ALL NEW online account users will need to create a single password account for use with Student E-mail and WebAdvisor.

Helpful Hints:

*Your ID is located on your TCCC photo ID badge or your registration receipt.

*If you recently registered for classes it could take 12 - 24 hours before your account is setup.

- *WebAdvisor and Student E-mail use the same password. Passwords expire every 90 days

- Moodle does NOT use the same password as e-mail or WebAdvisor. Returning students will use same password as previous semester.

*Online Courses are visible to students at 8:00 AM on the class start date.

Tri-County Community College
21 Campus Circle
Murphy, NC 28906
828-837-6810
### PASSWORD MANAGEMENT
Open your web browser and access www.tricountycc.edu then click **Quick Links** drop-down menu and click on **Password Management**.

Click the **Enroll** button.

On the next screen enter your **username** and **initial password**.

**Username** = first 4 letters of your last name and last 4 digits of your ID#

**Initial Password** = first 2 letters of your last name with the first letter capitalized AND your 6-digit birthdate in MMDDYY format

*For Example*: last name = Smith and student ID = 1234567 and birthday = 04/13/1983

**Username** = smit4567  
**Initial password** = Sm041383

Once completed click **Next**

Setup your security questions and answers.

Click the **Next** button then click the **Finish** button.

Click the **Change Password** button to set your password.

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**SET A STRONG PASSWORD** using the following criteria:

- 8 characters long
- contain at least 3 of the following:
  - Upper Case letter (A to Z)
  - lower case letter (a to z)
  - Number (0-9)
- Special Characters ~!@#$%^&_

Click the **Next** button then click the **Finish** button.

You are now enrolled in Password Management.

To finalize setup of your Student E-Mail and WebAdvisor accounts please log in.

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<table>
<thead>
<tr>
<th>TO LOG IN:</th>
<th>Click Student E-mail icon on TCCC homepage and enter your TC student e-mail address.</th>
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</thead>
</table>
| EMAIL ADDRESS/USERNAME: | First 4 letters of last name + last 4 digits of student ID @students.tricountycc.edu  
Example: John Smith with an ID of 1234567 smith4567@students.tricountycc.edu |
| PASSWORD: | WebAdvisor and Student Email passwords are the same. Follow instructions for Password Management. |

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<table>
<thead>
<tr>
<th>TO LOG IN:</th>
<th>Click WebAdvisor icon on TCCC homepage</th>
</tr>
</thead>
<tbody>
<tr>
<td>USERNAME:</td>
<td>First 4 letters of last name + last 4 digits of student ID #</td>
</tr>
<tr>
<td>PASSWORD:</td>
<td>WebAdvisor and Student Email passwords are the same. Follow instructions for Password Management.</td>
</tr>
</tbody>
</table>

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<table>
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<tr>
<th>TO LOG IN:</th>
<th>Click Moodle icon on TCCC homepage</th>
</tr>
</thead>
<tbody>
<tr>
<td>USERNAME:</td>
<td>First 4 letters of last name + last 4 digits of student ID #</td>
</tr>
</tbody>
</table>
| PASSWORD: | 1st time login = 1st 2 letters of last name (1st letter capitalized) birthdate in 2 digit format  
At least 8 characters long, case sensitive. |

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**Unable to login??**

Forgot your password??