

# How to Reset Your Password to what YOU want!



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.

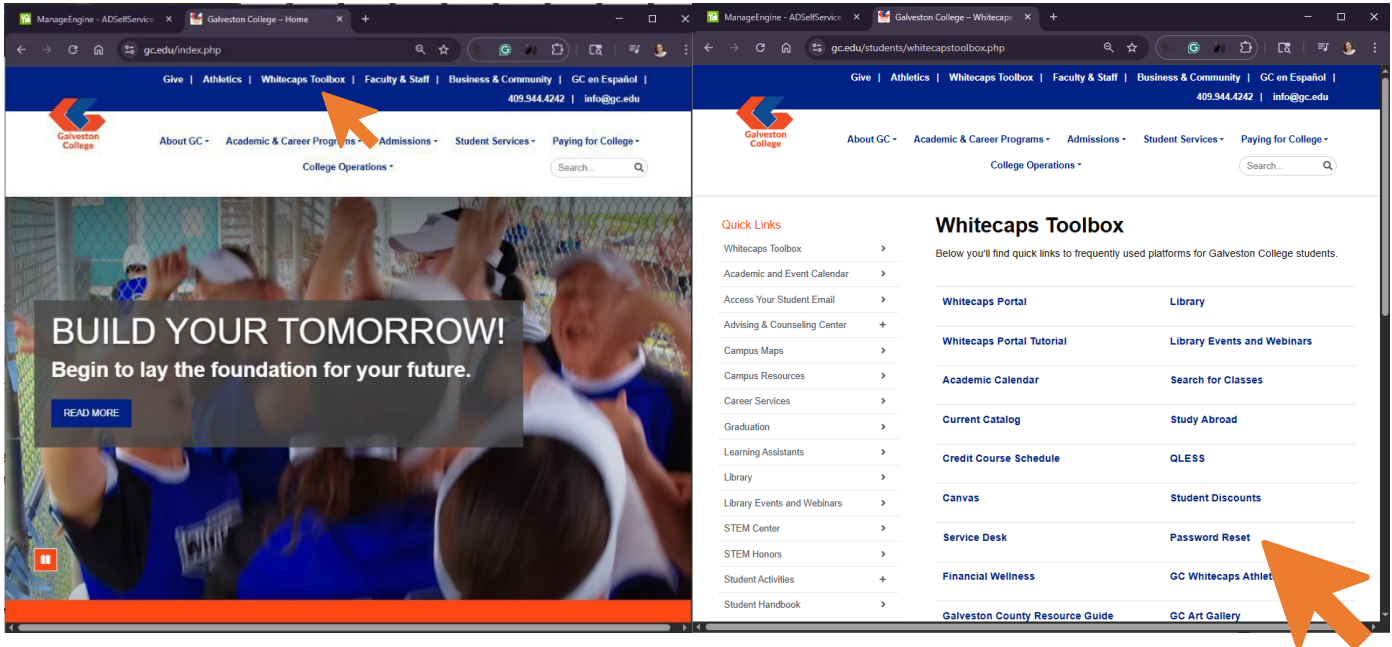
**409-944-1352**

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!

- ① First, we have to Register your User Account. Go to **GC.EDU** Homepage and Navigate to the **Whitecaps Toolbox** -> Click **Password Reset**



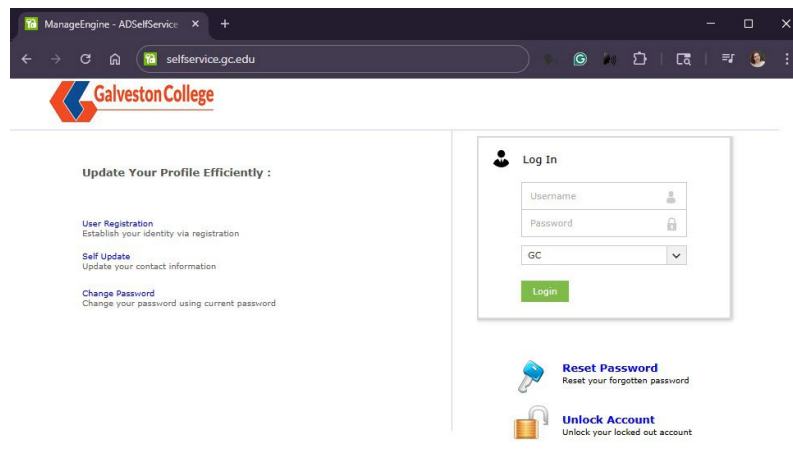
You can also head into the **Whitecaps Portal** and click on the below tile:



