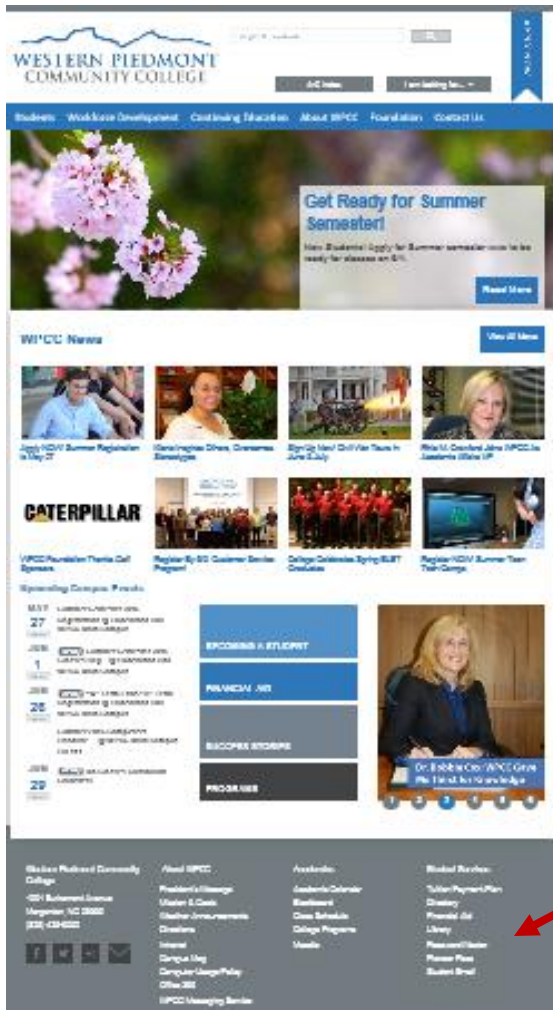


How Do I Set/Reset My Password?

To change passwords, this can be done through [Password Master](#). It is accessible from the lower right of the college webpage - <http://www.wpcc.edu>.



Update Account

Set Password

Change Password

Helpdesk (IT use only)

If you have never set your password using Password Master, click the **Set Password** button. This can also be used to reset your password.

Set Password

It will ask you for your username, which can be found on [Pioneer Pass](#) following the [How Do I Find My Userid?](#) step.

Please enter your account name.

Username:

Next

Cancel

If the following error message appears after entering your username, please contact the Technology Helpdesk for assistance: By Phone: 828-448-6030 or Email: techsupport@wpcc.edu

Username cannot be found.

Otherwise, answer the set of random questions that appear. An example is shown below.

Please answer the following questions:

Question: What is your zip code?

Answer:

Question: What are the last 5 digits of your SSN?

Answer:

Question: What is your Middle Initial?

Answer:

Next

Cancel

NOTES:

- 1) If you have not provided an SSN number to the college, for questions asking for the last 5 digits, please enter 99999 (five - 9s).
- 2) Middle initials must be entered as a capital letter. If you do not have a middle initial, enter *

For any other errors that are received, please contact the Technology Helpdesk for assistance:

By Phone: 828-448-6030 or Email: techsupport@wpcc.edu