Usually, username comprises of first letter of first name, middle initial, and last name. For example, John Rockingham Doe username would be: *jrdoe*

However, if there are several students who happen to have name such as “Jack Ryan Doe, Jane Ruthy Doe, or John Roth Doe”, the method above would not work because these individual will have the same username of *jrdoe*.

When that situation exists, the system will automatically append a random number to the end of the username. The above people would have a username like “*jrdoe254, jrdoe5435, or jrdoe5634*”.

**Don’t Know My Username or Login ID:** - Please access our WebAdvisor which locates at the bottom of the RCC Website or use the [https://waprod.richmondcc.edu/waprod/WebAdvisor](https://waprod.richmondcc.edu/waprod/WebAdvisor) link then just click on the “**Account Information**” link.

**Don’t Know My Password:** Please click on the “**Reset My Password**” link and follow the screens.

The new password **MUST MEET** the following requirements:

1. Must have at least 9 characters with upper and lower case letters.
2. Must have at least one number or more.
3. Must not contain any part of your name (first or last).
4. The password must not use in the past (at least the last 25 passwords).

Any issue or problem, please either create a HelpDesk Ticket [http://richmondcc.edu/contact-us/help-desk](http://richmondcc.edu/contact-us/help-desk) or call us at (910) 410-1701.