Overview

This guide, for students, details the steps to add or update mobile numbers and personal email addresses in SIS. Student's mobile numbers and personal email addresses are used to support multi-factor authentication (MFA) for the myTyler/VCCS portal.

If you experience any issues following these steps, please text the Help Hub at 804-476-0401.

Updating or Adding a Mobile Number and/or Personal Email Address

1. Go to https://identity.my.vccs.edu/.
2. Enter your myTyler (VCCS) username and click the Go button.
3. Enter your myTyler (VCCS) password or, if you've already set up MFA, go through the MFA authentication.

4. Click on the SIS tile, and then click on the My Student Information tile.

5. Click on the Personal Information option in the Student Center to open menu with Phone Numbers and Email Addresses options.
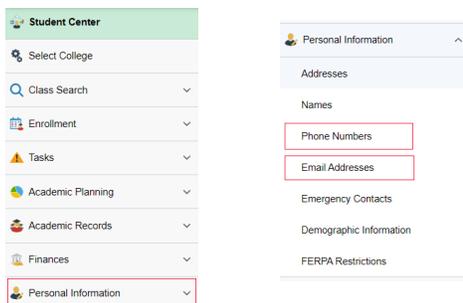
6. Click on the item you want to update.

- Mobile Number: On the Phone Numbers screen, click the Add a Phone Number button, select Mobile, and then type in your mobile number. To update an existing mobile number, click on the field in the Telephone column, and type in the correct number. *Note: In order to use your mobile device for myTyler/VCCS portal MFA, your mobile number must be in the mobile field.* Click Save.

- Email Address: On the Email Addresses Screen, click the Add an Email address button, selecting Home, and type in your personal email address. To update an existing personal email address, click on the field in the Email Address column, and type in the correct address. Click Save.

Need Help? Contact the Help Hub
Text 804-476-0401 or Call 804-796-4000