

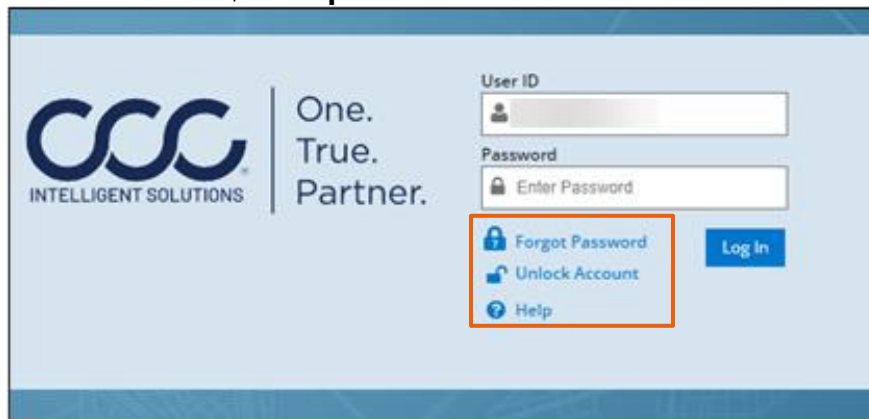
# Password Reset: CCC Portal

## Overview

This job aid reviews the Password Security and Reset process for the CCC Portal application. This job aid includes the steps to **reset a password, unlock an account, reviews password security requirements** for creating and updating passwords, and includes sample **email notifications** you may receive when requesting password resets.

## CCC Portal: Resetting User Credentials

From the CCC Portal Login Page, you can click the **Forgot Password, Unlock Account, or Help** link.



Link	Description
Forgot Password	Click the <b>Forgot Password</b> link on the CCC Portal Login Page. CCC sends an email to your registered email address with password reset instructions.
Unlock Account	Click the <b>Unlock Account</b> link and enter your User ID. Click the <b>Send Email</b> button. CCC sends an email with unlock account instructions.
Help	Click the <b>Help</b> link to review information on how to use the Forgot Password and Unlock Account features.

**Note:** Passwords expire every 90 days. Your user account is locked after 5 incorrect login attempts.

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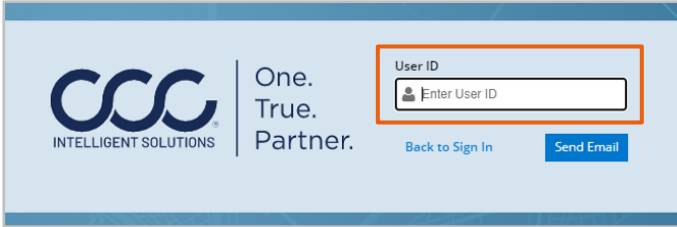
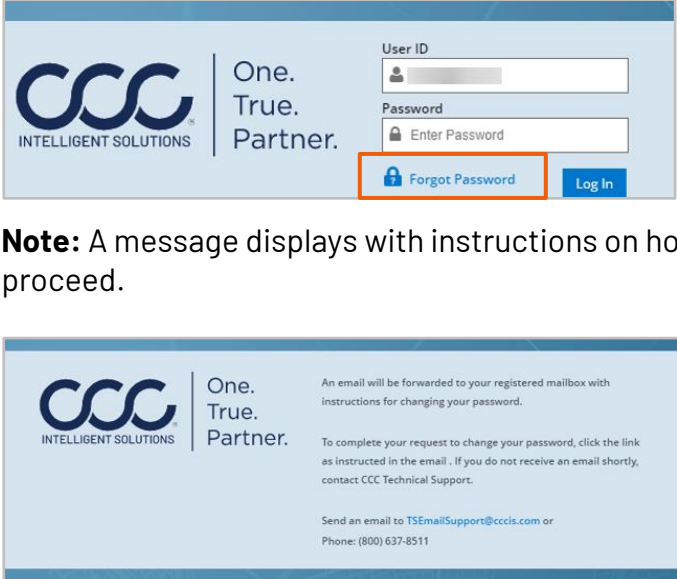
# Password Reset: CCC Portal, Continued

