The MyCC Password Reset Process

1.) On the MyCC homepage at https://mycc.cambridgecollege.edu/, enter your ID number and click "I forgot my password".

(a) If you have previously logged into MyCC and set up a security question, you will be prompted to answer this security question before clicking the button "Send New Password", which will send a temporary password to your CC-Go e-mail account.

(b) If you have not logged into MyCC before, you will be prompted to have a new password be sent to the e-mail address on file with Cambridge College.

2) You will be brought to a confirmation screen which indicates where the temporary password was sent.

Login - Login

An e-mail message with your new password was sent to the following emaJoe.student67@go.cambridgecollege.edu   :ollege.edu

Username: 234567
Password:
Login
I forgot my password

2.) Check your CCGmail email inbox, as well as spam and junk folders for the e-mail from IT@cambridgecollege.edu which contains your temporary password.

Your New Password   Inbox x

IT@cambridgecollege.edu
to me

Your new password is mG%5^9PfwH@4

3.) Copy and paste or type your temporary password into the password box and click "Submit". You will be brought to the initial Log In page, please click on "OK".

4.) If you are a new student, you will be required to create a security question. Please make sure to enter a question that you will remember the answer to. If you have already established a security question, enter the correct answer and hit save.
NOTE: If you have already established a security question, but have forgotten the answer, please contact the IT Helpdesk at (800) 877-4723 x1159, and a technician can help you.
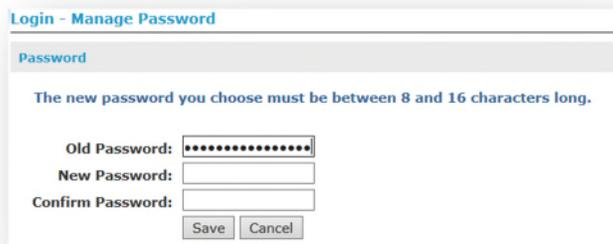
Login - Manage Password Hint

When you forget your password, a new one is generated for you (and sent to your e-mail address) and the old one will no longer work. If you want to ensure that only you can have a new password sent to your e-mail address, enter a hint question and answer. A new password will not be generated without your answer being supplied first.

Security Question: What is your favorite color?
Answer: red
Save   Cancel

5.) Please submit the temporary password as the "Old Password".   Type the new password of your creation into the "New Password" and "Confirm Password" tabs. Make sure your password is complex, including uppercase, lowercase, number and symbol characters (ie: #$%&), and is between 8 and 16 characters in length.

Login - Manage Password

Password

The new password you choose must be between 8 and 16 characters long.

Old Password: `••••••••••••••••`
New Password: `_____`
Confirm Password: `_____`

[Save] [Cancel]

If you experience any issues with this process, please reach out to the HelpDesk at 617-873-0159 or by calling our toll free number at (800) 877-4723 x1159. You may also enter an eHelpdesk request by logging into https://helpdesk.cambridgecollege.edu or by emailing Helpdesk@cambridgecollege.edu.