

# Welcome to the Contra Costa Community College District and InSite

These instructions will demonstrate how to log into InSite and how to manage your user account.

## Part 1 – Your First Login

- Update your Password
- Provide your Challenge Answers
- Enroll your Mobile Phone using Text or Voice Message
- Choose your Cell Phone Message Options

## Part 2 - Manage your User Account

- Forgotten Password
- Forgotten Username
- Change (Reset) your Password
- Manage your Security Questions and Phone Numbers



# Part 1 – Your First Login

Click either the InSite button or InSite logo to Login

The screenshot shows a vertical navigation menu on the left with the following items: Insite, Login Instructions, Insite/Email FAQs, Course Schedule Search, Apply Now, Student Trustee, and Contact Us. To the right is a section for mobile app access. It features a blue InSite logo icon with a red arrow pointing to it from the 'Insite' button in the menu. Below the icon is the text: 'Access InSite at m.4cd.edu, or download the new InSite app for your mobile device. Search for the keyword "InSite" in the Apple App Store or Google Play, or click on the links below:'. At the bottom of this section are two buttons: 'Available on the App Store' and 'GET IT ON Google Play'.

You'll be prompted to enter your Username and Password

Click **Login** to continue



The screenshot shows a login form with a dark background. At the top left are logos for DVC, CCC, and LOS MEDANOS COLLEGE. The form contains the following elements: a 'Username' field with the text 'rtest100', a 'Password' field with masked characters, a 'Show password' checkbox, a 'Forgot Password?' link, a 'Login' button, a 'Lookup Username' link, and a 'Change Password' link.

# Update your Password

- 1) Confirm your username.
- 2) Enter a new Password.
- 3) Continue to the next step.

## Password Complexity Rules

- Must be at least 8 characters long
- Must have at least 1 lowercase character
- Must have at least 1 uppercase character
- Must have at least 1 numeric character

**Set Password**  
Please provide your username below then click the 'Continue' button

**Password Expired**  
Your password has expired and you must reset it.

Username  
rtest100



**Set Password**  
Please provide your new password, confirm it then click the 'Set Password' button

Username  
rtest100

New Password  
••••••

Confirm New Password  
••••••

Show password



**Set Password**

**Password Successfully Set**

[Click here to try to continue logging in.](#)

# Provide Your Challenge Answers

- 1) Confirm your username and password.
- 2) Answer 3 of the 10 security questions.
- 3) Continue to the next step.

**Enrollment - Challenge Answers**  
Please enter your current password and click the button below to enroll your challenge answers. You can skip this enrollment 5 more times before being forced to enroll.

Username  
rtest100

Password  
•••••••• Show password



**InSite Portal**  
Please answer at least 3 of the 10 questions below

Username  
cmcstudent100

1) *What was your high school mascot?*

2) *What school did you attend for sixth grade?*

3) *What was your first car?*

4) *In what city was your first job?*

5) *What was the name of your first stuffed animal?*

Answers remaining: **3 optional**



**InSite Portal**

**Action Successful**  
[Click here to try to continue logging in.](#)

# Enroll Your Mobile Phone

- 1) Enter your mobile phone number and service provider.
- 2) Receive a text or voice message containing a one-time-password.
- 3) Enter your one-time-password.
- 4) Continue to InSite.

**Enrollment - Mobile Phone**

Please enter your phone number in order to register your phone. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login unless you click on permanently suppress reminders.

If you select phone as being able to receive text (SMS) message then this phone number will automatically be entered into the District's emergency communications system. You will receive a text (SMS) message in the event of an emergency situation such as campus shutdown, gas leaks, power outage, etc. On the next page you will be provided with an opportunity to select if you want to receive other college information via text (SMS) message.

