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

You’ll be prompted to enter your Username and Password

Click Login to continue
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
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 InSite.
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.
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.
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.

2) Click OK to receive your Username.

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

If you know your password and would like to change it, click the Change 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
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, 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.
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.
For further assistance with your InSite User Account, please contact our Help Desk

925-229-6888 or helpdesk@4cd.edu

Thank You