How to **Reset Your Password** to what YOU want!

Galveston College

To ensure the security of your Whitecaps account, you can reset your password to something of your choice. This *easy* guide will walk you through the process step-by-step.

Please follow these instructions carefully to complete the reset.

For the best experience, use **Google Chrome** or **Firefox** and *avoid browsers such as Safari and Microsoft Edge*, as they may cause issues.

ATTENTION: If you do not know your password, please contact the IT Service Desk for assistance. You must use the password provided to access and complete this packet.

Remember to never share your password. If you feel your account has been compromised, please contact the IT Service Desk immediately.
**409-944-1352**

During the Fall & Spring semesters, we are open Monday & Tuesday from 8 AM to 7 PM, and Wednesday - Friday from 8 AM to 5 PM.

In the Summer, our hours are Monday - Thursday from 7:30 AM to 6 PM and closed Fridays.

How to **Reset Your Password** to what YOU want!

①First, we have to Register your User Account. Go to **GC.EDU** Homepage

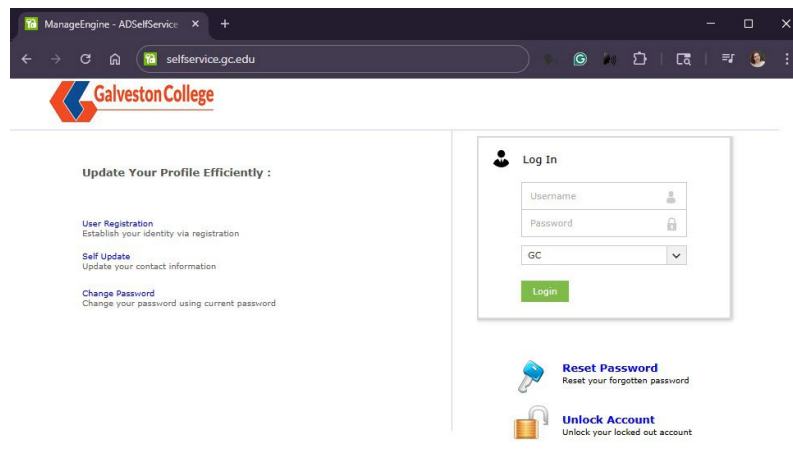and Navigate to the **Whitecaps Toolbox ->** Click **Password Reset**
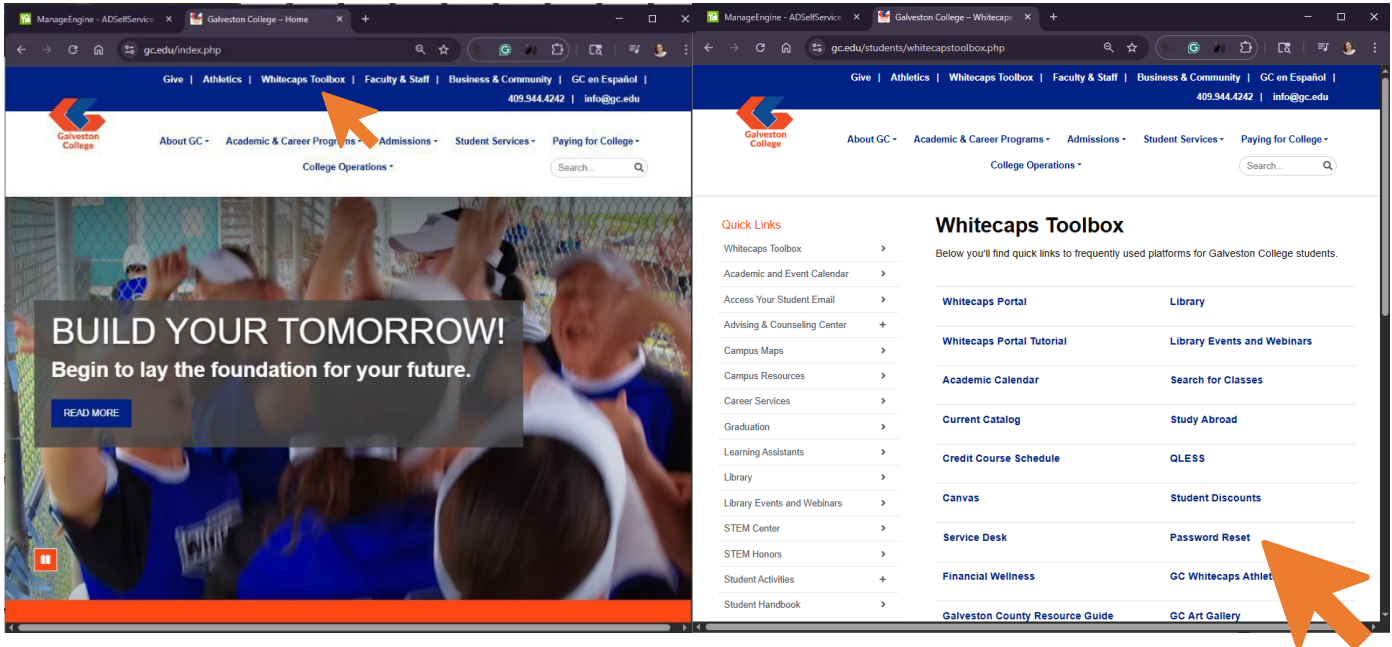
You can also head into the **Whitecaps Portal** and click on the below tile:

