



How to Recover Your OpenCCC Student Account

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Recovering an OpenCCC Account

Your OpenCCC student account may become inaccessible if you have:

- forgotten your password
- you no longer have access to the email address or phone number you used to set up the account

When the account is inaccessible, you can recover the account using one of these methods:

- If you have access to the email address and phone number used to set up the account, you can use the "Forgot Your Password?" link on the [account Sign In page](#) to recover your account.
- Use an existing California DMV Wallet account, or create an account and follow the [instructions for recovering your account with DMV Wallet](#).

NOTE: It is highly recommended to recover your account with California DMV Wallet, as it takes less time than submitting a ticket to the help desk.

- If the two options above do not work, call student support at (877) 247-4836 or email at support@openccc.net.



I have an OpenCCC account and I know the email address I used to create it, but I can't remember my password

1. On the [OpenCCC account Sign In page](#), click "Forgot your password?"
2. Enter your birthdate and last name. Click **Next**.
3. Select a method for receiving your account validation code to reset your password. Click **Next**.

Forgot Your Password?

Select a contact method. You will receive a message containing a verification code that you will input on the next step.

* Required field

Which contact method do you want to receive a password reset? *

- Email - send me an email to pdo*****@ccotechcenter.org.
- Helpdesk - send me to support

Next

4. Retrieve your validation code from your email or mobile phone and return to the [account Sign In page](#).

If you have more than one account in OpenCCC because you opened an account in the past with a different email, you will get see an option to contact support or recover using California DMV Wallet. It is highly recommended to use California DMV Wallet as it takes less time than submitting a ticket to the help desk.

To use California DMV Wallet, click the button Recover my account with CA DMV Wallet instead, then follow the [instructions for recovering your account with DMV Wallet](#).



Contact a Support Representative

Sorry, we are unable to uniquely identify your account. Please use this [Help link](#) to contact a support representative.

You can also try recovering your account by verifying your identity with the CA DMV Wallet before contacting support.

[Recover my account with CA DMV Wallet instead](#)

I have an OpenCCC account but I can't remember the email address I used to create the account

1. From the [OpenCCC account Sign In page](#), click "Forgot your password?" The Forgot Your Password screen appears:



Forgot Your Password?

Tell us more about you so we can find your Account.

^{*} Required field

Date of birth ^{*}

Last name ^{*}

Next

2. Enter your birthdate and last name.
3. Click **Next**.
4. Enter your phone number and click **Next**. If you don't know the phone number associated with the account, leave the field blank and click **Next**.
5. You may be asked more questions, such as your home address, to help find your account. If an account is found, you will see the contact method screen:



Forgot Your Password?

Select a contact method. You will receive a message containing a verification code that you will input on the next step.

^{*} Required field

Which contact method do you want to receive a password reset? ^{*}

- Email - send me an email to pdo*****@ccctechcenter.org.
- Helpdesk - send me to [support](#)

Next

6. If you recognize the email, click Next to receive a validation code sent to this email address. If you no longer have access to the email address shown, you can [recover your account using DMV Wallet](#) account.
If you don't have a DMV Wallet account and live in California, consider creating an account to verify your identity. This will not only give you access to your OpenCCC account, but it also satisfies the ID verification requirement across the California Community Colleges system.
Note: If you don't live in California, or if getting a California DMV Wallet account is not an option for you at this time, click the Helpdesk radio button and click the **Next** button to have a Helpdesk representative contact you.
7. If you have access to the email account or mobile phone listed, and you need to reset your password, click the email or mobile phone radio button and click the **Next** button. The **Validation Code** page will display.
8. Find and copy the six-digit security code from the email or text message, as requested.



Your security code is 154210. Your code expires in 10 minutes. Please do not reply.

The CCC Team



9. Enter the security code into the *Validation Code* input field.
10. Click **Next** to continue the password reset process.



Validation Code

We were able to locate your account. Enter the verification code sent to `gdu*****@ccc.edu` to continue. If you didn't get the email, check your junk folder or resend to my email.

Validate Code



Success: If the password reset code entered is valid, the **Update Password** page is displayed.

Update Password Page

Successful validation of your password reset code will display the **Update Password** page. Users are required to create and validate a new password at this time.

On the Update Password page:



1. Enter a string of letters, numbers, and special characters into the Password input field. The combination must meet the criteria requirements listed on the left, adjacent to the input fields.
2. Re-enter the password in the *Confirm Password* field to ensure it matches the Password field exactly (both fields must match).
3. Click the **Submit** button to validate your secure password.

California Community Colleges

Compartir a Español

Password must

Update Password

Please change your password to activate your account.

Password must:

- not contain your name
- be at least 8 characters in length
- contain at least one uppercase letter
- contain at least one lowercase letter
- contain at least one number
- contain at least one of the following special characters (!, @, #, \$, %, ^, & or *)

New password

Confirm password

Submit

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Reminder: The password you choose must meet the following security requirements:

- be at least 8 characters in length
- contain at least one uppercase letter
- contain at least one lowercase letter
- contain at least one number
- contain at least one of the following special characters (!, @, #, \$, %, ^, &, or *)
- must NOT contain your name

Password Security: If your updated password meets the required criteria, the “*Password must*” box will display solid green, as shown in the screenshot below.



You need to change your password.
Need help? Contact Support

Update Password

Please change your password to activate your account.

Password must:

- ✓ not contain your name
- ✓ be at least 8 characters in length
- ✓ contain at least one uppercase letter
- ✓ contain at least one lowercase letter
- ✓ contain at least one number
- ✓ contain at least one of the following special characters (!, @, #, \$, %, ^, &, * or ~)

New password

Confirm password

Submit

New Password Validation

After creating a new password that meets all security requirements, a confirmation message containing a new security code will be sent to your email address or mobile phone, whichever is selected during the [Forgot your password process](#).

