

Coconino Community College

myCCC First Time Users

Part 1: [Resetting 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

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First Time Password Reset in myCCC

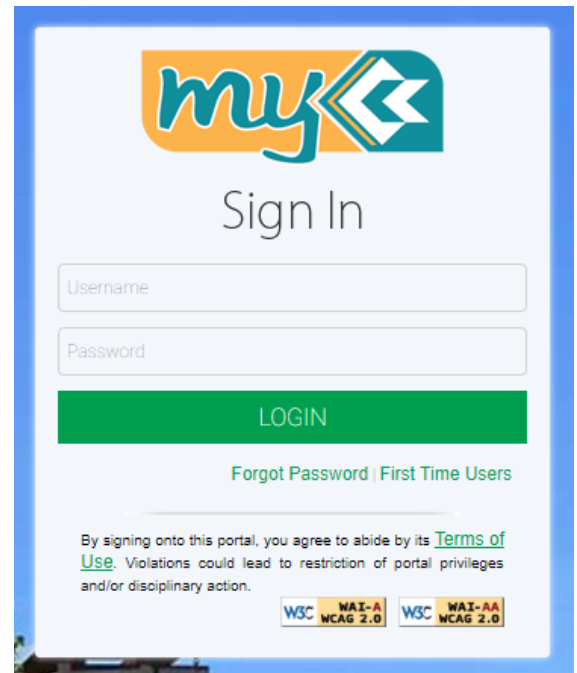
Step 1. Navigate to myCCC from either the home page of CCC or by going to <https://myccc.coconino.edu>

Step 2. Type in your Comet ID and password into the login fields

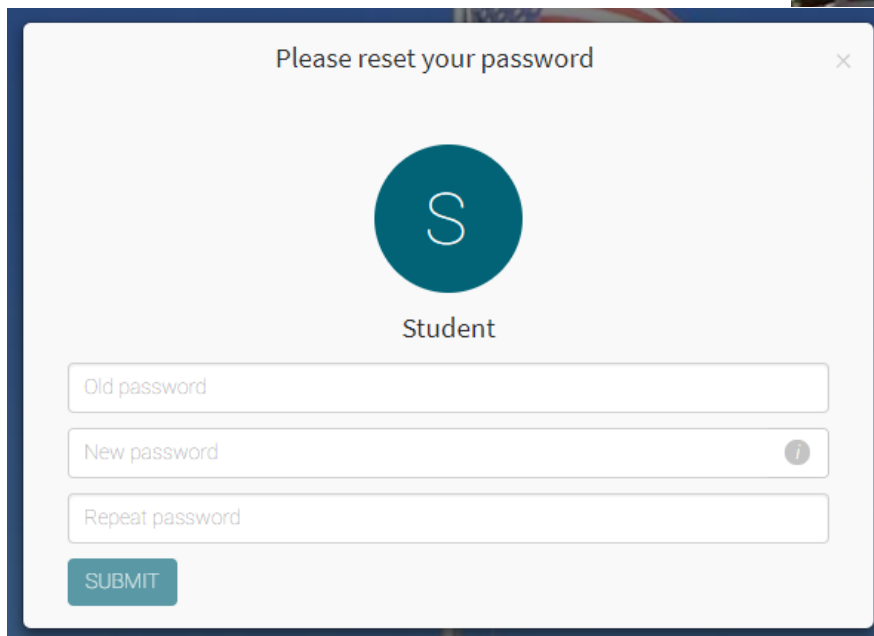
Step 3. Upon first sign in your account will be expired, a screen will appear asking you to create a new password.

Step 4. Type in your current password and create a new password with the following requirements:

- 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 (!@#\$%)



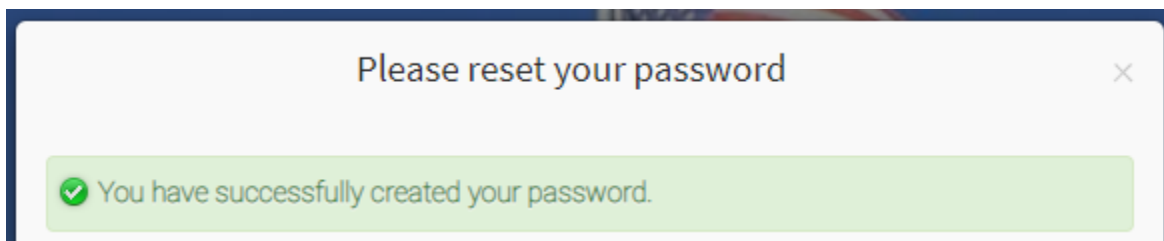
The image shows the myCCC Sign In page. At the top is the myCCC logo. Below it is the text "Sign In". There are two input fields: "Username" and "Password". A green "LOGIN" button is positioned below the fields. Below the button are links for "Forgot Password" and "First Time Users". At the bottom, there is a disclaimer: "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." and two accessibility icons: "W3C WAI-A WCAG 2.0" and "W3C WAI-AA WCAG 2.0".



