

How Do I Reset My InSite Password?

1. On a computer, head to <http://m.4cd.edu>. If you are using the InSite app, proceed to the login screen.
2. Type in your username, and click “Forgot Password”.
3. Check “Reset Forgotten Password” and hit “Continue”.
4. There are two authentication types available: 1 Challenge Answer, and One-Time Password. If both are greyed out, call the District IT Helpdesk—925-229-6888 to reset your password.
5. If you select “1 Challenge Answer”, you will be required to answer a security question you had previously set when using InSite for the first time. Pick a question from the drop down menu, enter your answer and proceed to set a new password. Answers are case sensitive.
6. If you select “One-Time Password” you will be sent a text message to your phone. The last 4 digits of your phone number are displayed, so check to see it is correct. Make sure you have cell service, and check for a text message with a 4 digit code. This is a single-use code to reset your password. Enter the code and press “Continue” and you will be prompted to enter a new password.

The screenshot shows the InSite login interface. At the top, there are logos for DVC, CCC (Central Coast Community College), and Los Medanos College. Below the logos are input fields for 'Username' and 'Password'. A 'Show password' checkbox is present. A red circle highlights the 'Forgot Password?' link. At the bottom, there are 'Login' and 'Change Password' buttons, and a 'Lookup Username' link.

This screenshot shows the 'Recovery Actions Available' screen. It has a blue header with the 'InSite' logo. Below the header, it says 'Please choose an action and click the button below to continue.' There is a 'Username' input field. Under 'Recovery Actions Available', there are two radio button options: 'Unlock Account' and 'Reset Forgotten Password', with the latter being selected. At the bottom, there are 'Continue' and 'Cancel' buttons.

This screenshot shows the 'Authentication Types Available' screen. It has a blue header with the 'InSite' logo. Below the header, it says 'Please choose an authentication type and click the button below to continue.' There is a 'Username' input field. Under 'Requested Action', it says 'Reset Forgotten Password'. Under 'Authentication Types Available', there are two radio button options: '1 Challenge Answer' (selected) and 'One Time Passcode'. At the bottom, there are 'Continue' and 'Cancel' buttons.

This screenshot shows the security question screen. It has a blue header with the 'InSite' logo. Below the header, it says 'Please answer any 1 of the 3 questions below'. There is a 'Username' input field. Under 'Requested Action', it says 'Reset Forgotten Password'. There is a dropdown menu for selecting a question, with the text '-- Please choose a question --'. Below the dropdown is an empty text input field for the answer. At the bottom, there is a 'Cancel' button and a message: 'Answers remaining: 1 optional'.

This screenshot shows the One-Time Password (OTP) screen. It has a blue header with the 'InSite' logo. Below the header, it says 'A One Time Passcode (OTP) has been sent to your phone: xxx-xxx-xxxx'. Below that, it says 'It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.' There is a 'Username' input field. Under 'Requested Action', it says 'Reset Forgotten Password'. There is a 'One Time Passcode' input field. Below the input field is a link: 'Problems with the One-Time Password(OTP)?'. At the bottom, there are 'Continue' and 'Cancel' buttons.