Coconino Community College

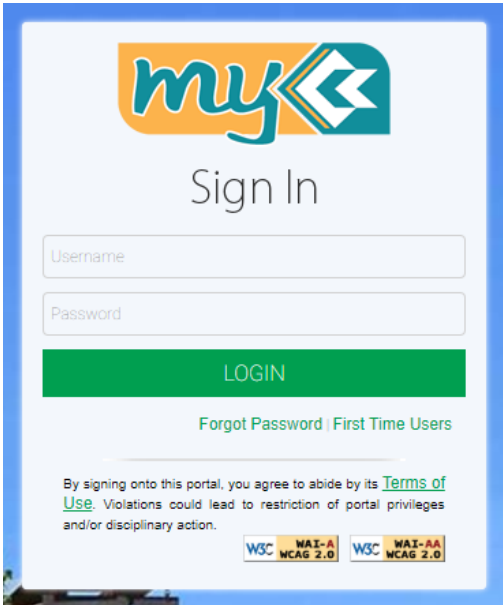# myCCC Reset Password & Recovery Settings

Part 1: Changing Password
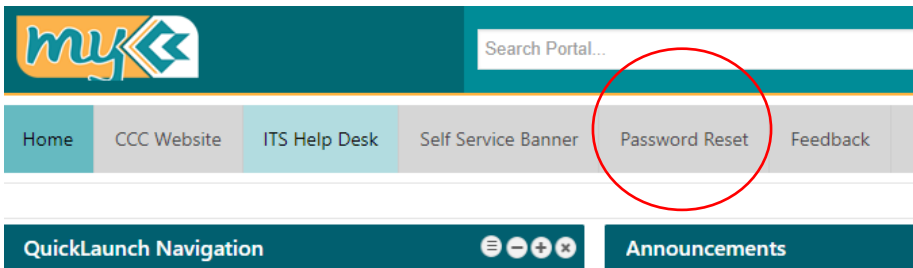
Part 2: Recovery Settings

For any other issues, please contact the Help Desk at
its.helpdesk@coconino.edu or call at (928) 226 – 4357

Resetting Your Password
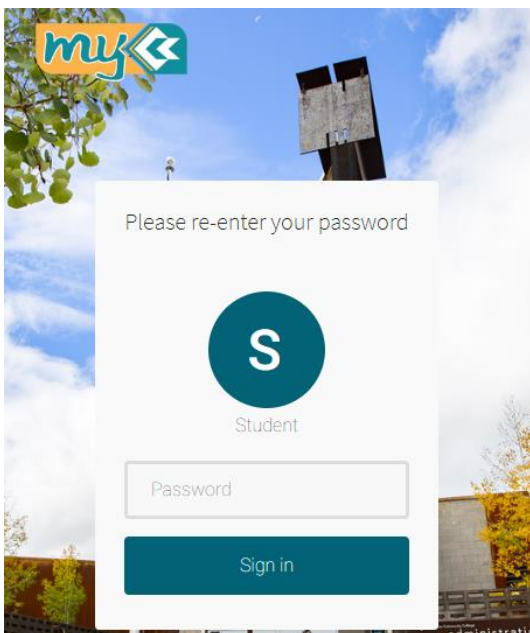
Step 1. Sign into myCCC with your current password

Step 2. Within myCCC click "Password Reset"

Step 3. You will be redirected to the Password Manager screen

Step 4. Re-enter your password to sign into the Password Manager

Step 5. Once signed into the Password Manager choose "Change now" under the Change Password option

Step 6. On the next screen you will be asked to type in your current password and create a new password. Use the following requirements for your new password:

- Minimum 10 characters with one of each category listed below
- English uppercase alphabet character (A-Z)
- English lowercase alphabet character (a-z)
- Base 10 digit (0-9)
- Special Character (!@#$&)

Step 7. Once you are finished click Update. If you successfully reset your password a confirmation message will appear.
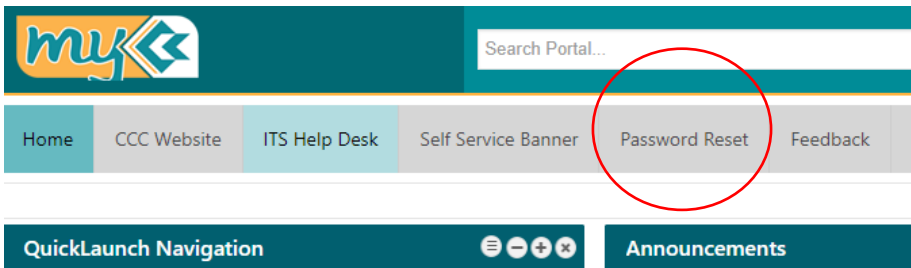

Step 8. Click myCCC in the bottom right to return.

