User Account Management Tool

Wor-Wic has implemented a user account management tool that allows all users to reset a forgotten password, unlock their account and retrieve their username online. Your username and password are used to access myWor-Wic functionality, email and Blackboard, as well as several internal applications.

Once you are enrolled and should you ever require assistance beyond the self-service functionality, a one-time user password can be quickly sent via text to your mobile phone or email to your alternative email address to enable access.

In order to use these features users must go through a quick one-time enrollment process. Users are strongly encouraged to enroll as soon as possible to take full advantage of this self-service tool.

Note: Each user will have several opportunities to skip enrollment before being required to enroll using the steps below. Enrollment is required once the maximum skips have been exceeded.

User Account Management Tool – Enrollment Instructions

1. Login using your existing myWor-Wic credentials (Username and Password):
2. **Enrollment – Challenge Answers** will appear. Click “Continue” to proceed in enrollment process.

![Enrollment - Challenge Answers](image)

3. **End-User Self Service** screen will appear. You will be required to answer 5 of the 10 questions.

**IMPORTANT NOTE:** For security purposes this system will not accept the following:
- Answers less than **3 characters in length**
- A string of repeat characters (example: 5555 for the last four digits of your phone number or LLLLLLL for color of first car).
4. The following message will appear. “Click here to try to continue logging in” to continue enrollment.
5. **Enrollment – Mobile Phone** screen will appear. You will be asked to enter your current password and mobile phone number. Refer to the screen below for additional information. Click “Continue”.

**IMPORTANT NOTE:** Adding this information will enable password reset information to be sent to your mobile device. This is for **your use only** and cannot be accessed by other individuals. Your mobile phone number **will never be used** for anything other than user account management.
6. If you entered your mobile number, the End-User Self Service screen will appear. You will have received a text message with a One-Time Password to your mobile number. Please enter the One-Time Password contained in the text message. Click “Continue”.

**NOTE:** One-Time Password above is used only during the enrollment process.

7. Enrollment – Email Address screen will appear. Enter your current password. Enter an alternative email address (example: ray.charles@yahoo.com). Do not use your name1234@worwic.edu address). Click “Continue”.

**NOTE:** Your alternative email address will not be used for anything other than user account management.
8. **End-User Self Service** screen will appear. Please enter the One-Time Password contained in an email to the alternative email address entered in step 7 above. Click “Continue”.

**NOTE:** One-Time Password above is used only during the enrollment process.

9. The following will appear. “**Click here to try to continue logging in**” to continue enrollment.
10. Terms of Use will appear. Read and click “Accept” to continue logging in.

11. You will now be logged into myWor-Wic.