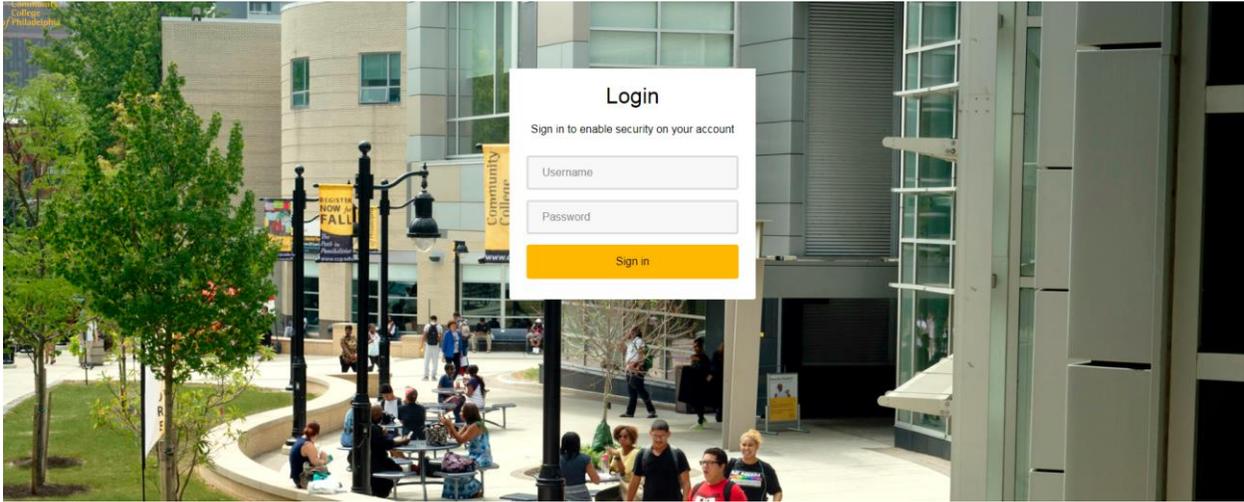


The Community College of Philadelphia Password Management System will allow you to manage your college password. To use the system you must login using your current Username and Password.



You will then have to option to set up/change your [password recovery information](#) or [changing your password](#).

Password Recovery Settings

Click the “Get Started” button in the Account Recovery Settings section.



Account Security ← Logout

Please update your security questions and personal email below.
For assistance please contact the IT Helpdesk

<p>Create a Support Ticket</p> <p>Create a support ticket. Our technicians will respond promptly and can diagnose & solve most issues remotely.</p> <p>Create a Student Support Ticket</p> <p>Employee Support Ticket</p>	<p>Phone Support</p> <p>Phone support is available for issues relating to college systems and access on campus or remotely.</p> <p>215-496-6000</p> <p>Mon - Thurs, 8 a.m. - 6:30 p.m. Fri, 8 a.m. - 5:30 p.m. Sat, 8 a.m. - 4:30 p.m.</p>	<p>Email Us</p> <p>Send an email to 4ITSupport@ccp.edu</p> <p>In-person Support</p> <p>Bonnell Building, Room B2-41</p> <p>Walk-in hours: Monday - Friday 8:30 a.m. - 5:30 p.m.</p>
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Account Recovery Settings

Control your password and account access.

Get Started

Change Password

Secure your account by changing password

Change Now

You will then be at the Account Recovery Settings form. You will have three options Security Questions, Email Recovery and Phone Recovery. First, select Security Questions to open the form (if not already open). You then select and answer four questions. To view/verify your responses click on the eye icon.

Q What is the name of your favorite childhood friend? ▾

A Joe 👁

Account Recovery Settings

← Go Back

Verification methods can be used to make sure it's really you signing in or to reach you if suspicious activity is detected in your account.

Security Questions

Set up your security questions and answers to recover your password.

TIPS FOR CHOOSING A GOOD SECURITY QUESTION

- Don't pick a question that someone could easily guess or find out the answer to by looking at your resume or social networking profile
- Pick a question with an answer that is easy for you to remember
- Don't write your security question down where someone could find it

<p>Q What is the name of your favorite childhood friend?</p> <p>A --Please select a question-- What is your childhood nickname? What is the name of your favorite childhood friend? What is the your favorite team? What is the make and model of your first car? What was your favorite sport in high school?</p>	<p>Q What is the middlename of your oldest child?</p> <p>A</p>
<p>Q What was your favorite food as child?</p> <p>A What is your childhood sports hero? Which is your favorite movie? Which is your favorite sports team? What is your favorite food? What time of the day were you born? (hh:mm) What is your mother's date of birth? (mm/dd) What is your grandmother's (on your mother's side) maiden name? What were the last four digits of your childhood telephone number? What is your favorite book? What is your mother's maiden name? What was the name of your first/current/favorite pet? What school did you attend for sixth grade? Which city were you born in?</p> <p>ST</p>	<p>Q What was the best birthday present you ever received?</p> <p>A</p>

Phone Recovery

Go Back Logout

Once you have completed your question click the "SUBMIT" button.

