

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

Please enter your current password and click the button below to enroll your challenge answers. You can skip this enrollment **8** more times before being forced to enroll.

Username
tstudent0001

Password
●●●●●●●

Continue Skip

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 LLLLLL for color of first car).

End-User Self Service

Please answer at least 5 of the 10 questions below.
NOTE: Answers must be at least **3** characters long.

Username
tstudent0001

-- Please choose a question --

Cancel

Answers remaining: 5 optional

- The following message will appear. **“Click here to try to continue logging in”** to continue enrollment.

End-User Self Service

Self-Service Action Successful

[Click here to try to continue logging in.](#)

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.

Enrollment - Mobile Phone

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To permanently suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Username

Password

Country

Phone Number

Phone Provider

Permanently Suppress Reminders

- 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.

End-User Self Service

A One-Time Password (OTP) has been sent to your phone. It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username
tstudent0001

One-Time Password
[Empty field]

[Problems with the OTP?](#)

Continue **Cancel**

- 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**”.

Enrollment - Email Address

Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment **3** more times before being forced to enroll.

Username
tstudent0001

Password
●●●●●●

Email Address
[Empty field]

Continue **Skip**

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.

End-User Self Service

A One-Time Password (OTP) has been emailed. It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

One-Time Password

[Problems with the OTP?](#)

9. The following will appear. **“Click here to try to continue logging in”** to continue enrollment.

End-User Self Service

Self-Service Action Successful

[Click here to try to continue logging in.](#)

10. **Terms of Use** will appear. Read and click “**Accept**” to continue logging in.

Terms Of Use

By logging into this site, you agree to the terms and conditions of use below.

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Terms & Conditions

The college provides access to computer resources necessary to support the educational mission of the college. Access to college computer systems is granted as a privilege, and as such, imposes certain responsibilities and obligations. By using the college's computing resources, users agree to abide by these policies and procedures. Disciplinary sanctions for violations range from the loss of computer use privileges, dismissal from the college and/or legal action, depending on the nature of the violation. Specific information about violations and sanctions can be found in the appendix of the [college catalog](#).

Click 'Accept' to close this window and continue logging in.

[Accept](#) [Decline](#)

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