**Username**  
rtest100

**Password**  
•••••••• Show password

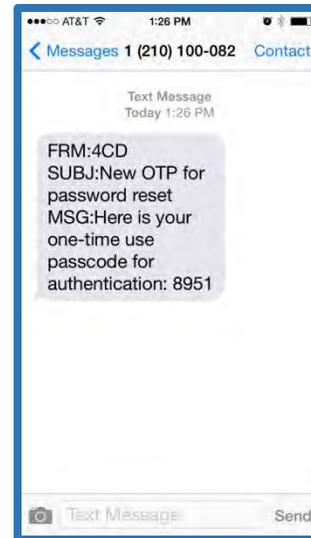
**Country**  
United States

**Phone Number**

This phone can receive SMS/text messages  
 This phone **cannot** receive SMS/text messages

**Phone Provider**  
AT&T

Permanently Suppress Reminders



**InSite Portal**

A One-Time Password (OTP) has been sent to your phone. It could take 10-15 seconds to be delivered. Upon receipt, please enter the One-Time Password (OTP) below and click the button to continue.

**Username**  
rtest100

**One-Time Password**

[Problems with the One-Time Password\(OTP\)?](#)



**InSite Portal**

**Action Successful**

[Click here to try to continue logging in.](#)

# Choose your Cell Phone Message Options

- 1) Choose which types of information you would like to receive as text messages.
- 2) Click Submit to continue to the next step.



## Cell Phone Message Options

Thank you for registering your cell phone number with the District's emergency communication system. In addition to receiving an email, you will also be sent a text message in the event of a future emergency situation. If you would like to receive Text (SMS) messages about other important information, please select 'yes' on the appropriate category.

### Enrollment information

Enrollment related messages such as when a seat becomes available for you on waitlist, class cancellation notification and other messages related to enrollment/registration

- Yes  
 No

### General college information

General college information and/or announcements such as financial aid, tutoring and other student services

- Yes  
 No

### Counseling/Assessment Appointment Reminders

A friendly reminder of upcoming counseling/assessment appointments

- Yes  
 No



Submit

After completing these three steps, you will be taken to InSite.

Your security questions and phone enrollment are complete.



# Part 2 – Manage Your User Account

## Forgotten Password

If you've forgotten your password, click the **Forgot Password** link on the login screen.

