

HVCC Computer Accounts for credit free students

NEW students –

If your course requires a computer account and you are a **NEW** student you will receive two envelopes, one containing your username, and the other, your password, in the mail. The password is randomly generated. Once received please visit [Student Username and Password Help](#) to create an alternate email and set up security questions so you may use the “Forgot My Password” tool in the future if necessary. You can also find directions to change your current password. Please note: HVCC passwords need to be changed every six months.

RETURNING students –

If your course requires a computer account, and you are a **RETURNING** student that has already setup an alternate email and answered security questions in your WIREd account you can go [Student Username and Password Help](#) to reset your password.

If you no longer have your username and password and have not setup an alternate email and answered security questions in your WIREd, you can request a password reset using the following methods:

- **By phone:** contact the Office of Community & Professional Education at 518-629-7339. A new password will be mailed to your permanent address on file at the college.
- **In person:** If you are on campus, you can obtain your username and password in-person with picture ID at the following locations during normal business hours.
 - [Community & Professional Education](#) – Guenther Enrollment Services Center, Room 252
 - [Computer Learning Center](#), Marvin Library Commons, Lower Level.
- **Online:** If you are unable to come to campus, you can request your username and a new password by submitting the [Username and Password Request Form](#). Your username and a new password will be mailed to your permanent address on file at the college.

Please make this request at least one week before your course begins. If you do not have your username and password on the week day your class begins you can come to campus and have it reset in one of the above locations.

Bring both your username and password to your course, as you will need it access the computer during class. Course instructors do not have the ability to reset or view student passwords. It is the student’s responsibility to ensure they have this information when they begin a class.