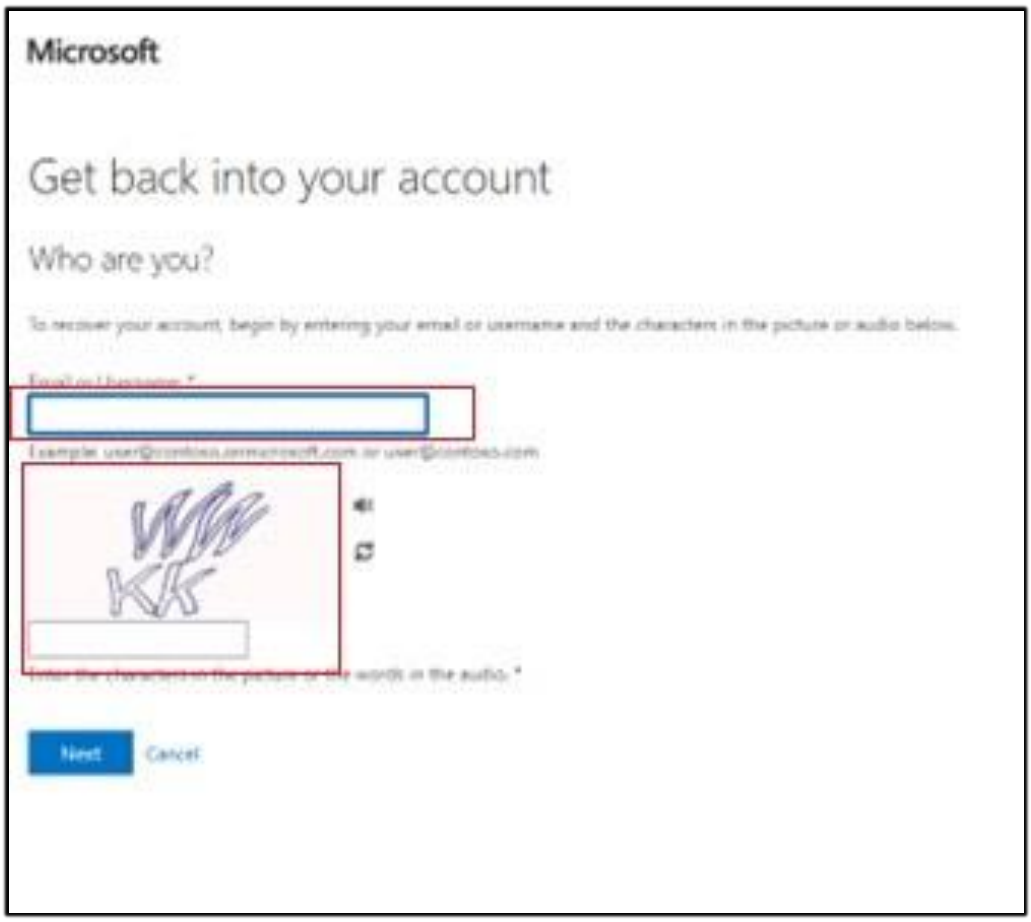
1. On any browser that's connected to the internet, go to: virginiawestern.edu

2. At the row of menu options atop the home page, hover over the "Faculty & Staff" menu option and then select "Webmail":