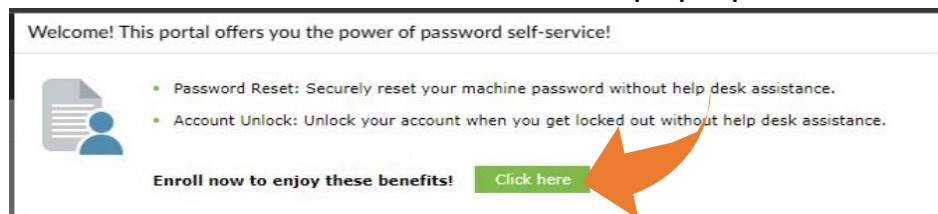# How to **Reset Your Password** to what YOU want!

Finally, you may visit https://**selfservice.gc.edu** to open the Password Reset site directly.

Sign in using your **GC ID Number** (ex. *gc0123456*) as the *username* and the same password you used for the Whitecaps Portal
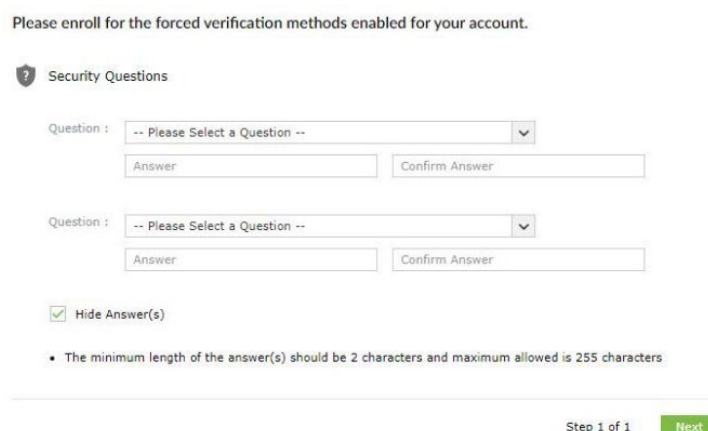
②If it is your first time changing your password, you will need to **register your username.**
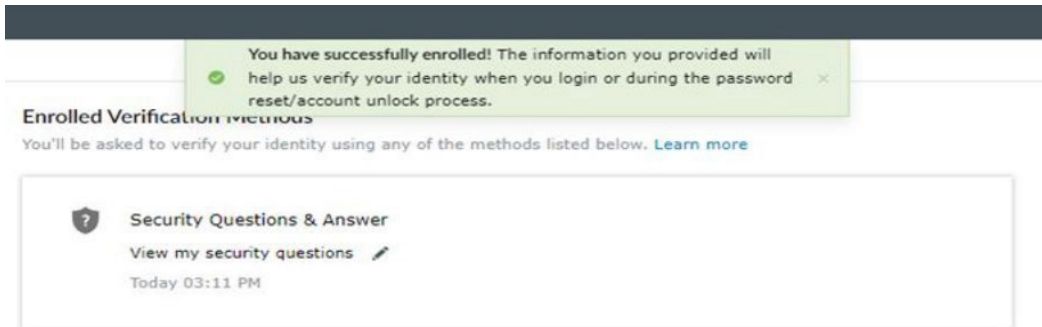
You will be met with this pop up:

③From there, you will need to fill out some Security Questions.

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Fill out both questions and be sure to confirm both answers.

