

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:

Wallace Community College
Password Self-Service

Update Your Profile Efficiently :
User Registration
Establish your identity via registration
Change Password
Change your password using current password

Sign in
User Name:
Password:
Login

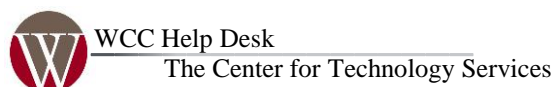
Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

English

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 then go to **Reset Password** option.



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

First Time Logging Into Your Student Email Account

Reset Your Password
Please provide your user name and domain name.

Domain User Name (Example : Jsmith)

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.

Security Questions
Please answer the following question(s) as per your enrollment profile to reset your password

Time left for this operation : 03:07

Answer the below question(s)

Question: Security questions will be here.
Answer:

Question: Security questions will be here.
Answer:

Question: Security questions will be here.
Answer:

Type the characters you see in the picture below.

Security Captcha will be here.

Letters are not case-sensitive

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**.

First Time Logging Into Your Student Email Account

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.

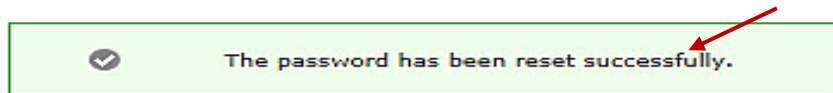
Security Characters **Captcha** here.

Letters are not case-sensitive

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.



WCC Help Desk
The Center for Technology Services

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