Using myCCC to Change Your Password

Select an option:

If you have any questions, comments or issues with the password reset tool, please contact the Help Desk at (928) 226 – 4357, or email ITS.HelpDesk@coconino.edu

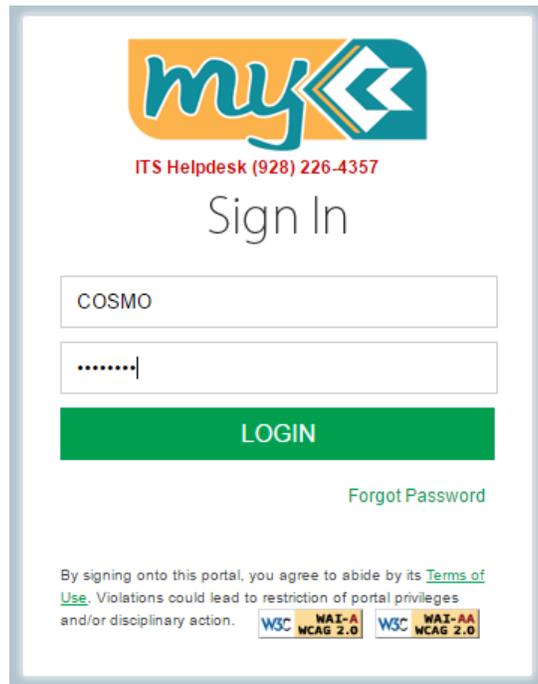1. Login to myCCC by going to https://myccc.coconino.edu or clicking "myCCC" on the CCC Homepage.

2. Upon first sign in you will be taken to a page of security questions and password reset information. Follow the steps 1, 2, and 3 to make sure your account gets the new password.
3. On the left hand side you will see Step 1, here you will choose 5 questions and answer them from a pool of 12 options. Choose the best questions you will be able to answer if you ever forget your password.

4. Once you are done inputting your answers you can press "Show Text" next to the responses to see what you typed. After you confirm the answers, press "Save" at the bottom.

Question

Question	6. When you were young, what did you want to be when you grew up? ▾
Correct Response	••••••• Show Text ☑
Response Text	A llama

[Save]

5. Once your questions are saved, you will be given a message saying the questions were updated.

Update Questions
Please provide answers to the questions below that can be used to verify your identity in case you forget your password. The answers should be both easy to remember and difficult to guess. A minimum of 5 characters is required for each answer.

✓ Questions updated successfully

6. Next you will go onto step 2, resetting your password. You must follow all the criteria to reset your password that is listed on that page. You will not be able to paste in your password, you must type the password in. So make sure it's a password you will remember.

Step 2: Change Your Password

Passwords must be at least **10 characters** in length

Passwords must fulfil **at least three** of the following **four** criteria:

• English uppercase alphabet characters **(A–Z)**
• English lowercase alphabet characters **(a–z)**
• Base 10 digits **(0–9)**
• Non-alphanumeric characters **(e.g., !$#,%)**
Forgot Password
Generate a Sample Password

New Password:

Verify New Password:

[OK] [Cancel]

7. Once you choose a password that meets the criteria you will be given a confirmation. An email will be sent to your student email confirming the password change.

✓ Your password has been successfully reset. and e-mailed to you

If you don't follow the criteria, or type the password wrong in the second field you will be given an error.

! Error with password: Password must be at least 10 characters long
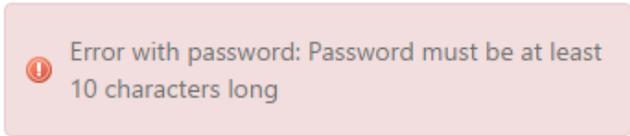
8. After you update your password, follow Step 3 and sign out of myCCC by using the Sign Out link at the top of the page.

Cosmo The Llama
Edit Profile | Sign Out

If you do not sign out and sign back in, you will not be able to use the single sign-on links on myCCC.


Step 3: Sign Out & Login with NEW password

TO COMPLETE PASSWORD RESET :
Click to Sign Out then **Login with your NEW password**

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Information Technology Services — Coconino Community College

