

Using myCCC to Change Your Password

Select an option:

- [Part 1: Setting up Account/Changing Your Password](#) (Page 2)
- [Part 2: Forgot Your Password](#) (Page 5)

If you have any questions, comments or issues with the password reset tool, please contact the Help Desk at [\(928\) 226 – 4357](tel:9282264357), or email ITS.HelpDesk@coconino.edu



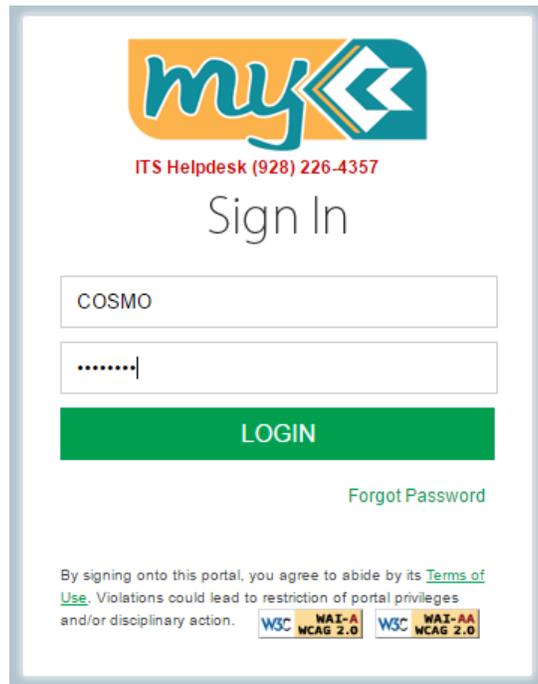
Information
Technology
Services



Coconino
Community
College

Part 1: Changing your password:

1. Login to myCCC by going to <https://myccc.coconino.edu> or clicking “myCCC” on the CCC Homepage.



myCCC
ITS Helpdesk (928) 226-4357
Sign In

COSMO
.....

LOGIN

[Forgot Password](#)

By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action.

WSC WAI-AA WCAG 2.0 WSC WAI-AA WCAG 2.0

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.

Step 1: Define Password Reset Security Question

You must answer **ALL Five (5)** questions.
Answers **MUST** be at least **FIVE (5)** characters long.
Make sure you hit the **Save** button below after answering the questions.

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.

Question	Correct Response
Question	Please Select
Question	Please Select
Question	1. What is your favorite place to visit?
Question	2. What was your childhood nickname?
Question	3. Who is your favorite actor, musician, or artist?
Question	4. Where did you take your first family vacation?
Question	5. Where did you meet your spouse/significant other?
Question	6. When you were young, what did you want to be when you grew up?
Question	7. What was the best birthday present you ever received?
Question	8. What is the name of your childhood best friend?
Question	9. What was your favorite pet's name?
Question	10. What was the last name of your favorite elementary teacher?
Question	11. What is the make of your first car?
Question	12. What is the name of your first employer?



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

Correct Response Show Text

Response Text

- 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

- 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](#)

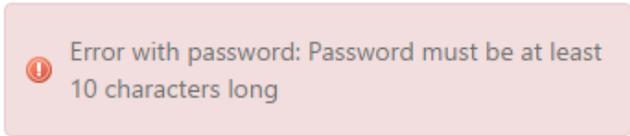
New Password:

Verify New Password:

- 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.



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.



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

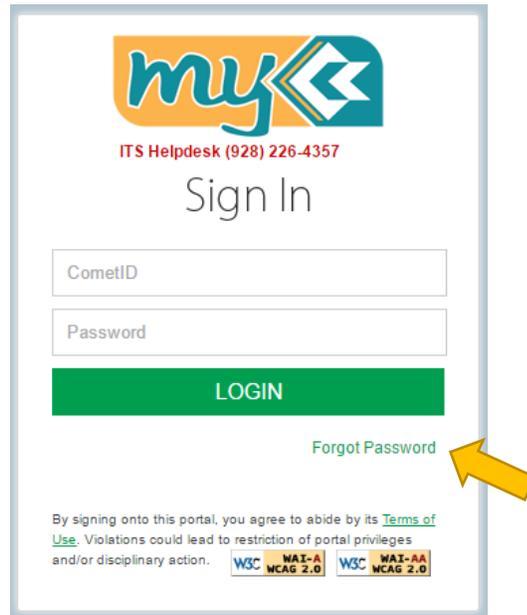
TO COMPLETE PASSWORD RESET :
Click to Sign Out then **Login with your NEW password**

If you have any questions, comments or issues with the password reset tool, please contact the Help Desk at [\(928\) 226 – 4357](tel:9282264357), or email ITS.HelpDesk@coconino.edu



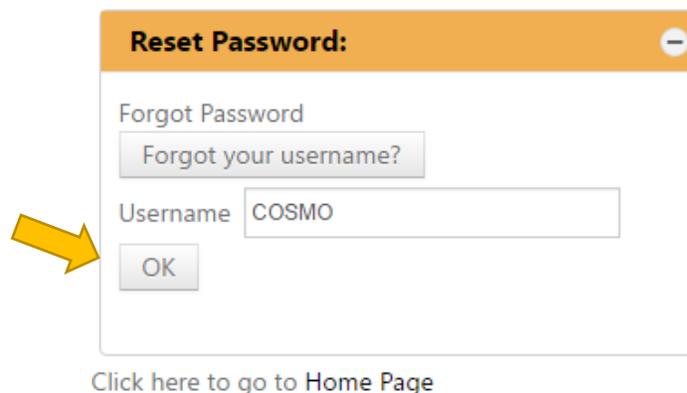
Part 2: Forgot your password

1. If you have forgotten your password, on the login screen for myCCC press “Forgot Password” option.



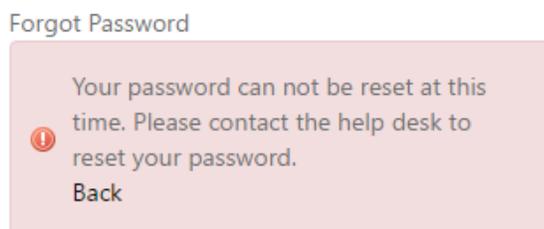
myCCC
ITS Helpdesk (928) 226-4357
Sign In
CometID
Password
LOGIN
Forgot Password
By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action. WSC WAI-AA WCAG 2.0 WSC WAI-AA WCAG 2.0

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.”



