

CCCID- Recover Account Instructions @ LBCC

Student Tutorial

PRESENTED BY
THE STUDENT TECHNOLOGY HELP DESK (STHD)

WWW.LBCC.EDU/STHD



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Objectives

From this tutorial, you will learn:

1. How to recover your CCCID account/password.

Important

Note that is highly recommended to write down your CCCID Student Username. This will speed up the recovery process if you have to do it again.



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What is OpenCCC/CCCID?



CALIFORNIA COMMUNITY COLLEGES

OpenCCC is a service of the California Community Colleges Chancellors Office. The information in your account is kept private and secure.

CCCID is your username which contains all your student information. This username, or ID, is needed when you need to change/update your password.

Note: If you applied to LBCC after July 28, 2016 you should have a CCCID.

Step 1:

a) Go to the openccc.net site using the following link:

<https://www.openccc.net/uPortal/f/u601s1000/normal/render.uP>

-You will see the following screen:



Welcome to OpenCCC



Access the online services of the California Community Colleges via a single sign-on that is...

b) Click on [Recover Account](#) and you will see the following screen:

c) Click on [I do not remember my username](#).

Recover Account

[Cambiar a español](#)

To recover your account, please enter your username in the field below.

Username

[Continue](#)

[I do not remember my username](#) [Return to Sign In](#)



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Step 2:

Once you click on I do not remember my username you will see the following form:

Find Your Account

Step One

Enter your date of birth and legal name:

Date of Birth

Date of Birth Month Day Year

-- Select -- -- Select -

First Name required

I have no first name

Middle Name required

I have no middle name

Last Name required

In this form you **HAVE TO** fill the following fields:

- You must enter your **Day of Birth**.
- You must enter your **First Name**.
- You must enter your **Middle Name**. If you don't have one just click on the option "I have no Middle Name."
- You must enter your **Last Name**.



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Step 2:

This is the second part of the form:

Step Two

Enter at least one of the following:

Social Security Number

Email Address Usually, this is the best way to find your account.

Phone Number

ZIP Code ###-###-####

[Find My Account](#) or [Cancel](#)

In addition to the previous information, you have to fill **ONE** of the followings:

- Social Security Number
- Email Address that was used when the account was created.
- Phone Number that was used when the account was created.
- Zip Code that was used when the account was created.



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Step 3:

Once your account has been located, you will have an option to reset your password via email or by answering security questions.

Account Verification

[Cambiar a español](#)

We found an existing account based on the information you entered.

Please select from the following options:

- Send me an email link to reset my password.
- Access my account by answering security questions.

[Help](#)

[Continue](#)



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Things to consider:

1. If you are using the email option, you will not be able to designate the email account in which the link is sent, rather it will go automatically to the email account **you used to register** originally. Also, CCC Apply does not provide a hint as to which account that is.
2. If the you use the security questions option, you will need to recall what **you originally typed**.

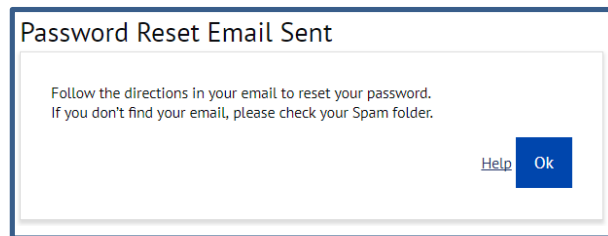


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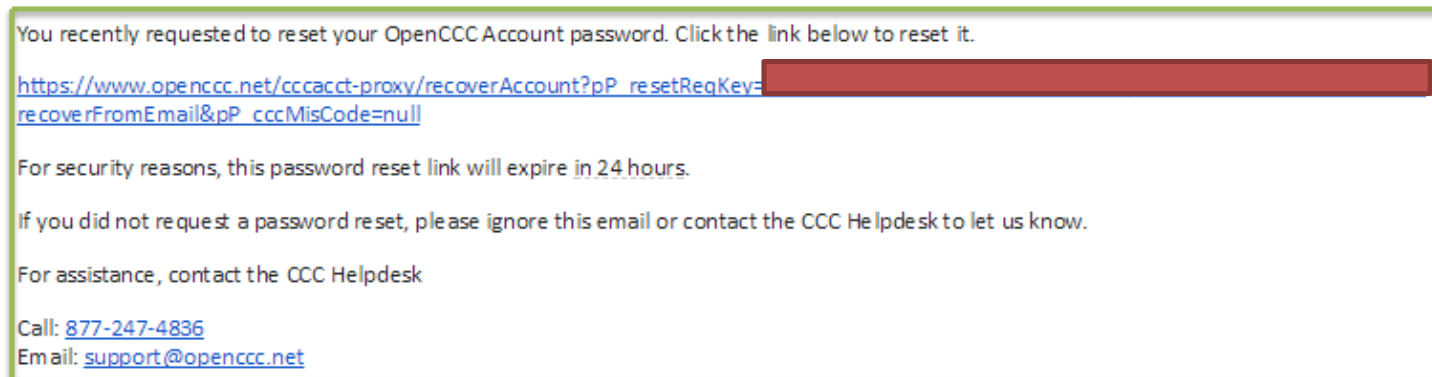
Email Option:

If you choose the email option, then you will receive this message followed by an email from support@openccc.net which will go to your email account that was use when applying.

1)



2)





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Security Questions Option:

If you choose the security questions option, then you will see the following form. Answer the questions with the information that you enter at the moment of creating your account. After that you should be able to change your CCCID password and

Account Verification

[Cambiar a español](#)

We found an existing account based on the information you entered.

Please select from the following options:

- Send me an email link to reset my password.
- Access my account by answering security questions.

Access your account by answering these security questions.

In what city or town did your mother and father meet?

What was your childhood nickname?

[Help](#)

[Access Account](#)



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Step 4:

Regardless of the route, once you have successfully used the email or security questions option, you will be directed here to reset your password. Note the password requirements.

Reset Password

Username and Password

Username

You have verified your account. Please create a new password.

Password

7 to 20 characters (letters and at least one number)

Repeat Password

- Be sure to record your username and password for later use.
- Please do not share your account with others, even family members.



Thank you,

You have successfully reset your password. Please sign in.

[Sign In](#)

[Continue](#) or [Cancel](#)

Once you reset your password, you will be able to sign in and find your CCCID in the top right corner. **Note:** Please make a note of the ID for the future.



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Note:

Your CCCID will be a series of letters and numbers.

You are signed in as **Your Name** **CCCID** **AUL1234**

After this you will be able to recover/change your Viking Account Password in the following link <https://pr.lbcc.edu/> by using your CCCID!