The image shows a "Please reset your password" dialog box. It features a teal circular profile picture with the letter "S" and the label "Student" below it. There are three input fields: "Old password", "New password" (with a teal information icon), and "Repeat password". A teal "SUBMIT" button is at the bottom left.

Step 5. If you do not meet the requirements, or don't match your password when repeating it, you will receive an error and have to type it in again.

Step 6. After you reset your password, you will get a confirmation stating your password has been updated.



The image shows a "Please reset your password" dialog box with a green success message: "You have successfully created your password." with a green checkmark icon.

Step 7. After you have successfully reset your password you will need to sign in once more with your new password.

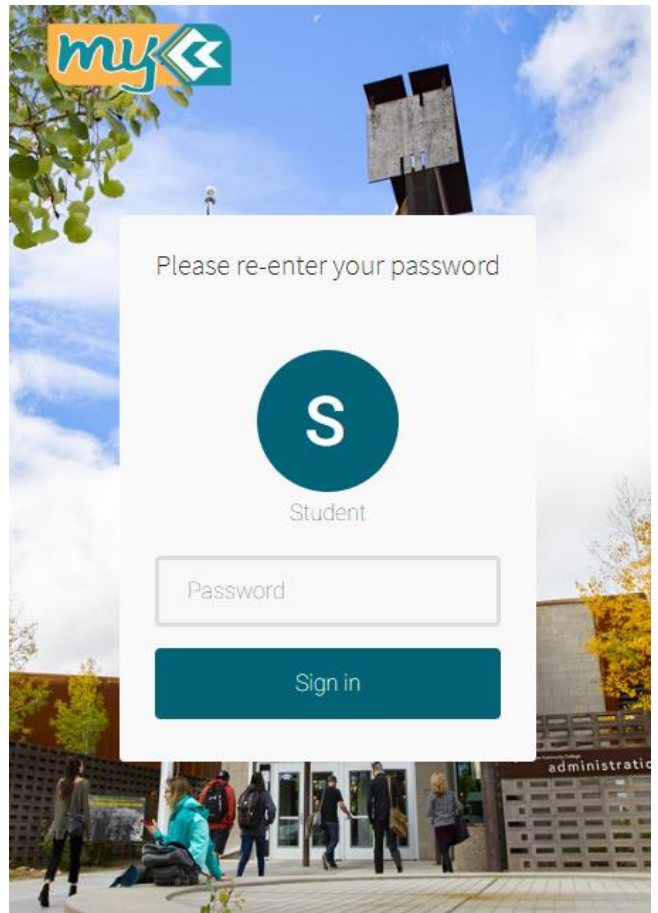
First Time Setup of Recovery Settings

Step 8. Once you have reset your password and logged into the portal with your new password you will be redirected to the Password Manager login screen. Type your password one more time to login.

Step 9. You will be redirected to a page with instructions on how to create recovery questions and a secondary multi-factor authentication step.

Step 10. Select FIVE questions that you will remember to recover your account if you have forgotten your password. When recovering your account, you will only need to answer some of these questions.

Note: Choose FIVE questions that will be difficult for others to guess. Do not use the same answer for all the questions.



Security Questions


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

[TIPS FOR CHOOSING A GOOD SECURITY QUESTION](#)

Q --Please select a question--	Q --Please select a question--
A Answer	A Answer
Q --Please select a question--	Q --Please select a question--
A Answer	A Answer
Q --Please select a question--	
A Answer	

Step 11. Choose a secondary multi-factor authentication to verify your account. You can choose either Text or Email. For additional security you can verify both.

Note: You **MUST** select one type of secondary multi-factor authentication. You cannot use your Student Email address as your recovery email, as you cannot verify it without signing in. If you do not have an email account or a cellphone, you can create a free email address through Gmail, Yahoo, Hotmail, etc. Contact the ITS Help Desk for any questions or assistance.

 Email Recovery

You can recover your password using your verified email address.



Primary

Email Address

Step 12. Once you select your authentication method, you will receive an email/text with a code. This message will come from QuickLaunchSSO. If you do not see your phone provider when verifying, contact the ITS Help Desk.

Note: The email/text should arrive within 60 seconds. If you do not receive an email, check your Junk folder.


Verification Code for Email Recovery

 **no-reply** to student 
 Hi student,

8675309 is your verification code.
 QuickLaunchSSO

Step 13. Once you have verified your phone/email you will receive a confirmation message.

Step 14. After you have verified one authentication method, you can now proceed to myCCC.


 Email Recovery


Email address saved successfully

You can recover your password using your verified email address.

Primary

Verified

 example@example.com




EMAIL VERIFICATION

The security code has been sent to
 Example@example.com

Enter Verification Code

[Resend Security Code](#)



PHONE VERIFICATION

Please enter a valid phone number

Phone Number (numbers only)

--Select Carrier--

- Select Carrier--
- Alltel
- AT&T
- BMobile
- C Spire
- Cell Com
- Cricket
- Digicel
- Flow
- GoogleVoice
- Helio
- Metro PCS
- Nextel
- Project FI
- Sprint PCS
- T-Mobile
- Tracfone
- U.S Cellular
- Verizon Wireless
- Viaero Wireless

 Security Questions

 Email Recovery

 Phone Recovery