

Coconino Community College

myCCC Recover Forgotten Password



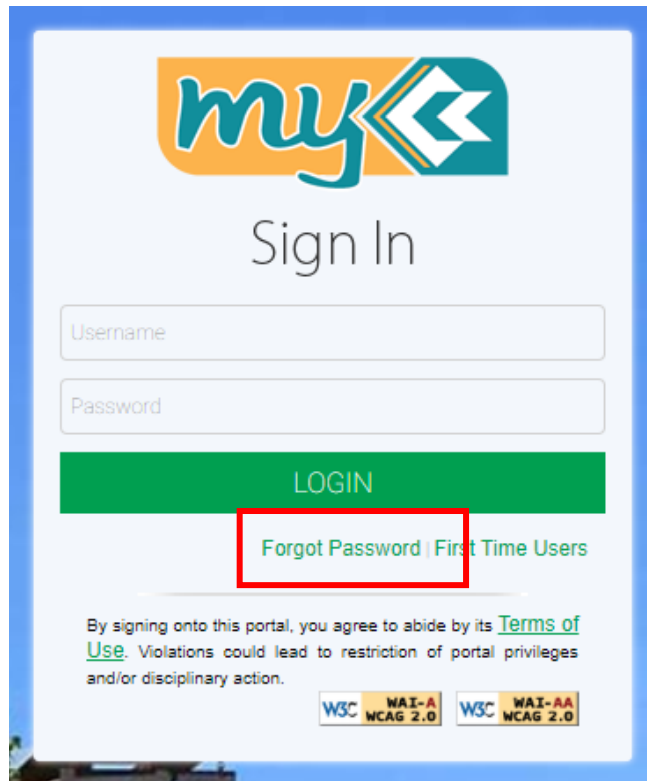
For any other issues, please contact the Help Desk at its.helpdesk@coconino.edu or call at (928) 226 – 4357



NOTE: These steps only work if you have already setup your security questions and recovery information. If you have not done that yet, contact the ITS Help Desk

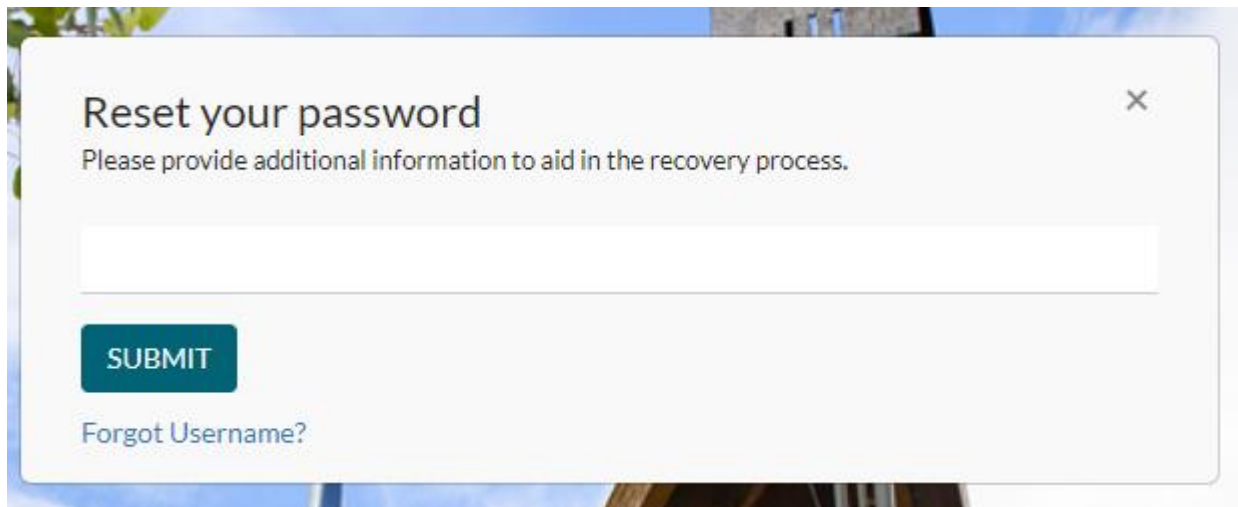
Step 1. Navigate to myCCC from the CCC homepage or by going to <https://myccc.coconino.edu>

Step 2. Click “Forgot Password” underneath the Login Button



Step 3. You will be redirected to the Password Manager page asking for your Comet ID

Step 4. Type in your Comet ID and click Submit



Step 5. You will be asked the recovery questions that you setup when first signed into myCCC. If you do not remember an answer you can skip it. If you do not remember enough answers you must contact the ITS Help Desk.