## CCC Password Requirements

Passwords expire every 90 days. 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**

## Resetting Your Password: CCC Portal Login Page

Step	Action
1	<p>Enter <b>User ID</b>.</p> 
2	<p>Click <b>Forgot Password</b>.</p>  <p><b>Note:</b> A message displays with instructions on how to proceed.</p>

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# Password Reset: CCC Portal, Continued

Resetting Your Password: CCC Portal Login Page, continued

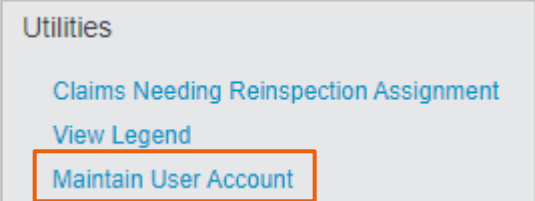



Step	Action
3	<p>From your email Inbox, <b>Open the Password Reset Requested Email</b> and click the <b>Reset Password</b> button.</p>
4	<p><b>Enter and Confirm a New Password</b> in accordance with the password security requirements.</p>
5	<p>Click <b>Change Password</b>.</p> <p><b>Note:</b> Once the password is validated and updated, you will receive a confirmation message.</p>

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# Password Reset: CCC Portal, Continued

**Resetting Your Password:** You can reset your password when you are logged in. To do this go to **Utilities - Maintain User Account** link on the CCC Portal Home Page.  
**CCC Portal - Maintain User Account page**

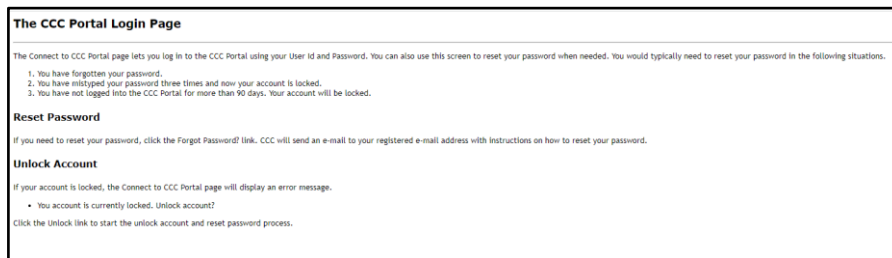
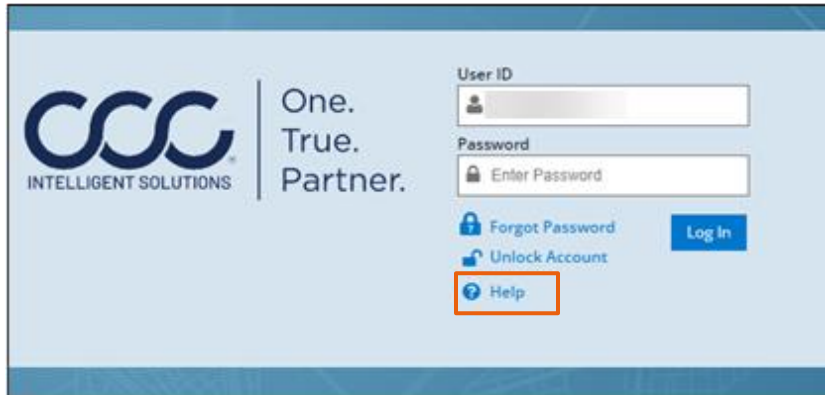
Step	Action
1	Select the <b>Maintain User Account</b> link. 
2	Go to the <b>Password</b> section and select the <b>Link to Change Password</b> .  <p><b>Note:</b> The current password expiration date also displays here.</p>
3	Enter a <b>New Password</b> and <b>Retype Password</b> .  <div data-bbox="889 1199 1409 1486" style="border: 1px solid black; padding: 5px;"> <p><b>Password Requirements:</b></p> <ul style="list-style-type: none"> <li>• Minimum of <b>8 characters</b></li> <li>• At least <b>one upper case letter</b></li> <li>• At least <b>one lower case letter</b></li> <li>• At least <b>one number</b></li> <li>• <b>No spaces</b></li> <li>• <b>No special characters</b></li> </ul> </div>
4	Click <b>Update</b> to save the new password. 