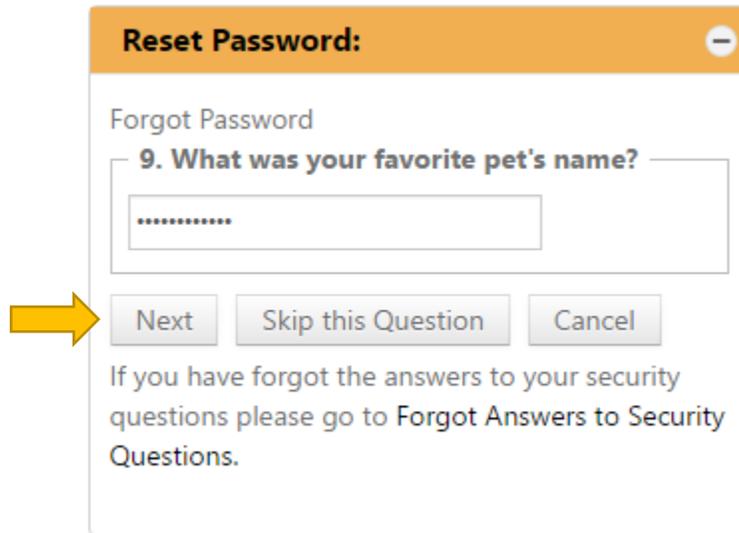
Reset Password:
Forgot Password
Forgot your username?
Username COSMO
OK
Click here to go to Home Page

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.



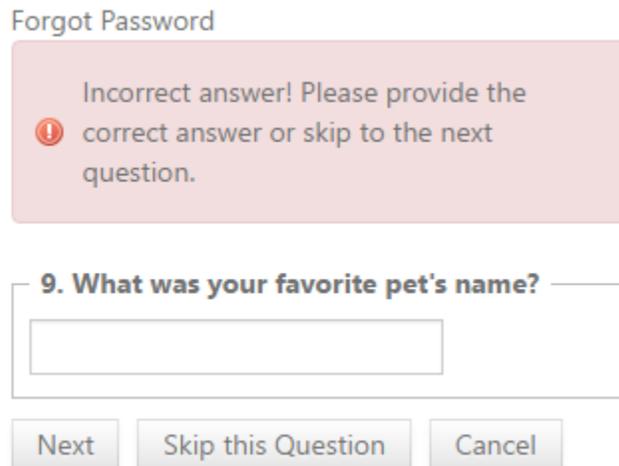
Forgot Password
Your password can not be reset at this time. Please contact the help desk to reset your password.
Back

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



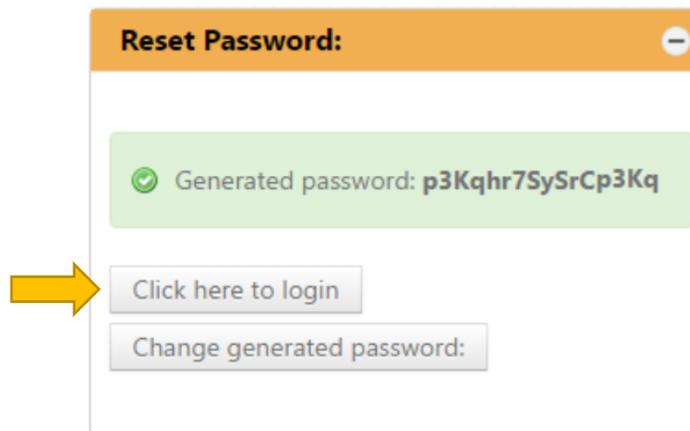
The screenshot shows a dialog box titled "Reset Password:" with a close button in the top right corner. Below the title is the text "Forgot Password". The main content area contains the question "9. What was your favorite pet's name?" followed by a text input field with a masked password "*****". Below the input field are three buttons: "Next", "Skip this Question", and "Cancel". A yellow arrow points to the "Next" button. At the bottom of the dialog, there is a link: "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.



The screenshot shows a dialog box titled "Forgot Password". A red error message box is displayed, containing a red exclamation mark icon and the text: "Incorrect answer! Please provide the correct answer or skip to the next question." Below the error message is the question "9. What was your favorite pet's name?" followed by an empty text input field. At the bottom are three buttons: "Next", "Skip this Question", and "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.



The screenshot shows a dialog box titled "Reset Password:" with a close button in the top right corner. A green success message box is displayed, containing a green checkmark icon and the text: "Generated password: p3Kqhr7SySrCp3Kq". Below the message box are two buttons: "Click here to login" and "Change generated password:". A yellow arrow points to the "Click here to login" button.

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



If you have any questions, comments or issues with the password reset tool, please contact the Help Desk at [\(928\) 226 – 4357](tel:9282264357), or email ITS.HelpDesk@coconino.edu

