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.