Change Account Recovery Settings

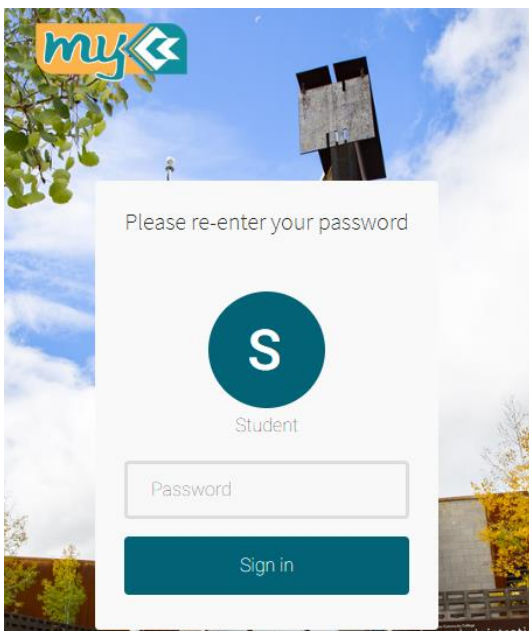**Step 1.** Sign into myCCC with your current password
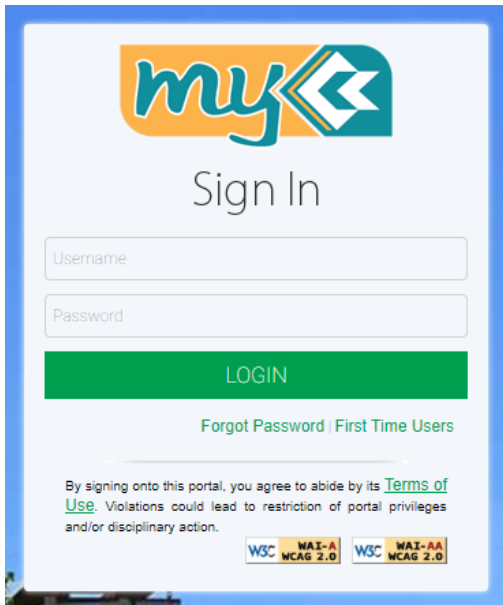
Step 2. Within myCCC click "Password Reset"
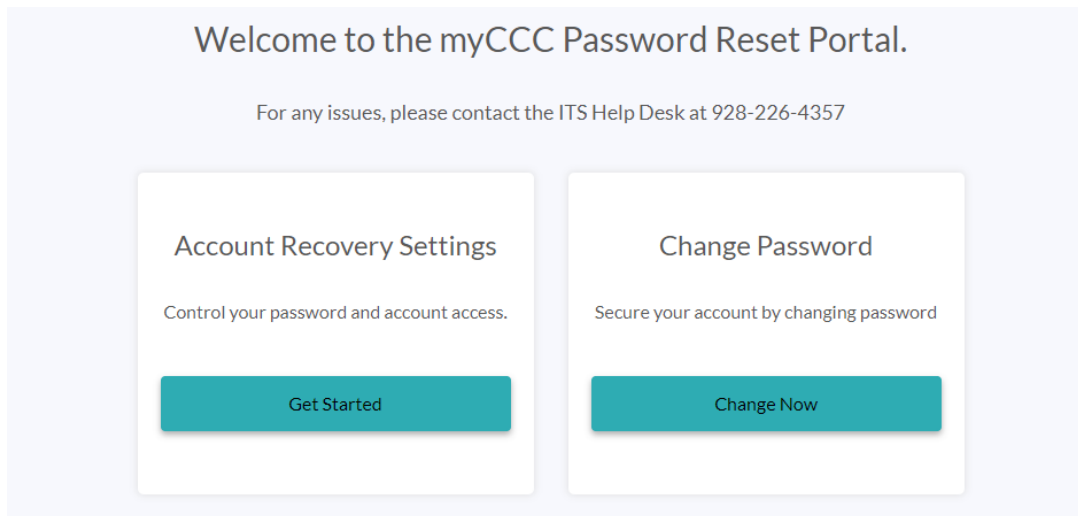

