Using myCCC to Change Your Password

Select an option:

- **Part 1: Setting up Account/Changing Your Password** (Page 2)
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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]*
Part 1: Changing your password:

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

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.

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.
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

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Part 2: Forgot your password

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](image)

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](image)

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](image)

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

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