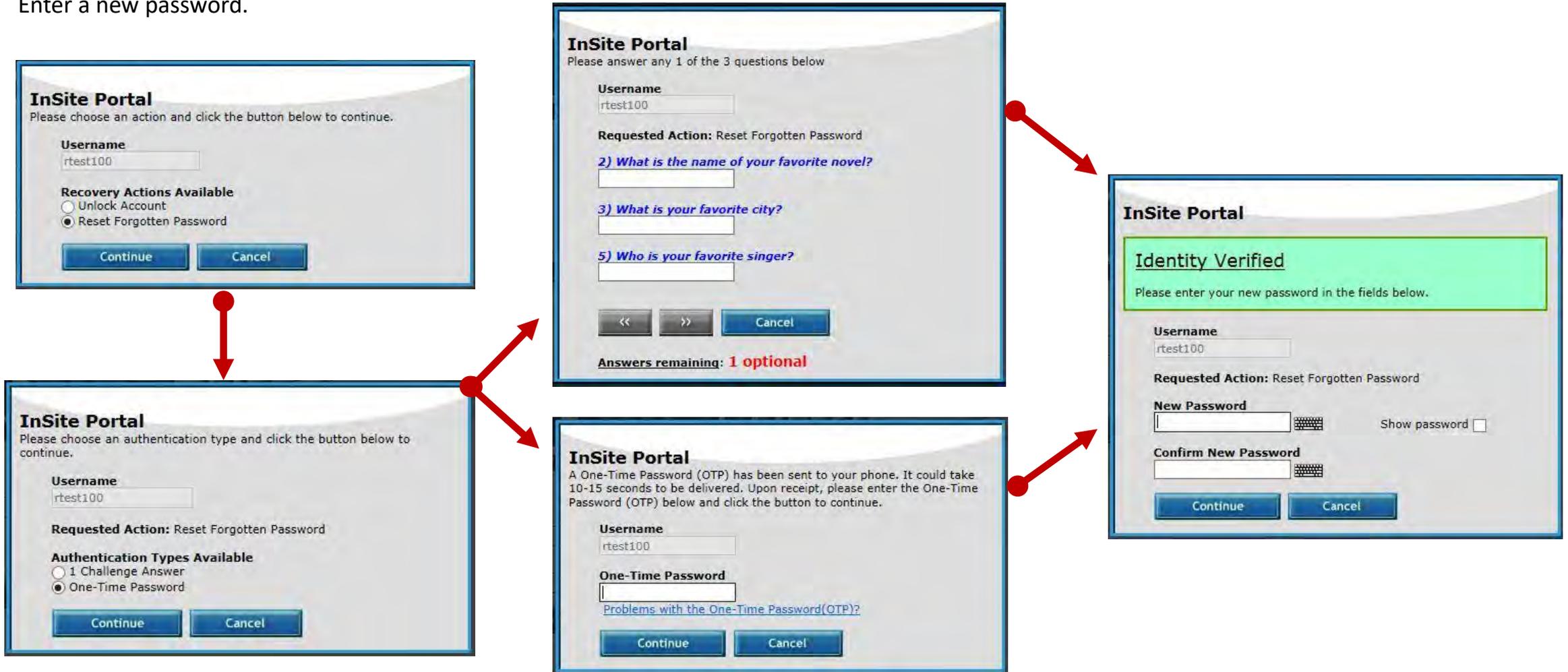


### Password Complexity Rules

- Must be at least 8 characters long
- Must have at least 1 lowercase character
- Must have at least 1 uppercase character
- Must have at least 1 numeric character

# Forgotten Password

- 1) After confirming your username, choose to reset a forgotten password.
- 2) Choose to answer one of your security questions OR to receive a text or voice message containing a one-time-password.
- 3) Answer the question, or enter the one-time password.
- 4) Enter a new password.



## Forgotten Username

If you've forgotten your Username, click the **Lookup Username** link on the login screen.



The screenshot displays a login interface with the following elements:

- Logos for DVC, CCC, and LOS MEDANOS COLLEGE.
- Username field: rtest100
- Password field: masked with dots
- Checkbox:  Show password
- Link: [Forgot Password?](#)
- Link: [Lookup Username](#) (highlighted with a red arrow)
- Link: [Change Password](#)
- Login button: [Login](#)

# Forgotten Username

1) Enter the information to identify yourself.

**NOTE:** You must either provide your 7-digit Student ID or have previously provided your Social Security Number. If you are unable to use either of these options, contact the Help Desk for assistance at 925-229-6888 or [helpdesk@4cd.edu](mailto:helpdesk@4cd.edu).

2) Click OK to receive your Username.

### What's My Username?

To find your username, please enter your Last Name, Date of Birth and either your Student/Employee ID or the last four digits of your Social Security Number.

If you experience difficulty or if you need other technical assistance, please email [it-help@4cd.edu](mailto:it-help@4cd.edu) or call our Help Desk at (925) 229-6888. Please include your **Student/Employee ID** in all communications.

\* Please enter your **Last Name**.

\* Please enter your **Date Of Birth**.

\* Please enter either your **Student/Employee ID** or the **last 4 digits** of your **Social Security Number**.

**Student/Employee ID**

**OR**

**Last 4 digits of SSN**



### What's My Username?

This is your username: **rtest100**

[Click here](#) to login to the Insite Portal

[Click here](#) if you need to reset your password



## Change (Reset) Password

If you know your password and would like to change it, click the **Change Password** link on the login screen.

The screenshot shows a login interface with the following elements:

- Logos for DVC, CCC, and LOS MEDANOS COLLEGE.
- Username field:
- Password field:
- Checkbox:  Show password
- Links: [Forgot Password?](#), [Lookup Username](#), [Change Password](#) (highlighted with a red arrow), and a [Login](#) button.

### Password Complexity Rules

- Must be at least 8 characters long
- Must have at least 1 lowercase character
- Must have at least 1 uppercase character
- Must have at least 1 numeric character

# Change (Reset) Password

- 1) Enter your username.
- 2) Enter your current Password.
- 3) Choose a new Password.

