

Password Reset: CCC ONE® Estimating for Repair Facilities

Overview

This job aid reviews the **Password Security** and **Reset** process for **CCC ONE® Estimating Repair Facility** users. This job aid outlines the **password security requirements, version requirements**, the steps **to reset a password**, and the steps for **an admin to reset a password**.

CCC Password Requirements

Passwords expire every 90 days. If you enter an invalid password five times, the system will lock your account.

To create a new **Password**, the following is required:

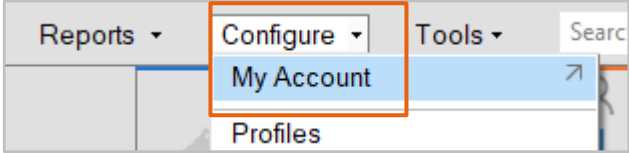
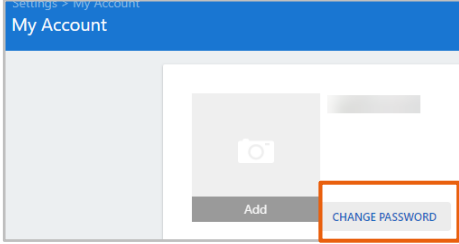
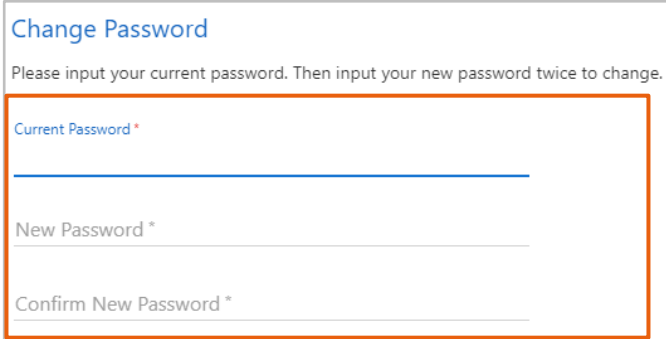

- Minimum of **8 characters**
 - At least **one upper case letter**
 - At least **one lower case letter**
 - At least **one number**
 - **No spaces**
 - **No special characters**
 - Cannot contain parts of your **username**
 - Cannot be one of the **last 5 passwords**
 - Cannot be a **common password** (e.g. Password)
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Reset a Password To reset a CCC ONE® Estimating password for a Repair Facility, at a minimum, you need the following CCC ONE® configuration:
Version #: R30 (August release)

Follow the steps below to reset a password.

Step	Action
1	<p>Click on the Configure menu, then select My Account.</p>  <p>The Settings>My Account section of cccone.com loads.</p>
2	<p>Click Change Password.</p> 
3	<p>Enter the following information:</p> <ul style="list-style-type: none"> • Current Password • New Password • Confirm New Password 
4	<p>Click Save.</p> 

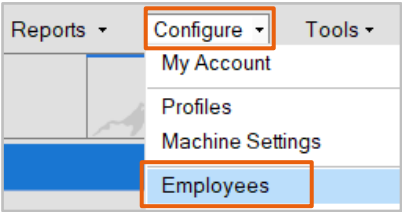
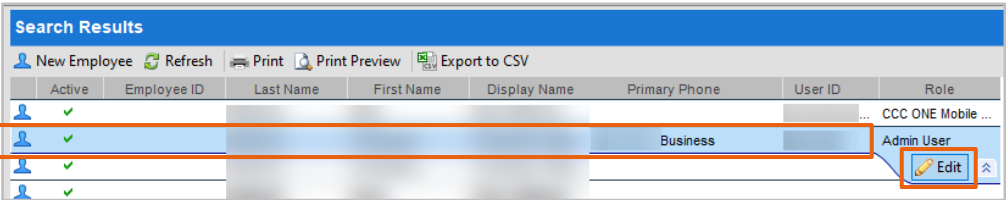
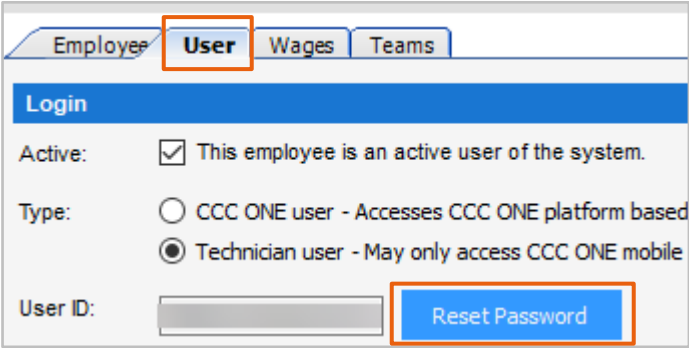
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Password Reset: CCC ONE® Estimating for Repair Facilities, Continued

Admin Reset Admin users can reset an employee’s password as needed.

Follow the steps below to reset an employee’s password.

Step	Action
1	<p>Click on the Configure menu, then select Employees.</p> 
2	<p>Select the Employee record and click Edit.</p> 
3	<p>Switch to the User tab and click Reset Password.</p>  <p>A randomly generated password is created; the user must log in with that one-time use password and create a new permanent password.</p>