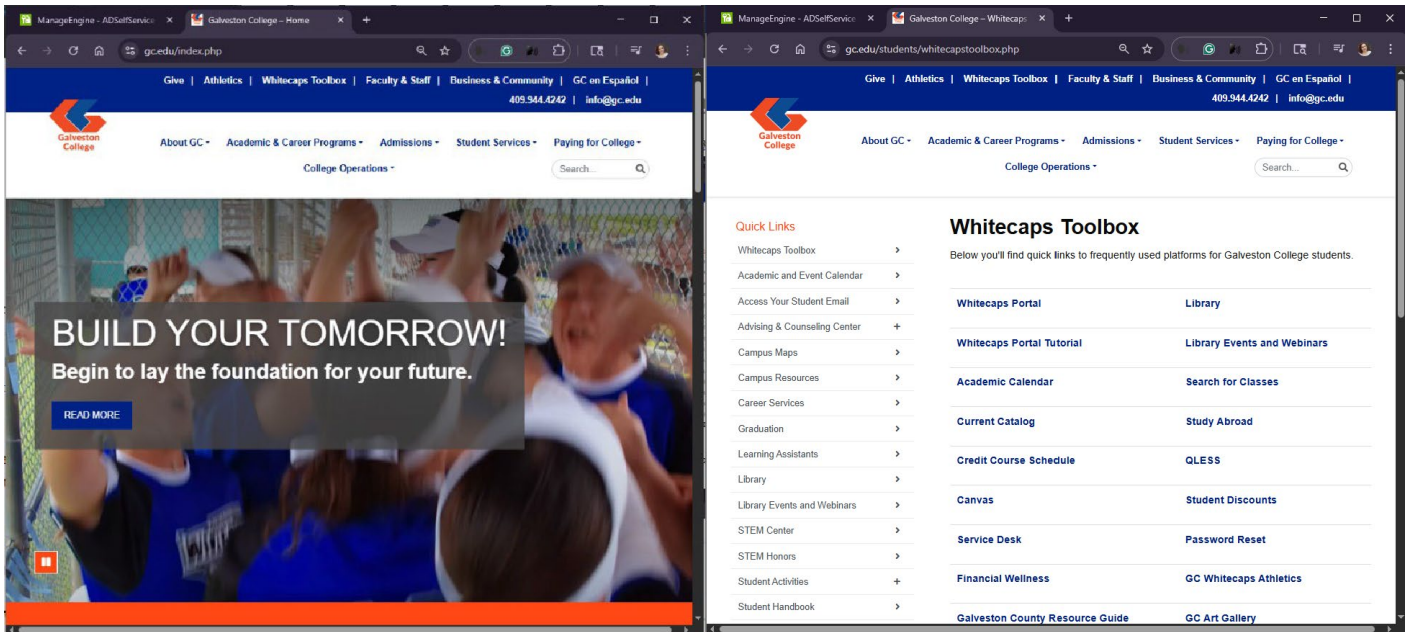Click Next and if successful you will see the following display:

After that close the window, you have registered your account!!
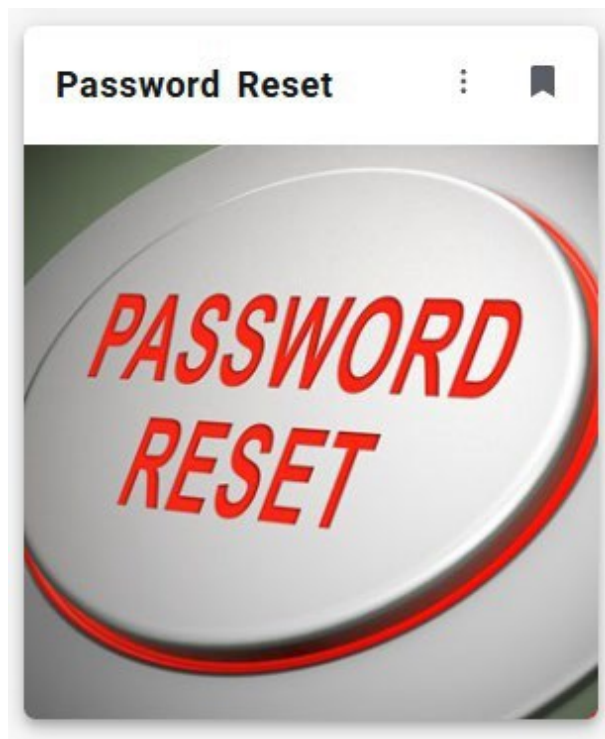
Now it is time to reset your password.

