



## Cambridge College Information Technology Department

Phone: 800-877-4723 Ext.1159

Website: <https://www.cambridgecollege.edu/it-support>

### How to Access MyCC as a New User

These instructions are created to assist students, faculty and staff of Cambridge College with accessing MyCC for the first time. If you have previously logged into MyCC, please follow the instructions on the [My CC Password Reset](#) process documentation or contact any of the following student services departments for assistance logging in: Admissions, Registrar, Bursar or IT.

- 1.) Open up any web browser (though best functionality of MyCC will be through using Mozilla Firefox) and go to the following link: <https://mycc.cambridgecollege.edu>
- 2.) Type in your Jenzabar ID (aka student, faculty or staff ID) in the ID number field and click "New User?" on the same row, all the way to the right side of the screen.

The screenshot shows the MyCC login interface. At the top left is the MyCC logo. Below it are navigation links for HOME and TUTORIALS. The main area contains a search bar, an ID Number field, a Password field, a Login button, a link for 'I forgot my password', and a 'New User?' link which is circled in red. Two red arrows point to the ID Number field and the 'New User?' link.

- 3.) Type in your email address and phone number in the fields as needed and click "Continue".

The screenshot shows the 'New user Password' form. At the top left is the MyCC logo. Below it are navigation links for HOME and TUTORIALS. The main area contains a heading 'You are here: Welcome' and a sub-heading 'Login - New user Password'. The form has three input fields: ID Number (pre-filled with 242964), Email Address, and Phone Number. Below the Phone Number field is a small icon of a phone. At the bottom are two buttons: Continue and Cancel.

If the e-mail address or phone number input to these fields is different than what is on file, you will see an error message stating such, at which point you will need to contact the Registrar's Office at Cambridge College to have your information updated to reflect what your current contact methods are.

### Login - New user Password

Combination of information does not match the information on file. Please verify the information and contact the Registrars office at 617-873-0101 for further assistance.

**\*\*Note: If you are a Faculty Member, please contact your Contracts Administrator in the Academic Affairs Office**

ID Number

Email Address

Phone Number

xxxxxxxx

- 4.) You will be brought to the following page, with a message indicating that a new password is sent to the email address listed.

The screenshot shows the MyCC login page. At the top left is the MyCC logo. To the right is a search bar. Below the logo is a navigation bar with 'HOME' and 'TUTORIALS' tabs. Underneath, it says 'You are here: Welcome'. The main content area is titled 'Login - Login' and contains a message: 'An e-mail message with your new password was sent to the following email address: Linda.mullally23@go.cambridgecollege.edu'. Below the message are input fields for 'Username: 243089' and 'Password:'. There is a 'Login' button and a link that says 'I forgot my password'.

Please log into the listed e-mail address. Within 10 minutes, you should receive an e-mail from [IT@CambridgeCollege.edu](mailto:IT@CambridgeCollege.edu) containing a new password that you can use to log in to MyCC. Please be sure to check your Junk or Spam folders for this e-mail.

### Your New Password Inbox x

The screenshot shows an email from 'IT@cambridgecollege.edu' addressed 'to me'. The body of the email says 'Your new password is A%i9aB5\*^tN84~'.

Copy and paste this password into the password field. Click "Login". If there is an error in the new password, you will receive an error message that your login is invalid. Please make sure there are no spaces or extra characters in the password field and that the password exactly matches.

## Login - Login

Invalid Login

Username:

Password:

[I forgot my password](#)

If you do not receive this e-mail within 15 minutes, please contact the IT HelpDesk by calling 617-873-0156 or sending an e-mail to [HelpDesk@CambridgeCollege.edu](mailto:HelpDesk@CambridgeCollege.edu)

- 5.) To help keep your account secure, you will need to set up a security question to use for accessing MyCC in the future should you forget your password, want to reset it etc. Please create a question only you will know the answer to, and make sure to type in the answer using capitalization you will remember. After the question and answer are typed into the fields, please click "Save".

**MyCC**

[HOME](#) [REGISTRATION-GRADES](#) [ACADEMICS](#) [STUDENT SERVICES](#) [ACADEMIC RESOURCES](#) [ADVISING](#) [FINANCES](#) [TUTORIALS](#) [MORE ▾](#)

You are here: Welcome

### 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:

Answer:

[Preview My Info pop-up](#)

- 6.) After your security question is set up and saved, you will need to choose a new password. Please paste or type the password sent to you, which you used to log in initially, into the "Old Password" field. Please type in a password of your own creation into the "New Password" and "Confirm Password" fields. Make sure your password is complex and between 8-16 characters and that the confirmation and new password are exactly the same. If there is an error with the old password or the updated passwords matching, you will see an error message indicating where the problem is.



Search...

You are here: Welcome

Login - Manage Password

Password

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

Old Password:

New Password:

Confirm Password:

7.) After you click “Save”, you will be brought to the MyCC home page.