Trouble logging in?

Here are some things to check:

Passwords are case-sensitive.

Is your Caps Lock on?

Are you confusing the letter "O" with the number "0"?

Are you confusing the letter "l" with the number "1"?

1) First time users:

Your User Name & password is the same for all WATC systems (Network, WebMail, Online Learning , myWATC Portal)

Your User ID should be your first initial and your last name; e.g. John Smith = jsmith (not case sensitive). Exceptions are if you have the same first initial & last name as a previously enrolled student. In this case your user ID would have a number appended to it (i.e. a 1, 2, etc.). For example if a John Smith enrolled, and WATC already had one jsmith, your user ID would be jsmith1.

NOTE: Before you can log into Online Learning, WebMail or myWATC Portal for the first time, you must change your default password:

Do the following to change the default password:

Log into a PC on a WATC campus or log in through the Remote Desktop services.

Open the WATC home page.

Click on the portal link in the upper right hand corner

Click on the "Forgot Password? Click here" link located on the myWATC login page.

The wizard will guide you through changing your password

2) Returning users:

If you had successfully logged in previously, but are now having problems, it may be that your password has expired (WATC passwords expire and must be changed every 90 days). In order to change your password you must reset your password using our self service password reset system.

See above directions for accessing the link

Changing your password:

Password rules are as follows:

Must be a minimum of 8 characters in length

Must contain a minimum of 1 lower case letter

Must contain a minimum of 1 upper case letter

Must contain a minimum of 1 numeral (number)

Cannot contain your name, the word "password", or the word "WATC"

Cannot be a repeat of the last 5 passwords used

Contact the WATC Student HelpDesk if you experience any problems changing your password.

*Primary contact method: StudentHelpDesk@watc.edu

*Secondary contact method (if no access to email): 316-677-9906

WATC Student Helpdesk hours

DAYS HOURS

Monday through Thursday 8:00 AM - 9:00 PM

Friday 8:00 AM - 5:00 PM

Saturday 8:00 AM - 3:00 PM

The Student Help Desk is not available when the college is closed.