Step 3. You will be redirected to the Password Manager screen

Step 4. Re-enter your password to sign into the Password Manager

Step 5. Once signed into the Password Manager choose "Get Started" under Account Recovery Settings
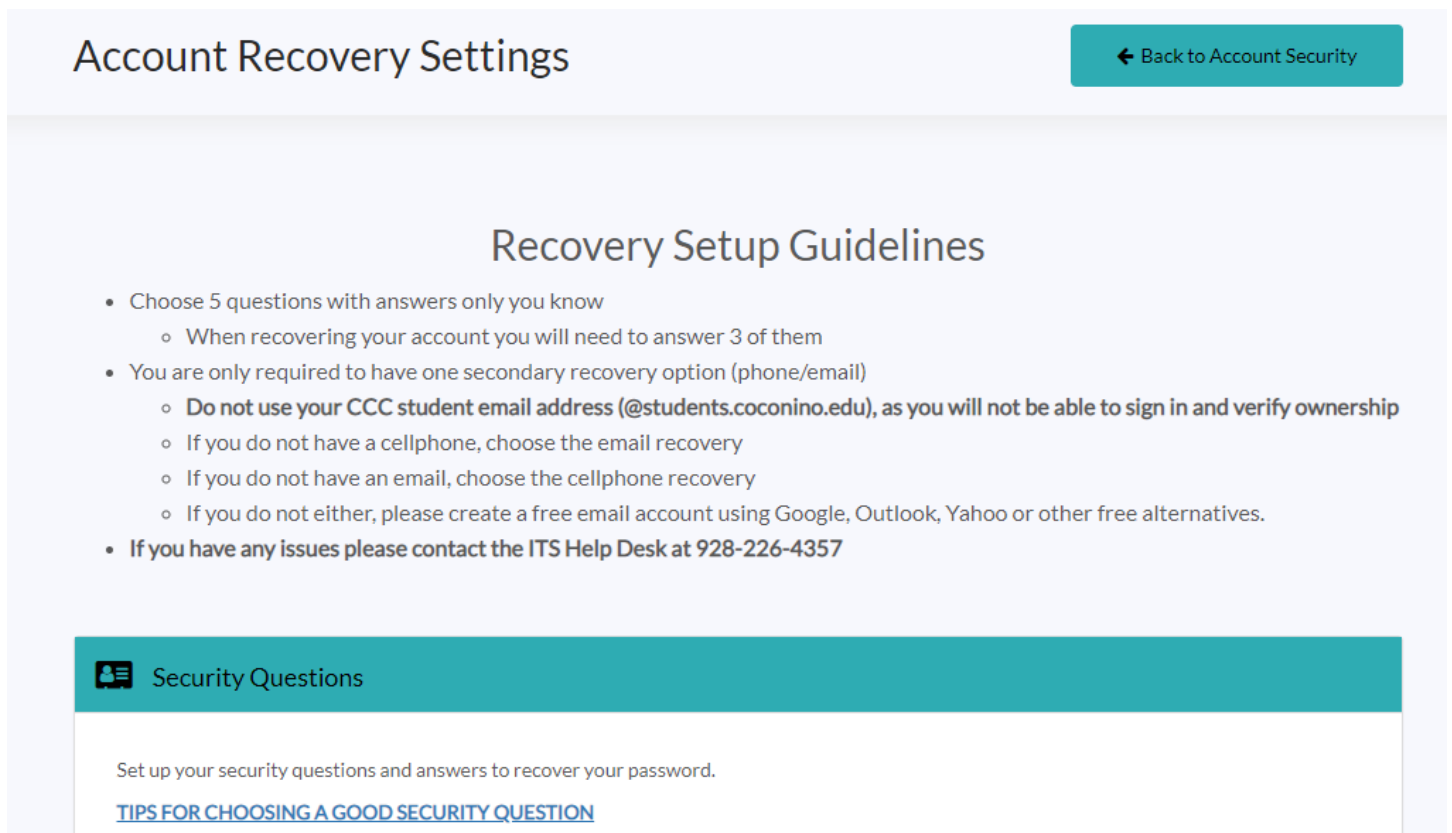
Welcome to the myCCC Password Reset Portal.

For any issues, please contact the ITS Help Desk at 928-226-4357

Account Recovery Settings

Control your password and account access.

Get Started

Change Password

Secure your account by changing password

Change Now

Step 6. On the next page you can go through and update the FIVE security questions and the secondary multi-factor authentication method used when the account was initially setup.

NOTE: For instructions on how to setup the questions and secondary multi-factor authentication methods view our First Time User guide on the Password Information page.

Account Recovery Settings

← Back to Account Security

Recovery Setup Guidelines

- Choose 5 questions with answers only you know
  - When recovering your account you will need to answer 3 of them
- You are only required to have one secondary recovery option (phone/email)
  - **Do not use your CCC student email address (@students.coconino.edu), as you will not be able to sign in and verify ownership**
  - If you do not have a cellphone, choose the email recovery
  - If you do not have an email, choose the cellphone recovery
  - If you do not either, please create a free email account using Google, Outlook, Yahoo or other free alternatives.
- **If you have any issues please contact the ITS Help Desk at 928-226-4357**

📇 Security Questions

Set up your security questions and answers to recover your password.

TIPS FOR CHOOSING A GOOD SECURITY QUESTION