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①Let's get back to the page we need.
Go to **GC.EDU** Homepage - Navigate to the **Whitecaps Toolbox** - Click **Password Reset**

You can also head into the **Whitecaps Portal** and click on the tile:

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②Click the **RESET PASSWORD**

③Now, input your **GC ID Number** (ex. *gc0123456*) in the Username field

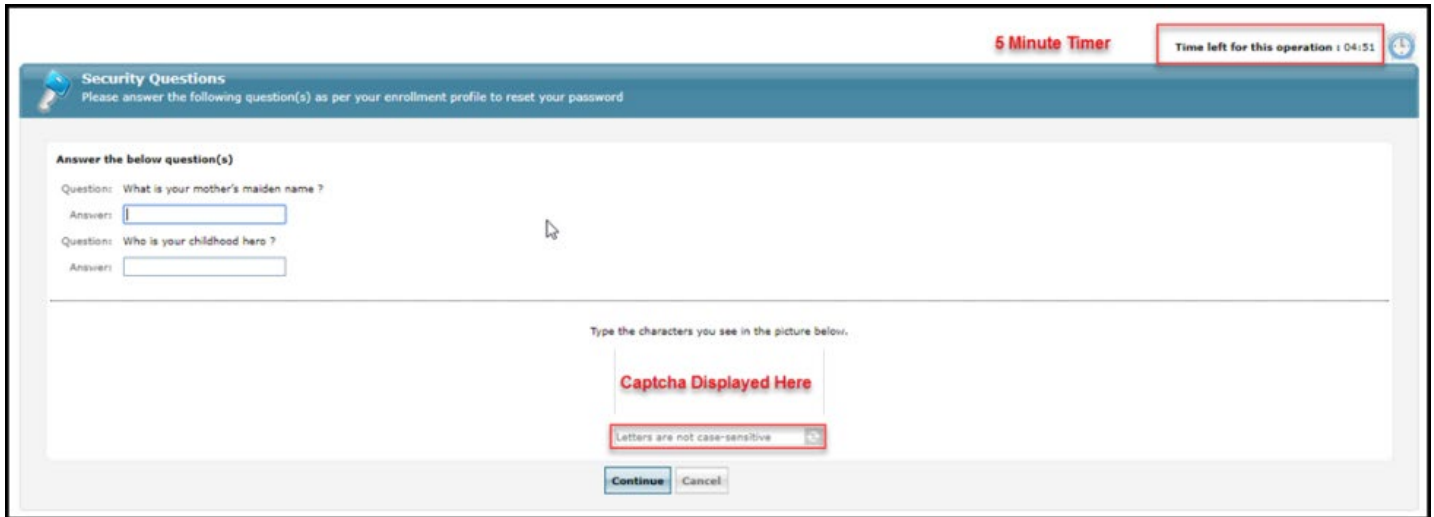and leave the "Domain Name" field at default: **GC**

Click Continue" to proceed.

How to **Reset Your Password** to what YOU want!
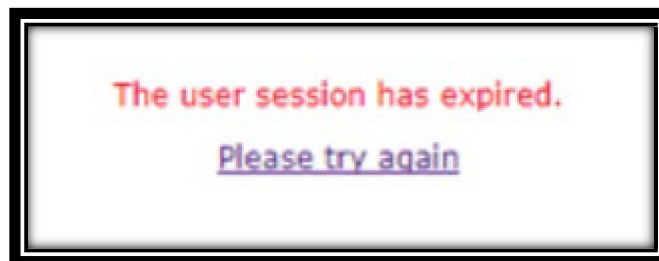
④ A *new* page with *your security questions* will load.

These are the same questions you previously set up.

Enter the answers to both, then complete the **CAPTCHA** in the field below.

NOTE: there is a 5-minute time limit before the session times out. If this happens you must start over. See screenshot for what TIMEOUT looks like

