Welcome to the Contra Costa Community College District and the InSite Portal

These instructions will demonstrate how to log into the InSite Portal 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

Start by accessing the InSite Portal at www.4cd.edu/in site

Click either the InSite Portal button or the InSite logo to Login

You’ll be prompted to enter your Username and Password

Click Log On to continue
Update your Password

1) Confirm your username.
2) Enter a new one 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
Provide Your Challenge Answers

1) Confirm your username and password.
2) Answer 3 of the 10 security questions.
3) Continue to the next step.
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 the InSite Portal.
Choose your Cell Phone Message Options

1) Choose which other type of information you would like to receive as text messages.
2) Click Submit to continue to the next step.
After completing these three steps, you will be taken to the InSite Portal.

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 button 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) Choose a new password.
Forgotten Username

If you’ve forgotten your Username, click the **Forgot Username** link on the login screen.
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.

2) Click OK to receive your Username.

   ![What's My Username?](image)

   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 or call our Help Desk at (925) 229-6888. Please include your Student/Employee ID in all communications.

   * Please enter your Last Name.
   Test

   * Please enter your Date Of Birth.
   Jan 01 1962

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

   Student/Employee ID
   0000100

   OR

   Last 4 digits of SSN

   OK

   ![What's My Username?](image)

   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 Reset Password button 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
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
Manage your Security Questions and Phone Numbers

If you wish to change your security questions or add a phone number, select the **My Security Settings** button within the InSite Portal.
Manage your Security Questions and Phone Numbers

Use the links on the **Security Settings** tab to change your answers, or clear them to be prompted again upon your next login.
Manage your Security Questions and Phone Numbers

Use the links on the **Update Phone Numbers** tab to remove your phone number or add additional numbers.
For further assistance with your InSite Portal User Account, please contact our Help Desk 925-229-6888 or it-help@4cd.edu

For assistance with general admissions and registration questions regarding your application, grades, transcript, registration transactions, account fees, etc., please contact your college Admissions & Records office:

Contra Costa College - (510) 215-6027 or admissions@contracosta.edu
Diablo Valley College - (925) 685-1310 or admissions@dvc.edu
Los Medanos College - (925) 473-7500 or admissions@losmedanos.edu

Thank You