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](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.
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.

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.
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 (!@#$&)

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