First Time Logging Into Your Student Email Account

To access a Wallace Community College Student Email Account for the first time, you will need to know your Username and Security questions that you gave us at time of Admissions. Please use the instructions provided below to help guide you through logging into your Student Email Account Off or On Campus.

To Log into your Student Email Account on Campus, do the following:

1. If this is your first time logging into your Student Email Account or Wallace Campus Computer, go to: First Time Logging into Campus Computer.

2. If this is not your first time logging into one of Wallace’s Campus Computers, go to: Accessing Student Email Account Help Document

To Log into your Student Email Account for the first time off Campus, do the following:

1. Go to Password Self-Service: https://passwords.wallace.edu

2. In the Password Self-Service screen, click on 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 than go to Reset Password option.
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3. In the **WCC Password Self-Service** text box, click in text box located next to **Domain User Name**, and enter your **Username**. Your Username is the following: first initial, last name, last four of Social Security number.

4. Once you have entered your Username, click on **Continue** button.

5. 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 one or more questions.

6. Enter the Security Characters for the **Captcha** that you see, and click **Continue**.
7. 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.

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

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

10. Once you reset your password, you should receive,“**The password has been reset successfully**”. Now you can try to log into your Student Email Account.

11. To Login into your **Student Email Account**, you will need to do the following:

    1. **Your Username:** First initial, last name, last four of Social Security number.
    2. **Password:**
       - Enter your **New Password** that you just created using Reset Password.

12. Click on arrow to **Login**.

   **Note:**
   If you are having trouble logging in, contact WCC Helpdesk at: (334) 556-2464.

   For more information about using your Wallace College Student E-mail Account, go to [Student Email Information](#) located under CURRENT STUDENTS tab on [Wallace Community College Website](#) at [www.wallace.edu](#).