

First Time Logging Into A Computer On Campus

To access a Wallace Community College campus computer for the first time, you will need to know your Username and Security questions that you gave us at time of Admissions. The instructions below will help guide you through logging into one of the Wallace's campus computers.

1. To use a Wallace campus computer, you will need to first press **Ctrl+Alt+Delete** keys on your keyboard in order to wake up the computer.



2. In order to access the computer for the first time, you will need to click on **Reset Password**.

Note: If you reset your Student Email Account password prior to accessing a computer on campus, please skip this step and go to Step 12.



3. In the **WCC Password Self-Service** box, click **Reset Password**.

Note: If you tried to log in prior to resetting your password, and you **received account has been locked error**, please click on **Unlock Account** and follow same instructions as though you were resetting your password. Once you have completed the Unlock Account option, you can then go to **Reset Password** option.



WCC Help Desk
The Center for Technology Services

1141 Wallace Drive
Dothan, AL 36303
Help Line: (334)556-2464
E-mail: helpdesk@wallace.edu

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A screenshot of the 'Reset Your Password' form. The title bar says 'Reset Your Password' and 'Please provide your user name and domain name.' Below this is a text input field labeled 'Domain User Name' containing the text 'jsmith6789'. To the right of the field is the text '(Example : Jsmith)'. Below the field are two buttons: 'Continue' and 'Cancel'. Red arrows point to the 'Domain User Name' field and the 'Continue' button.

4. In the **WCC Password Self-Service** text box, click in text box located next to **Domain User Name**, and enter your **Username**. Your Username will be: first initial, last name, last four of Social Security number.
5. Once you have entered your Username, click on **Continue** button.

A screenshot of the 'Security Questions' form. The title bar says 'Security Questions' and 'Please answer the following question(s) as per your enrollment profile to reset your password'. In the top right corner, it says 'Time left for this operation : 03:07' with a clock icon. Below the title bar is a section titled 'Answer the below question(s)'. It contains three identical question-answer pairs. Each question is 'Security questions will be here.' and each answer is an empty text box. Red arrows point to each of the three answer boxes. Below this section is a section titled 'Type the characters you see in the picture below.' It contains a text box with the text 'Security Captcha will be here.' and a red arrow pointing to it. Below the text box is a dropdown menu with the text 'Letters are not case-sensitive' and a refresh icon. At the bottom of the form are two buttons: 'Continue' and 'Cancel'. A red arrow points to the 'Continue' button.

6. In the **Security Questions** box, answer each of the **security questions**. The security questions asked will be from the information that you gave us at time of Admissions and will vary from three or more questions.
7. Enter the Security Characters for the **Captcha** that you see, and click **Continue**.



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Reset Password
Please enter a new password in the boxes below:

Reset Password

New Password :

Confirm New Password :

- Minimum length should be at least 10
- Must contain both upper and lowercase characters
- Must contain at least one number
- Must not be a palindrome
- Must start with a letter

Type the characters you see in the picture below.

Security Characters **Captcha here:**

Letters are not case-sensitive

Reset Password

8. In the **Reset Password** box, enter **New Password**.

Note: Password must be **10 characters** or more and have uppercase letters, lowercase letters, and numbers. Password must meet all the requirements. To identify a strong password, you can look at the bar that appears between the new Password and Confirm New Password text box. A weak password will be a **red line** and a strong password will be a **green line**.

9. In the **Confirm New Password** box, enter the password in again.

10. Enter the Characters for the Security **Captcha**, and click on **Reset Password**.



11. Once you reset your password, you should receive, " **The password has been reset successfully**". Now you can try to log into one of Wallace's Campus Computer.

12. To Login into Wallace's Campus Computers you will need to do the following:

- Your Username:** First initial, last name, last four of Social Security number.
- Password:**
 - Computer password should be **same as your Student E-mail** password.
 - **OR** the **New Password** that you just created using Reset Password.

13. Click on arrow to **Login**.

Note: You can also reset your password off Campus or change your security questions by going to: <https://passwords.wallace.edu/> . If you are still having trouble logging in, contact WCC Helpdesk at: (334) 556-2464.



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