You can then setup an email recovery to your personal email account. Click on the "Email Recovery" heading. Your *Primary* email will be your college email account. The *Secondary* email will be your personal email used for recovery. Click the "UPDATE" button.

Account Recovery Settings

← Go Back

Verification methods can be used to make sure it's really you signing in or to reach you if suspicious activity is detected in your account.

Email Recovery

You can recover your password using your verified email address.

Primary

Verified

✔ [redacted]@student.ccp.edu

Secondary

Verified

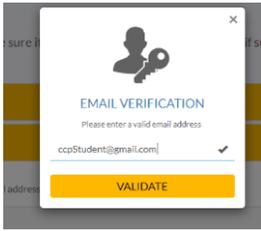
✔ [redacted]

UPDATE

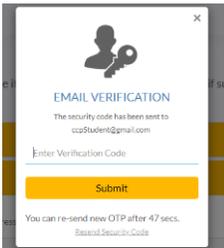
Phone Recovery

Go Back Logout

You will be prompted to enter your personal email address and click the “VALIDATE” button.



A verification code is sent to this email address. You must access your personal email and enter the verification code to save this email address as your recovery email.



You also have the option to also setup recovery via a cell phone text message. Select the “Phone Recovery” heading to open the form. Select your phone service country (required for proper text messaging). Then enter your phone number and click the “VERIFY” button.



Account Recovery Settings

Go Back

Verification methods can be used to make sure it's really you signing in or to reach you if suspicious activity is detected in your account.

Security Questions

Email Recovery

Phone Recovery

You can recover your password using your verified mobile phone number. Use numbers with no special characters and no spaces.

Primary

Select Country

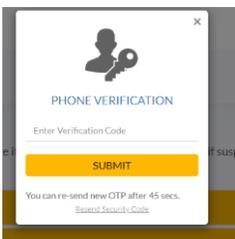
Phone Number

VERIFY

Go Back

Logout

You will then be prompted to enter the code sent to your phone.



Change Password

To change your password click the “Change Now” button from the Home screen.



Account Security ← Logout

Please update your security questions and personal email below.
For assistance please contact the IT Helpdesk

<p style="text-align: center; font-weight: bold;">Create a Support Ticket</p> <p style="font-size: x-small;">Create a support ticket. Our technicians will respond promptly and can diagnose & solve most issues remotely.</p> <p style="text-align: center; color: #007bff; font-size: small;"> Create a Student Support Ticket Employee Support Ticket </p>	<p style="text-align: center; font-weight: bold;">Phone Support</p> <p style="font-size: x-small;">Phone support is available for issues relating to college systems and access on campus or remotely.</p> <p style="text-align: center; font-weight: bold;">215-496-6000</p> <p style="font-size: x-small;"> Mon – Thurs, 8 a.m. – 6:30 p.m. Fri, 8 a.m. – 5:30 p.m. Sat, 8 a.m. – 4:30 p.m. </p>	<p style="text-align: center; font-weight: bold;">Email Us</p> <p style="font-size: x-small;">Send an email to 4ITSupport@ccp.edu</p> <p style="text-align: center; font-weight: bold;">In-person Support</p> <p style="font-size: x-small;"> Bonnell Building, Room B2-41 Walk-in hours: Monday – Friday 8:30 a.m. – 5:30 p.m. </p>
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Account Recovery Settings

Control your password and account access.

Get Started

Change Password

Secure your account by changing password

Change Now

You are then be prompted for your current password and new password. You are required to enter the new password twice and click the “UPDATE” button to save.

Change Password

Change your password to make sure you're

Change Password

Current Password
Enter current password

New Password
Enter new password ?

Re-enter New Password
Re-enter new password

UPDATE

Password Rules

A VALID Password must:

- ✓ At least 8 and a maximum of 128 characters
- ✓ At least three (3) of the following four categories:
 1. An Uppercase character (A through Z)
 2. A Lowercase character (a through z)
 3. A number
 4. Special characters (!, \$, #)