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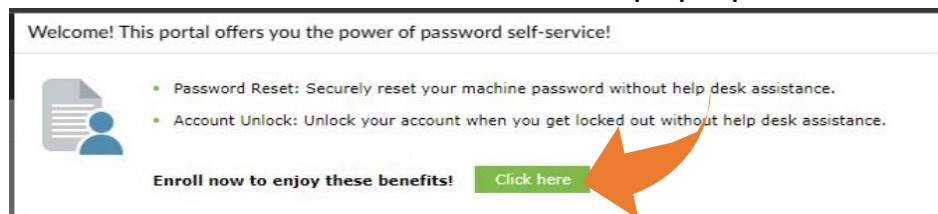
Finally, you may visit <https://selfservice.gc.edu> to open the Password Reset site directly.

Sign in using your **GC ID Number** (ex. *gc0123456*) as the *username* and the same password you used for the Whitecaps Portal

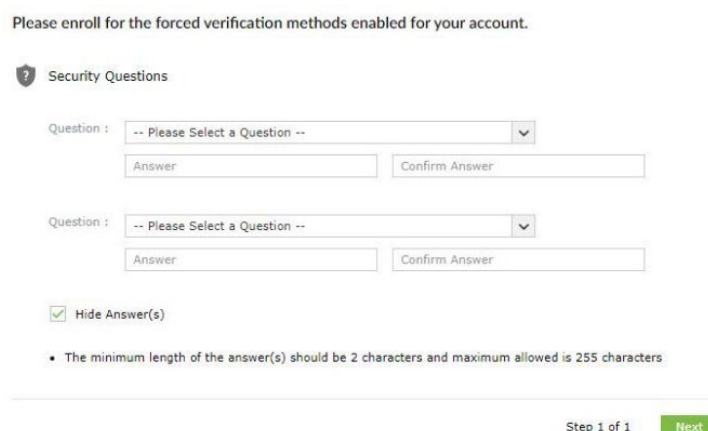


- ② If it is your first time changing your password, you will need to **register your username.**

You will be met with this pop up:



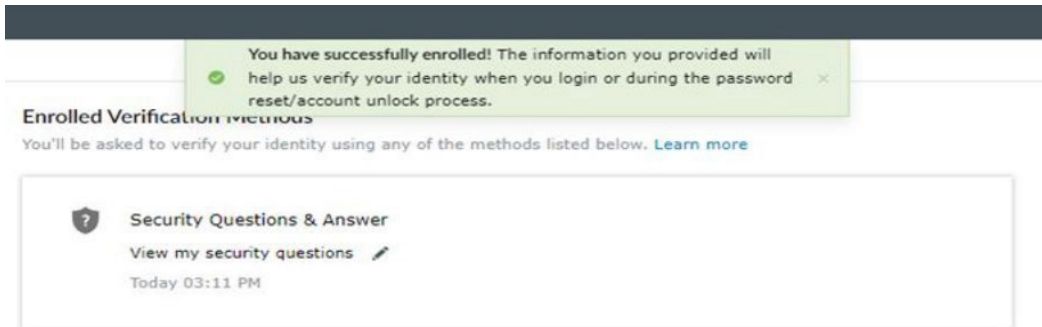
- ③ From there, you will need to fill out some Security Questions.



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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:



