Reset myRCC Password

If you have previously set up security questions, recovering your password is simple:

1) Go to the myRCC link on the Rappahannock Community College web page
   (also https://rcc.my.vccs.edu)

2) If you do not know your username, follow the Recover Username Procedure (on
   RCC Help Desk—New User Procedure (https://www.rappahannock.edu/pdf/myrcc-new-user.pdf)

3) If you DO have your username but NOT your Password, click the **Forgot
   Password** Button

4) When Prompted, type in your **username** and click **OK**
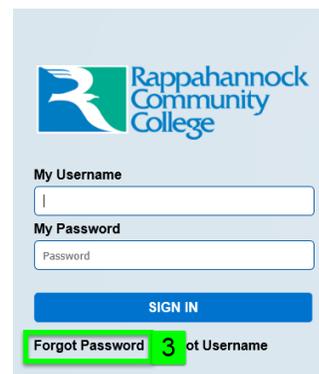
   If you receive this error:

   ⚠ You have not saved your account recovery settings. Please contact your
   helpdesk/administrator.

   call you the RCC Help Hesk for assistance at 804.333.6786.

5) You [Advanced Password Reset Tool] will be prompted to answer your security questions .
   Note: It will ask 3 of the 5 questions, at random, 1 at a time.
   Answers are Dotted out for your protection

   A. Click **Next** to submit this answer and go to the next
      question
   B. Click **Skip** to avoid this question and pull another at ran-
      dom
   C. Click **Cancel** to start over
   D. While Typing you can click the Eyeball to see you're
      answer in plain text
      If you get the Answer Wrong, you will be notified and giv-
      en another chance
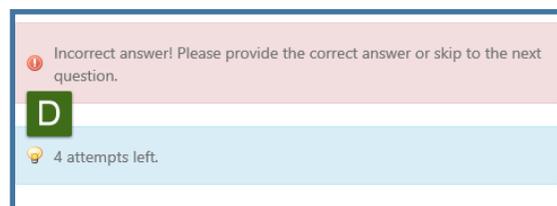
6) Type your New Password in the box (do NOT hit the Enter
   Key)
   Move down and Verify the New Password
7) Click OK.