Password Reset

If you forget your college password, Okta makes resetting it quick and convenient.

**Note:** You must have previously setup Okta verify. If you have not please contact techsupport@ucc.edu

- On the sign-in page found at [https://my.ucc.edu](https://my.ucc.edu), click on *Need help signing in?* and then *Forgot password?*

- On the reset password screen, enter your college email address and choose your reset option.
• If you do not receive your reset notification or have not completed your password recovery configuration, please contact techsupport@ucc.edu to have your password reset. The Password Reset via email will go to both your college email account and your secondary email account. Open that email and click the Reset Password button. A SMS/text message reset will send a one-time code to the phone you have configured which you will then need to enter when asked.
Change Password Through my.ucc.edu

Note: You must have previously setup Okta verify. If you have not please contact techsupport@ucc.edu

1. Navigate to my.ucc.edu
2. Enter your username and password
3. Click on Settings
4. Click on Edit Profile

5. Type in your current password and click verify

6. Okta will request you to send push. Click send push and verify it is you.
7. Change your password by entering your current password and then the new password in the new password and confirm new password and then click on change password. Please follow the requirements listed.

![Change Password Form]

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 5 passwords.