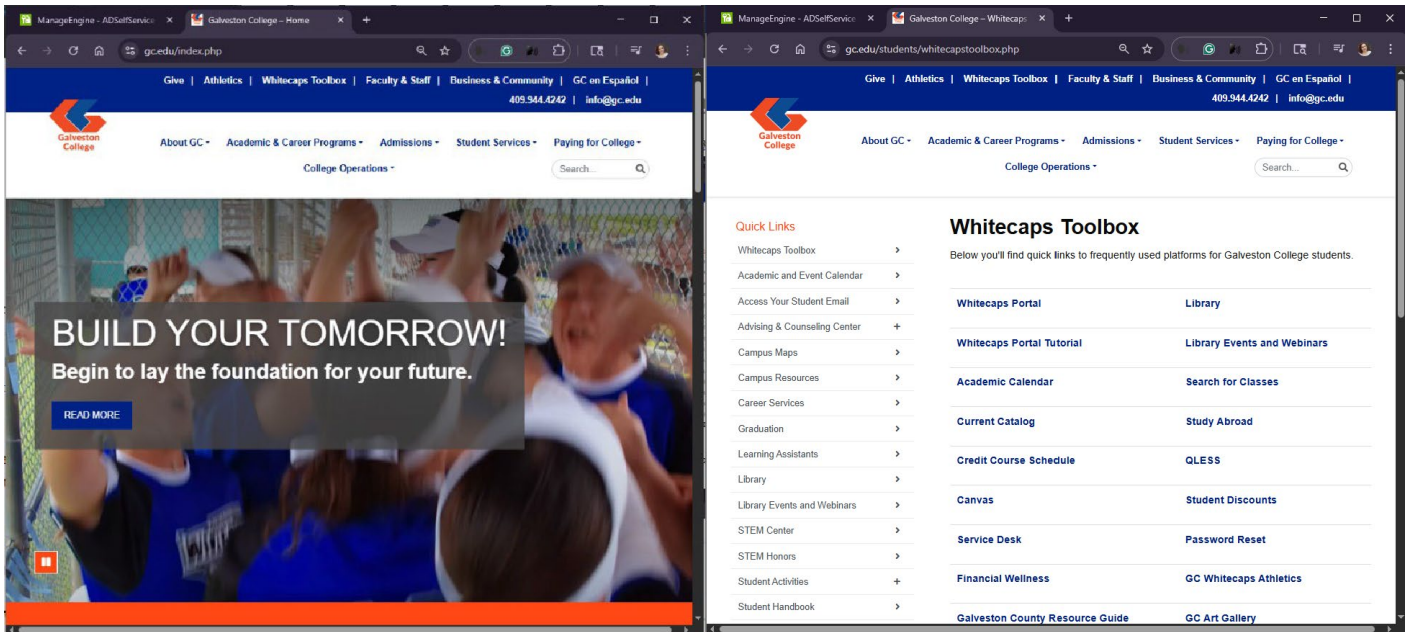
After that close the window, you have registered your account!!

Now it is time to reset your password.

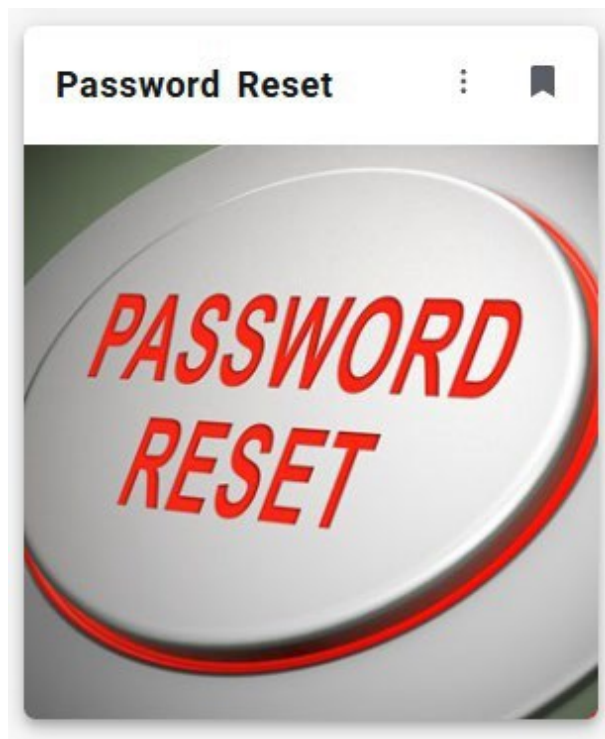
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① Let's get back to the page we need.

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:





# How to Reset Your Password to what YOU want!


② Click the **RESET PASSWORD**

Please login here


 Log In








Login

 **Reset Password**  
Reset your forgotten password

 **Unlock Account**  
Unlock your locked out account

③ Now, input your **GC ID Number** (ex. *gc0123456*) in the Username field and leave the “Domain Name” field at default: **GC**

## Forgot your password?

To reset your password, start by entering your domain username and selecting your domain.