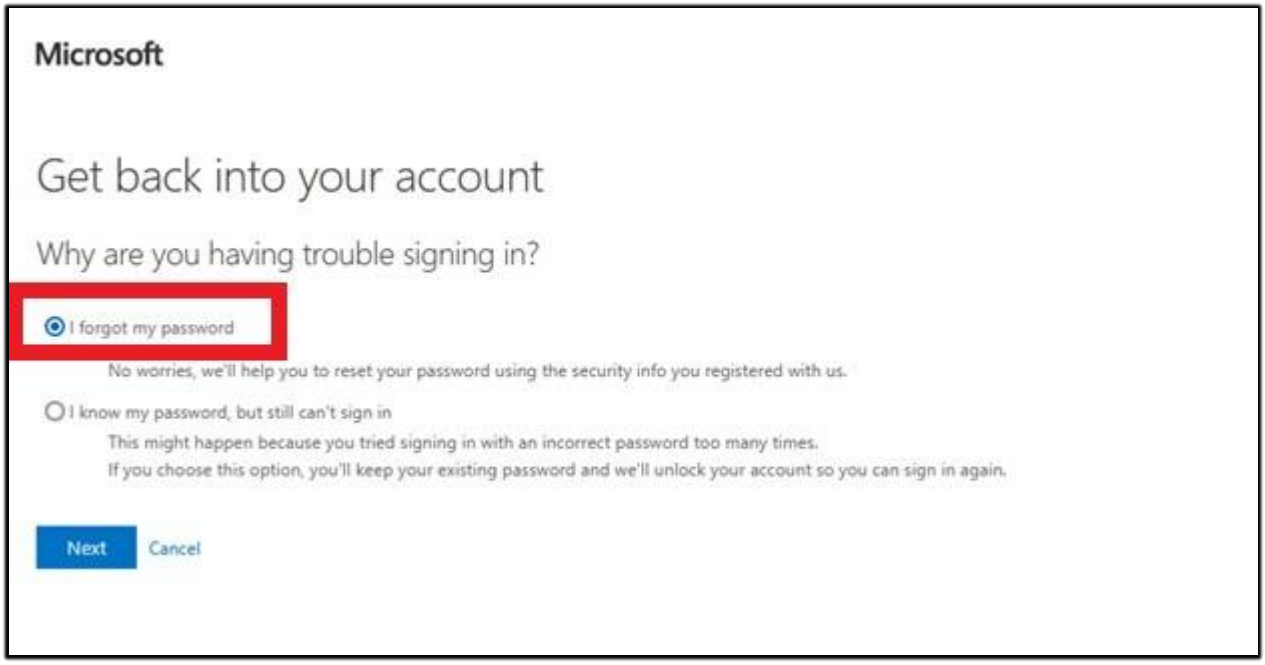



3. On the next window, make sure you're using your VWCC account then select the "Forgot my password" option at the prompt screen:

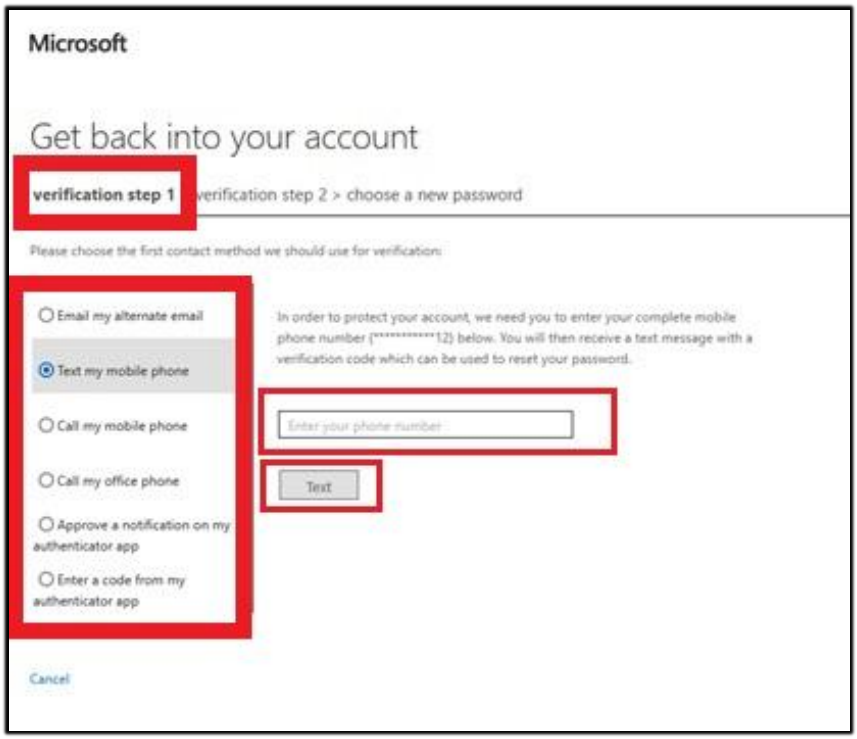
4. In next window ensure your VWCC email account is in the “Email or Username” field, then enter the characters displayed in the CAPTCHA image and hit Next:




