

Student Computer Systems for Community & Professional Education Students

Below are guidelines for obtaining your username and password for Community & Professional Education courses. Please note these credentials are for using various HVCC systems; including Blackboard, Zoom, WIREd and Parking. If you would like to register online for a Community & Professional Education course, you can both create and reset your registration credentials [here](#). If there are any questions, do not hesitate to reach out to the Office of Community & Professional Education at community@hvcc.edu or (518) 629-7339.

NEW students:

If your course requires access to an HVCC system identified above 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 access to an HVCC system, 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 have not set up an alternate email or answered security questions in WIREd, you can request a password reset using the following methods:

In-Person: If you are on campus, you can have your password reset in-person with picture ID at the following locations:

- [Registration Information Center](#), Guenther Enrollment Services Center, Room 136
- [Computer Learning Center \(CLC\)](#), Marvin Library Learning Commons, lower level

If you are unable to come to campus, you can request your password be reset and provided to you via Zoom or postal mail as follows:

Zoom: Call the Registrar’s Office at (518) 629-4574 or the Computer Learning Center and a staff member will invite you to a Zoom session in order to authenticate your identity. You will need to have access to a webcam on a computer or a smartphone with a camera. Please be prepared to show your photo ID on the camera. You will be provided a temporary password that will allow you to create a new password upon login.

Postal Mail: Please call the Office of Community & Professional Education office at (518) 629–7339 and request your username and password 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 request one of the options above.

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.