Reset your password ×

Please provide additional information to aid in the recovery process.

Who is your favorite actor, musician, or artist?

Answer

SKIP **NEXT**

Step 6. Once you correctly answer enough questions it will ask for a secondary method of verification. If you chose both Email and Phone you can choose either. If you do not have access to either, you must contact the ITS Help Desk.

Reset your password ×

Please provide additional information to aid in the recovery process.

Select a verification option.

Send me an email →

Send me an SMS →

Reset your password ×

Please provide additional information to aid in the recovery process.

Select a verification option for Forgot Password.

***8675309 →

Step 7. Once you select a method, you will receive either a message with the code to enter. If you do not receive a message within 60 seconds you can choose to Resend Security Question.

Reset your password

Please provide additional information to aid in the recovery process.

The security code is sent to your email address

Enter Verification Code

SUBMIT

[Resend Security Code](#) [Change Recovery Email](#)

One Time Password

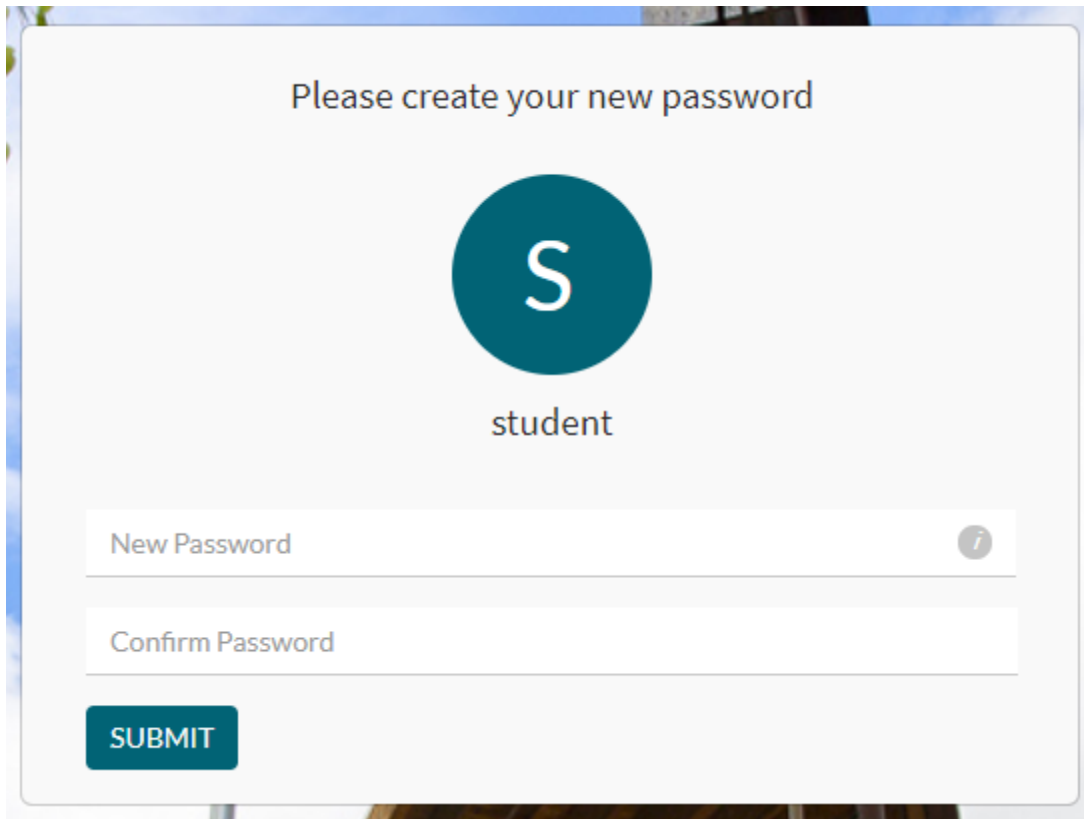


no-reply to student ↕


Hi student your OTP for email verification is 1234567.


Step 8. After you enter the code correctly, you can reset your password using 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 (!@#\$%)



Please create your new password


student

New Password 

Confirm Password

SUBMIT

Step 9. You will receive a confirmation message when you have successfully reset your password and be redirected to the myCCC login screen.

