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

![myCCC Sign In](image1)

**Step 2.** Within myCCC click “Password Reset”

![myCCC Password Reset](image2)

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

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

![Password Manager](image3)
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

![Sign In](image1)

**Step 2.** Within myCCC click “Password Reset”

![Password Reset](image2)

**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.

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.