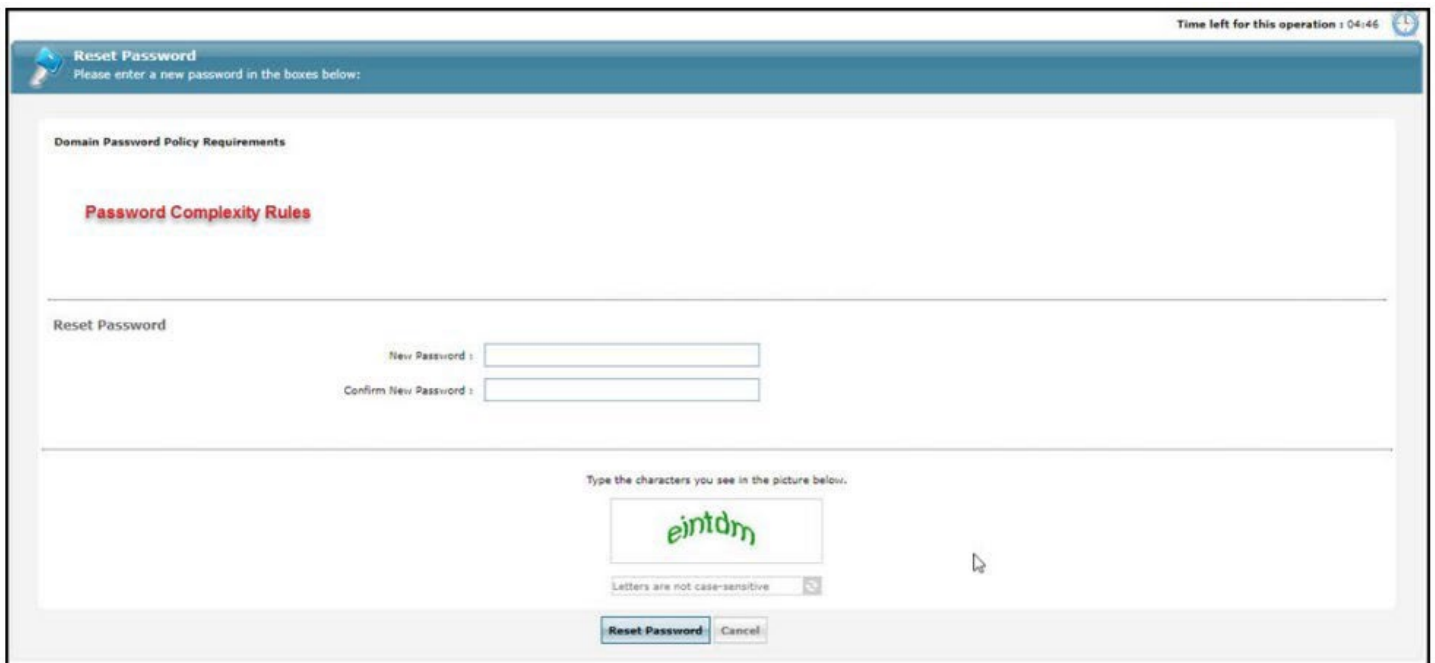Once all fields are complete, click **Continue**.

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⑤On the "Reset Password" screen, input the new password that matches the Password Complexity Rules set for Galveston College:

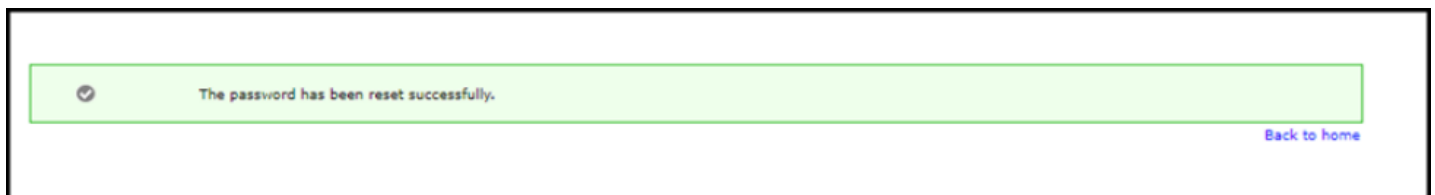All passwords must be at least 15 characters long,

and requires **One Capital Letter**, **One Lowercase Letter,** and **a Number**

After inputting the "Captcha" phrase below, click **Reset Password**.

Time left for this operation : 04:46

Reset Password
Please enter a new password in the boxes below:

Domain Password Policy Requirements

Password Complexity Rules

Reset Password

New Password :

Confirm New Password :

Type the characters you see in the picture below.

eintdm

Letters are not case-sensitive

Reset Password   Cancel

If successful, the user's password will reset and will display the following message:

⊘   The password has been reset successfully.

Back to home

The user should now be able to login to the Whitecaps Portal, workstations, email, etc. with the new password.

If you encounter any issues, please contact the **IT Service Desk** for assistance, **409-944-1352**. You will need to repeat this process to resolve any problems.

Fall & Spring Hours - **Monday & Tuesday 8 AM to 7 PM**, and **Wednesday - Friday 8 AM to 5 PM**.

Summer Hours - **Monday - Thursday 7:30 AM to 6 PM and *Closed Fridays***.