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# Password Reset: CCC Portal, Continued

## Help

Click the **Help** link to review information on how to use the Forgot Password and Unlock Account features.

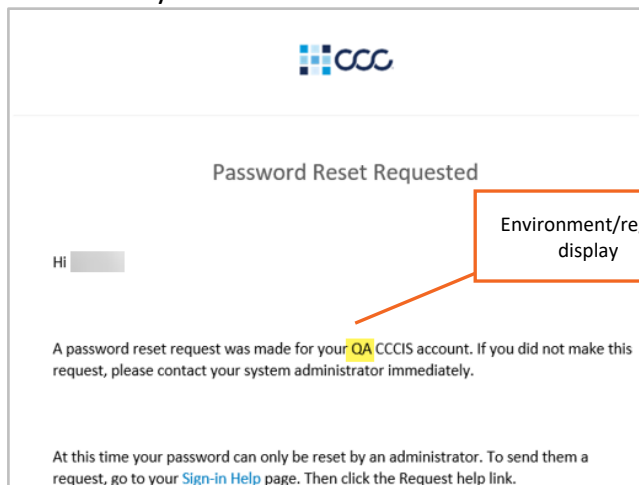


## Email Templates

You will receive **email notifications** for the different password reset scenarios. Below are sample emails you may receive.

**Note:** the **environment/region** will be displayed before the words 'CCCIS account' for **all environments** (DEV, INT, QA, CT, PX) **except production**.

Scenario 1: When you use the **Forgot Password** link when you are locked out of the system.



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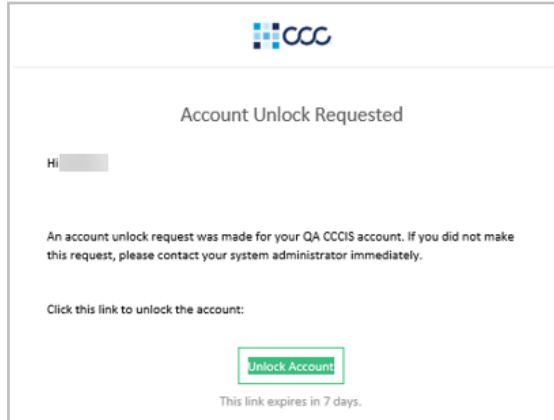


# Password Reset: CCC Portal, Continued

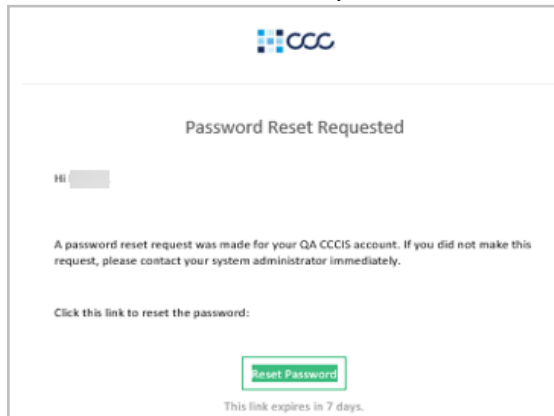
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Email  
Templates,  
continued

Scenario 2: You request an **Account Unlock** for a Locked User.



Scenario 3: When You request a **Password Reset** for an Active User.



Scenario 4: When You request **Unlock Account** for a user who is already unlocked.

