

## COLLEAUGE SELF-SERVICE DON'T KNOW MY USERNAME & PASSWORD GUIDE

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> link then just click on the “**Account Information**” link.

Richmond Community College

LOG IN MAIN MENU CONTACT US

WebAdvisor is available from 5:30 am to 12:00 am Daily.

Welcome Guest

**Guest User:** may browse our current courses schedule or register for Workforce & Economic Development courses.

**Existing User:** click on LOG IN and enter your credentials.

**Forgot Password:** click on **Reset My Password** at the bottom right of this screen then just follow the instructions. This password will also work for your Email, Moodle, and Login to RCC computers.

**New User:** Click on **Account Information** at the bottom right of this screen then just follow the instructions - please note that the Colleague ID is your student/employee's ID.

Please call (910) 410-1814 or email to [tengv@richmondcc.edu](mailto:tengv@richmondcc.edu) if you need assistance. Please make sure to include your Student/Employee ID Number and last 4 digits of your Social Security Number in your email or message. Thanks.

Continuing Education

Students

New user, guest, and forgotten password, please read instructions on the left of this screen.

WebAdvisor does not support Safari browser.

WebAdvisor is available from 5:30 am to midnight daily.

Account Information Reset My Password

LOG IN MAIN MENU CONTACT US

WebAdvisor 3.2

**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> or call us at (910) 410-1701.