\* Enter Username  (Example : Jsmith)

Select Domain  

Cancel

Continue

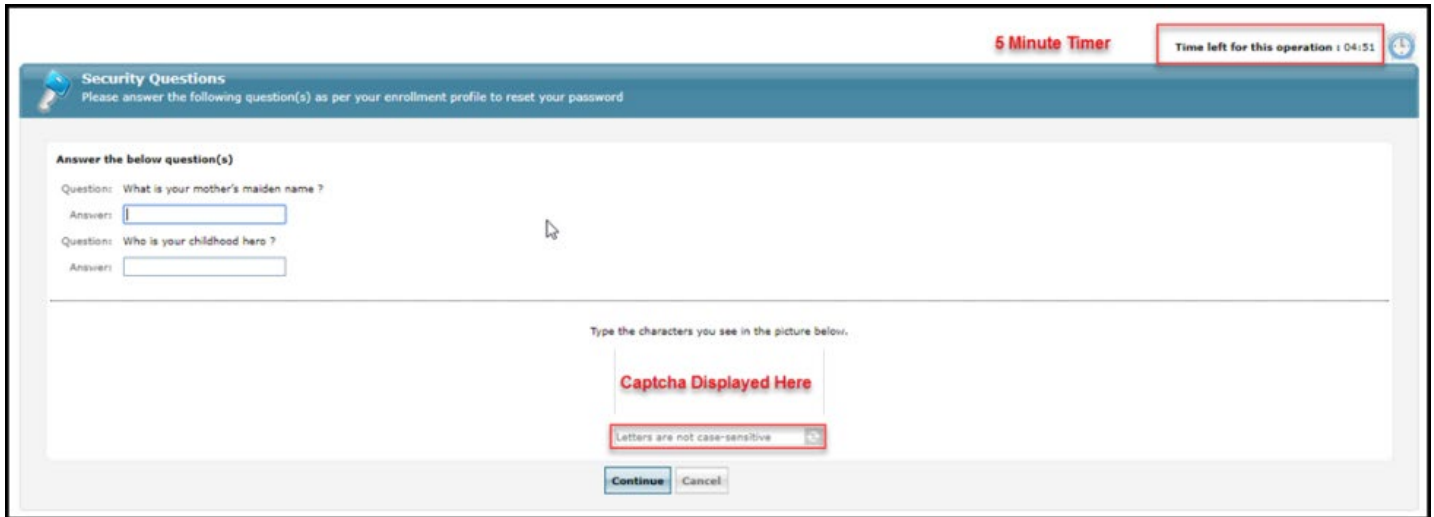
Click Continue” to proceed.

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④ A new page with your security questions will load.

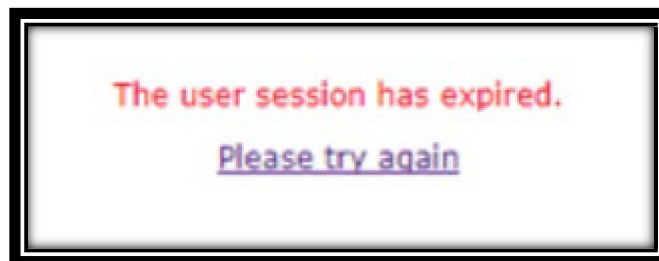
These are the same questions you previously set up.

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



The screenshot shows a web interface for resetting a password. At the top right, there is a red "5 Minute Timer" and a box indicating "Time left for this operation : 04:51". The main heading is "Security Questions" with a subtext "Please answer the following question(s) as per your enrollment profile to reset your password". Below this, there are two questions: "Question: What is your mother's maiden name ?" and "Question: Who is your childhood hero ?", each followed by an "Answer:" label and a text input field. A mouse cursor is pointing at the first input field. Below the questions, there is a section for a CAPTCHA with the text "Type the characters you see in the picture below." and a placeholder "Captcha Displayed Here". Below the CAPTCHA, there is a note "Letters are not case-sensitive" and a "Continue" button next to a "Cancel" button.

