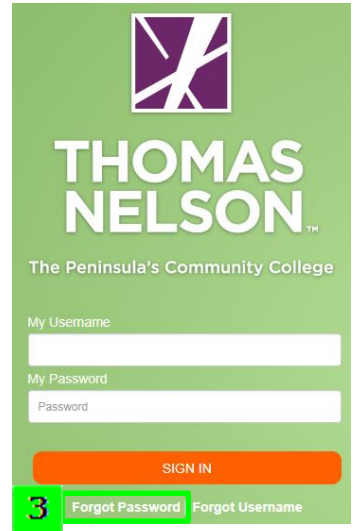


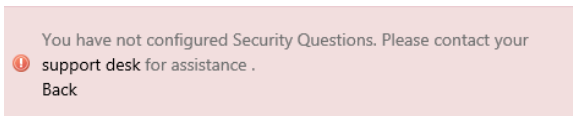
Reset myTNCC Password

If you have previously set up security questions, recovering your password is simple:

- 1 Go to the Thomas Nelson Community College web page and select Current Students then click on myTNCC or directly <https://tncc.my.vccs.edu>
- 2 If you do not know your username, follow the Recover Username Procedure (click the preceding link)
- 3 If you DO have your username but NOT your Password, click the **Forgot Password** Button



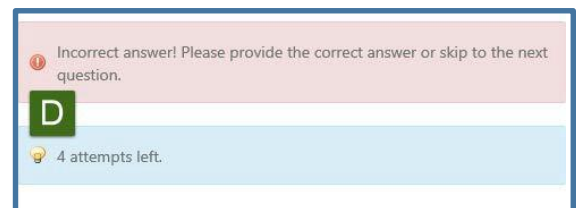
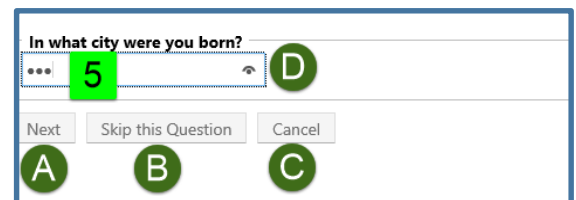
- 4 When Prompted, type in your **username** and click **OK**
If you receive this error:



Click the **Advanced Password Reset Tool** button to the right

- 5 You will be prompted to answer your security questions.
Note: It will ask 3 of the 5 questions, at random, 1 at a time.
Answers are dotted out for your protection

- A. Click **Next** to submit this answer and go to the next question
- B. Click **Skip** to avoid this question and pull another at random.
- C. Click **Cancel** to start over
- D. While Typing you can click the Eyeball to see you're answer in plain text
If you get the Answer Wrong, you will be notified and given another chance



- 6) Type your New Password in the box (do NOT hit the Enter Key)
Move down and Verify the New Password
- 7) Click OK.