1. If you have forgotten your password, on the login screen for myCCC press "Forgot Password" option.
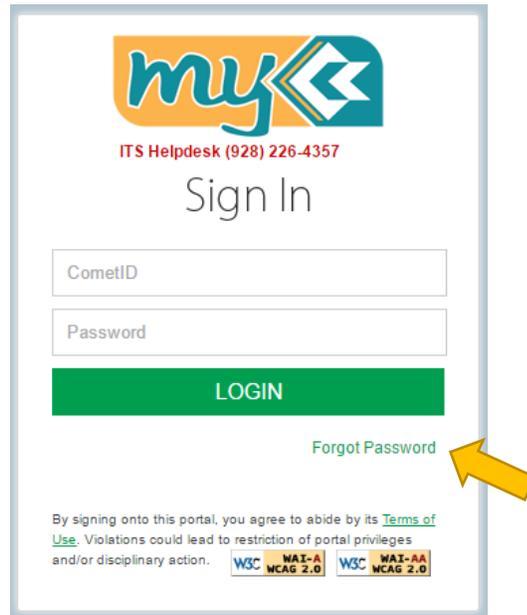
2. On this next screen you will be given some information. If you have forgotten your username too, you will need to call the Help Desk at (928) 226 – 4357. Please read all the information on the right side before continuing with the forget your password options.
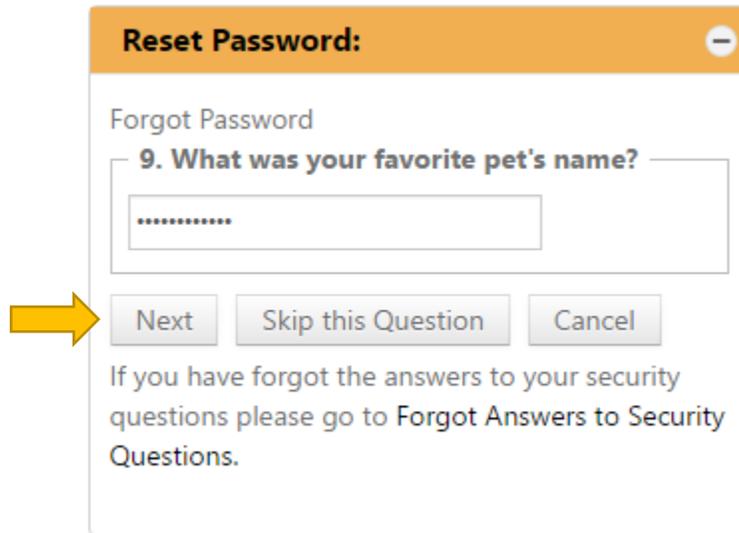3. Type in your Username (Comet ID) into the blank field and press "OK."
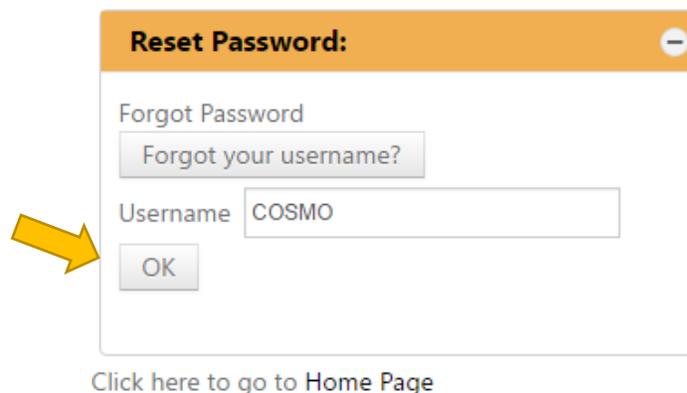
4. If you mistype your Comet ID, or if there is an issue with your account you will receive an error and need to contact the Help Desk.

**5.** Once you type in your Comet ID and press OK. You will be taken to your questions one at a time.

Reset Password:

Forgot Password

9. What was your favorite pet's name?

••••••••••••

Next   Skip this Question   Cancel

If you have forgot the answers to your security questions please go to **Forgot Answers to Security Questions.**

6. If you forget an answer or don't want to answer the question for some reason, you can skip to the next one. You can only skip 3 questions, as you must answer 2 correctly.
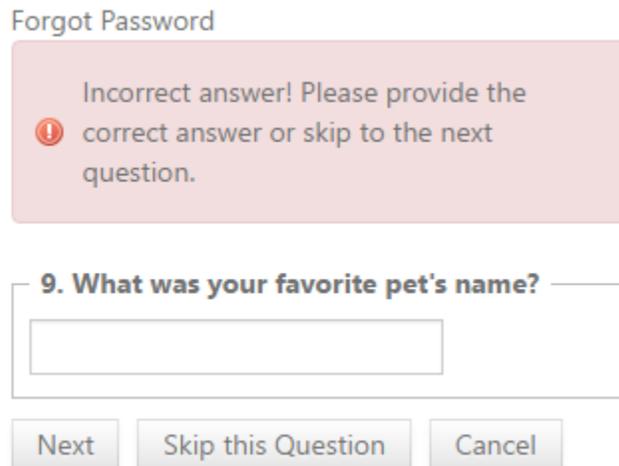
Forgot Password

Incorrect answer! Please provide the correct answer or skip to the next question.

9. What was your favorite pet's name?

Next   Skip this Question   Cancel

7. Once you have typed two questions correctly you will be given a generated password. Use this password to login to myCCC again, and reset your password to a password you want.
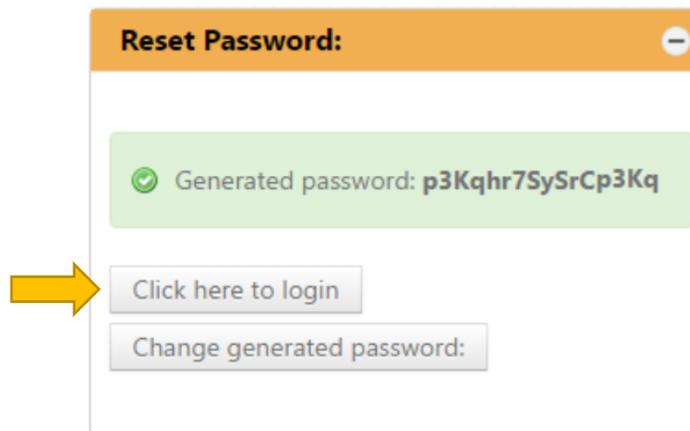
Reset Password:

Generated password: **p3Kqhr7SySrCp3Kq**

Click here to login

Change generated password:

8. When you sign into myCCC again using your Comet ID and the new generated password, you will be required to change your password.

Reset Password: −

Forgot Password
Generate a Sample Password

New Password:

[   ]

Verify New Password:

[   ]

[OK]   [Cancel]

These must follow the same criteria as listed above in Part 1. The criteria also are listed on the right side of this page in the Information section.

9. After you reset your password, log out of the Portal and log back in. You can find the sign out link in the top right of the myCCC page. This ensures that all single sign-on links work.

Reset Password: −

Forgot Password

✓ Your password has been successfully reset. and e-mailed to you

Cosmo The Llama
Edit Profile | Sign Out

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Information Technology Services

Coconino Community College