For security purposes, two-factor verification is used by OpenCCC to secure your account and ensure the privacy of your personal information. Whenever validation is needed, security codes are sent via your preferred method of contact. The code must be obtained and used within 10 minutes of making the request.

Steps to validate your password reset code:

1. View the email or text message sent from the California Community Colleges and promptly obtain your security code.



Your security code is 154210. Your code expires in 10 minutes. Please do not reply.

The CCC Team



2. Return to the **Validation Code** page and enter the code in the *Enter Validation Code* input field. Click *Next* to validate the code and your identity.

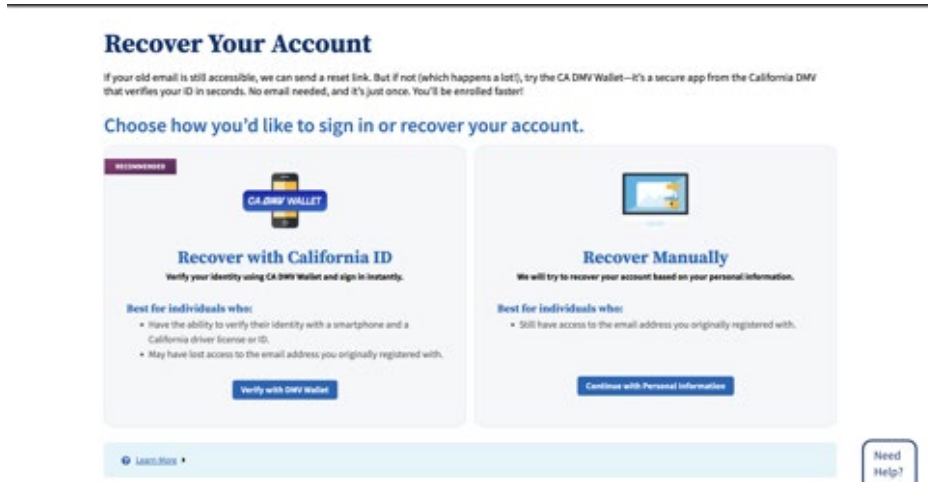
3. Once the security code is validated, the **Edit Profile** page will display with the focus on the *Contact Information* fields.
4. Review your profile entries and make any edits needed.
5. Click *Save* at the bottom of the page, or *Cancel* to exit the Edit Profile section.

Need Help? If you need assistance at any time during the account recovery process, click the **Help** link in the footer to contact a support representative.



I have an OpenCCC account, but I no longer have access to the email address used to create the account

1. If you do not have a California DMV Wallet account, set up your account by following the instructions on the [California DMV Wallet page](#).
2. From the [CCCApply account Sign In page](#), click “Forgot Your Password?” The account recovery page will appear:



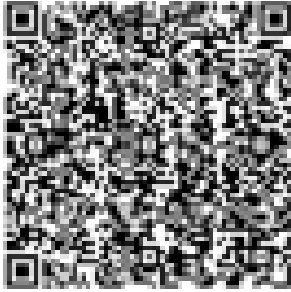
3. Click the **Verify with DMV Wallet** button. A QR code will appear.
4. Open the CA DMV Wallet app on your phone and scan the code. This will verify your identity and sign you in to CCCApply. You will be prompted to reset your OpenCCC Account password.



Scan the QR code with your CA DMV app

The California Community Colleges has partnered with CA DMV to protect your identity and streamline the admissions process.

You have five minutes to complete your scan. But don't worry! If you do not finish in time, you can try again. **205** seconds remaining.



What to expect:

- 1 Redirecting you to the CA DMV Wallet app
- 2 Verifying your identity with CA Drivers License
- 3 Returning to your community college application

On a mobile device and having trouble scanning the QR code? [Click here](#) instead.

Don't have the CA DMV Wallet app?

Get it at your app store:



This page will automatically refresh once the DMV Wallet process is complete.

Cancel

5. If recovering your account with CA DMV Wallet does not work, you will see this screen with the error message at the top of the screen:



Account retrieval failed with DMV information. Please try a different method.
[Need help? Contact Support](#)

Recover Your Account

If your old email is still accessible, we can send a reset link. But if not (which happens a lot!), try the CA DMV Wallet—it's a secure app from the California DMV that verifies your ID in seconds. No email needed, and it's just once. You'll be enrolled faster!

Choose how you'd like to sign in or recover your account.

The screenshot shows two recommended recovery methods. The first is 'CA DMV Wallet', which involves verifying identity using a smartphone and a California driver license or ID. The second is 'Account Recovery', which involves recovering the account based on personal information. Both options include a 'Best for individuals who:' section and a 'Continue' button.

RECOMMENDED

CA DMV Wallet
Verify your identity using CA DMV Wallet and sign in instantly.

Best for individuals who:

- Have the ability to verify their identity with a smartphone and a California driver license or ID.
- May have lost access to the email address you originally registered with.

[Verify with DMV Wallet](#)

Account Recovery
We will try to recover your account based on your personal information.

Best for individuals who:

- Still have access to the email address you originally registered with.

[Continue with Personal Information](#)

6. Click the **Continue with Personal Information** button to attempt account recovery with challenge questions.

Support Sites

- [DMV Wallet Home Page with mDL Assistant](#)
- [CCC Support Services](#)
- [CCC Student Support website](#)

Contact the Helpdesk

Phone: (877) 247-4836

Email: support@openccc.net

TTY: (877) 836-9332

Online: ccchelp.info