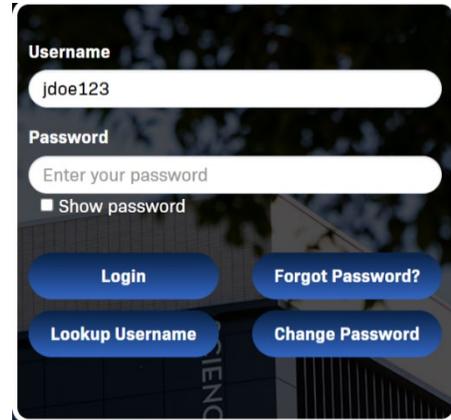


How do I reset my Insite password?

Step 1:

Go to <https://www.4cd.edu/insite/> and type in your DVC Insite username.



A screenshot of the Insite login page. It features a dark background with a building image. The 'Username' field contains 'jdoe123'. The 'Password' field is empty with the placeholder text 'Enter your password' and a 'Show password' checkbox. Below the fields are four blue buttons: 'Login', 'Forgot Password?', 'Lookup Username', and 'Change Password'.

Step 2:

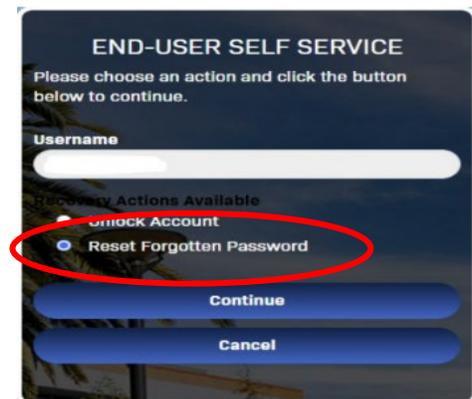
Click on "Forgot Password."



A screenshot of the Insite login page, identical to the previous one, but with the 'Forgot Password?' button circled in red to indicate it should be clicked.

Step 3:

Click "Reset Forgotten Password" then click "Continue."

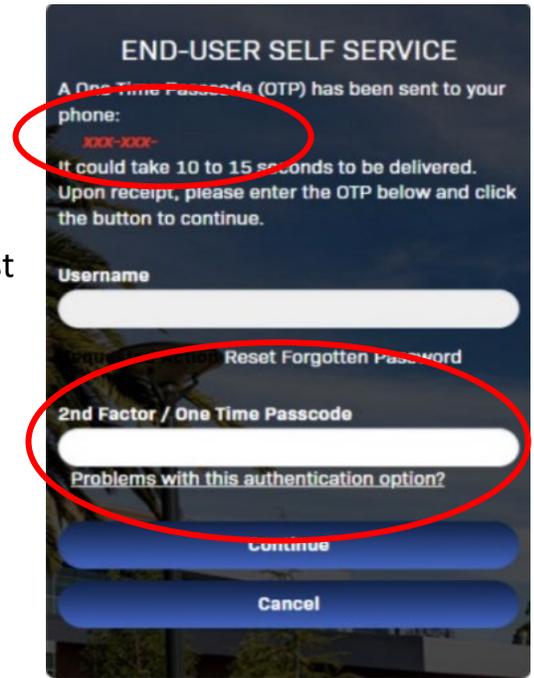


A screenshot of the 'END-USER SELF SERVICE' page. It has a dark background with a building image. The title is 'END-USER SELF SERVICE' and the instruction is 'Please choose an action and click the button below to continue.' Below this is a 'Username' field. Under 'Recovery Actions Available', there are two radio button options: 'Unlock Account' and 'Reset Forgotten Password'. The 'Reset Forgotten Password' option is selected and circled in red. At the bottom are 'Continue' and 'Cancel' buttons.

Step 4:

You will be taken to the “One-Time Passcode (OTP)” page, and you will be sent a text message to the phone number you used when you created your CCCApply Account. The last 4 digits of that phone number will be displayed in red numbers, so ensure the phone number is correct.

Make sure you have cell service and check your phone for a text message with the 4-digit code. This is a single-use code to reset your password. Enter the code under “2nd Factor/One Time Passcode” and press “Continue.”



Step 5:

You will now be prompted to create a new password.

Follow the directions and read the password requirements. Once you’ve created a new password you will need to confirm it by typing it in a second time. When you are finished click “Continue” and your password will be reset.

*If issues occur, call the District IT Helpdesk:

(925) 229-6888