**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**.



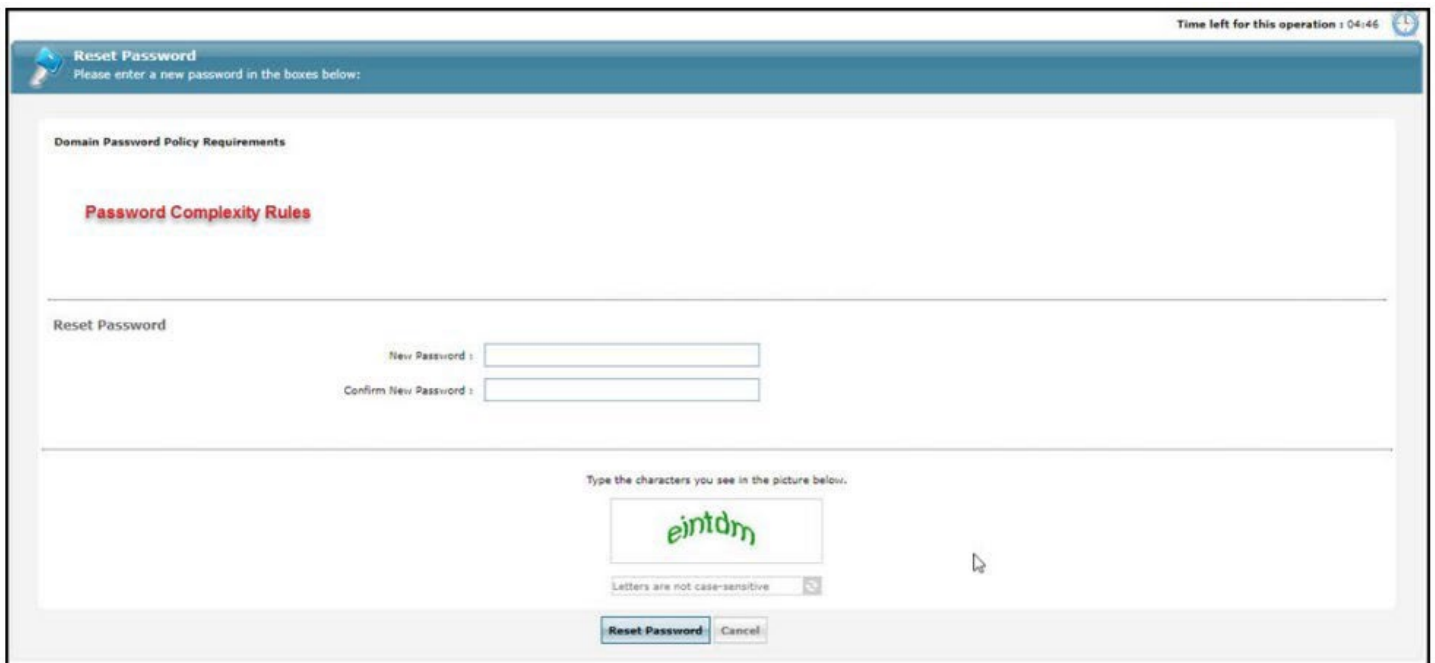
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- ⑤ On the “Reset Password” screen, input the new password that matches the Password Complexity Rules set for Galveston College:

All passwords must be at least 15 characters long,

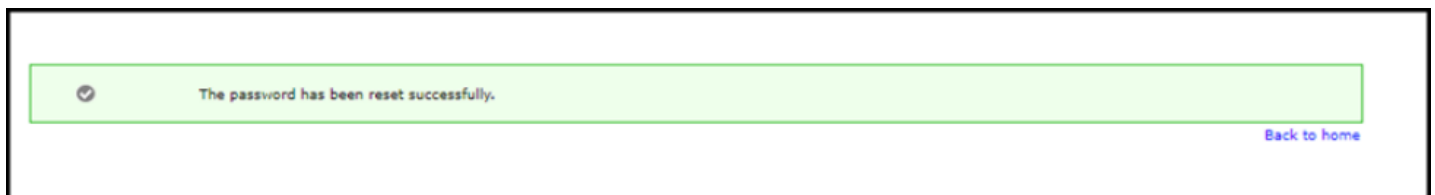
and requires **One Capital Letter, One Lowercase Letter, and a Number**

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



The screenshot shows a web browser window with the title "Reset Password". The page has a blue header bar with the text "Reset Password" and "Please enter a new password in the boxes below:". Below the header, there is a section titled "Domain Password Policy Requirements" with a sub-section "Password Complexity Rules". The main form area is titled "Reset Password" and contains two input fields: "New Password:" and "Confirm New Password:". Below these fields is a captcha section with the text "Type the characters you see in the picture below." and a box containing the characters "eintdm". Below the captcha box is a checkbox labeled "Letters are not case-sensitive". At the bottom of the form are two buttons: "Reset Password" and "Cancel". In the top right corner of the browser window, there is a clock icon and the text "Time left for this operation : 04:46".

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



The screenshot shows a green confirmation message box with a checkmark icon on the left. The text inside the box reads "The password has been reset successfully." In the bottom right corner of the box, there is a blue link that says "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**.