### Password Complexity Rules

- Must be at least 8 characters long
- Must have at least 1 lowercase character
- Must have at least 1 uppercase character
- Must have at least 1 numeric character

**Set Password**  
Please provide your username below then click the 'Continue' button

Username  
rtest100

Continue Cancel

**Set Password**  
Please provide your current password then click the 'Continue' button

Username  
rtest100

Password  
..... Show password

Continue Cancel

**Set Password**  
Please provide your new password, confirm it then click the 'Set Password' button

Username  
rtest100

New Password  
 Show password

Confirm New Password

Reset Password Cancel

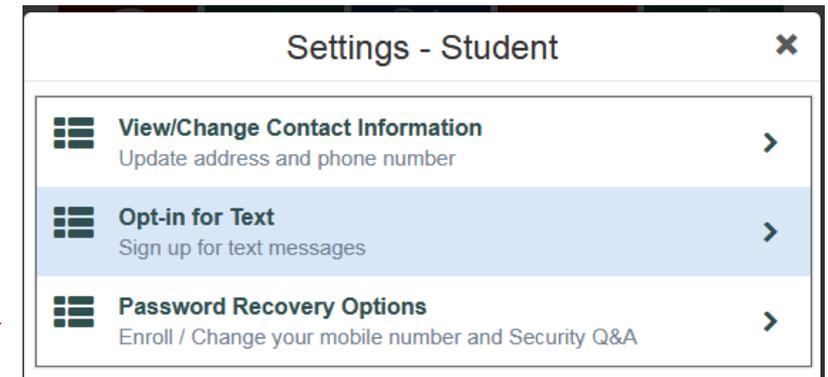


# Manage your Security Questions and Phone Numbers

If you wish to change your security questions or add a phone number, start by selecting the **Settings** tile within InSite. (If you personalized your display, the **Settings** tile might be in a different location for you.)



Then click on the “Password Recovery Options” link in the Settings menu.



# Manage your Security Questions and Phone Numbers

- 1) Click on the Challenge Questions link
- 2) Click on “Change my answers” to change your answers, or “Clear my answers” to clear them and to be prompted again upon your next login.

Account Management Logged in as: [jdvctest624](#) | [Log Out](#)

[Account Details and Activity](#)

 Account Details & Activity

**Last Login:**  
6/20/2018, 5:12:18 PM

**Last Password Change:**  
2/06/2018, 8:44:11 AM

**Last Password Reset:**  
[Never]

[Challenge Questions](#) ←

[OTP Delivery Methods](#)

[Registered Phones](#)

Account Management Logged in as: [jdvctest624](#) | [Log Out](#)

[Account Details and Activity](#)

[Challenge Questions](#)

 Challenge Questions

**Required:** Answer 3 of 10 questions

**Number Answered:** 3

**Enrolled On:** 10/10/2017, 1:03:56 PM

[Change my answers](#) ←

[Clear my answers](#) ←

[OTP Delivery Methods](#)

[Registered Phones](#)

# Manage your Security Questions and Phone Numbers

- 1) Click on the “Registered Phones” link.
- 2) Click on “Remove” to remove a phone number, or “Add new phone” to add additional numbers.

**Account Management** Logged in as: *jdvttest624* | [Log Out](#)

[Account Details and Activity](#)

[Challenge Questions](#)

**Challenge Questions**

**Required:** Answer 3 of 10 questions  
**Number Answered:** 3  
**Enrolled On:** 10/10/2017, 1:03:56 PM

[Change my answers](#)  
[Clear my answers](#)

[OTP Delivery Methods](#)

[Registered Phones](#) ←

**Account Management** Logged in as: *jdvttest624* | [Log Out](#)

[Account Details and Activity](#)

[Challenge Questions](#)

[OTP Delivery Methods](#)

[Registered Phones](#)

**Registered Phones**

Phone	Enrolled	Action
<b>(916) 213-1303 [US]</b> (mobile)	10/10/2017, 1:05:04 PM	<a href="#">Remove</a>

[Add new phone](#) ←

[OPT-IN for Text Messages from College](#)



For further assistance with your InSite  
User Account, please contact our Help Desk  
925-229-6888 or [helpdesk@4cd.edu](mailto:helpdesk@4cd.edu)

Thank You