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

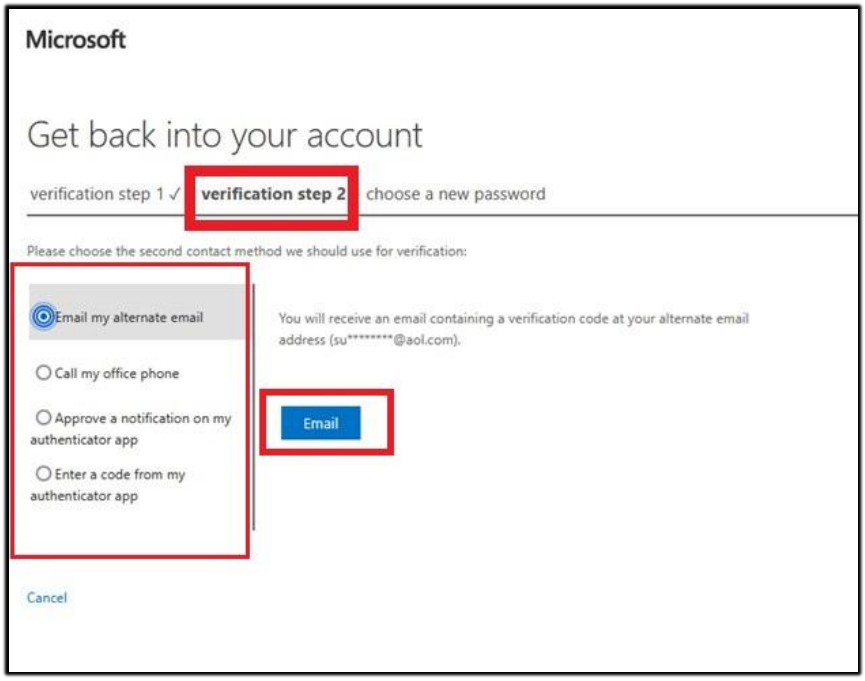


6. VERIFICATION STEP 1: The next prompt announces that MS will use your Authenticator app, personal email or mobile phone number you used when originally signing up for your VWCC account to receive a verification email, text or Authenticator app number. Make your selection, input appropriate numbers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

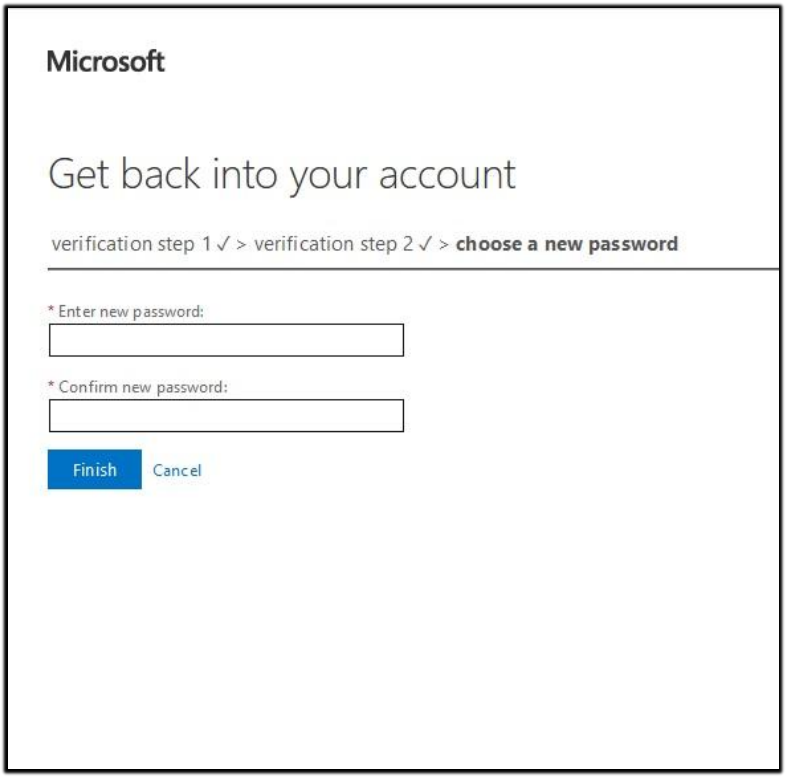



7. After answering the step above, follow the prompts to complete the steps involved, whether by text, email, or Authenticator app.

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:



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




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.