

Recover Your SSCC Password

If you have lost your SSCC password and have previously completed your challenge questions through MyRecords, follow Method One to recover your password. If you have *not* previously completed your challenge questions, follow Method Two to contact Tech Support.

(1) Method One - If you *don't know* your current password and have completed your challenge questions follow the steps below

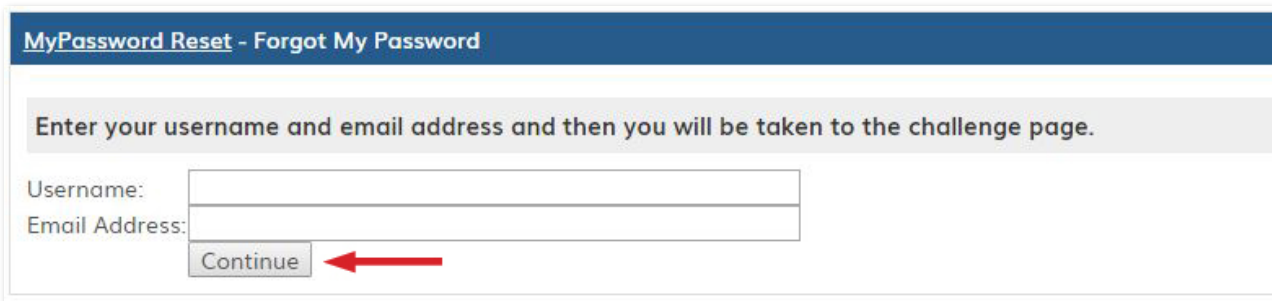
- Navigate to MyRecords by going to sscc.edu > MySSCC > [MyRecords](#)
- Scroll down to the 'MyPassword Reset' section and select '**Forgot My Password.**'



MyPassword Reset

[Forgot My Password](#) ←

- On this page you will need to enter your username and full email address, then select '**Continue.**'



MyPassword Reset - Forgot My Password

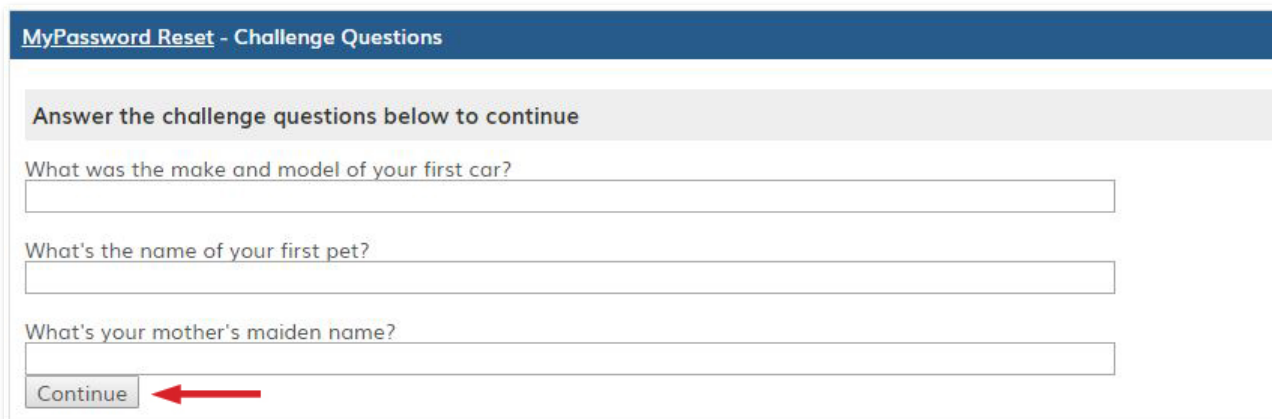
Enter your username and email address and then you will be taken to the challenge page.

Username:

Email Address:

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- Next, you will need to answer the 3 challenge questions that you have previously completed, then select '**Continue.**'



MyPassword Reset - Challenge Questions

Answer the challenge questions below to continue

What was the make and model of your first car?

What's the name of your first pet?

What's your mother's maiden name?

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(Continue to Next Page)

- This will bring you to the Change Password screen. Here you will need to enter your new password twice, then select 'Continue.'



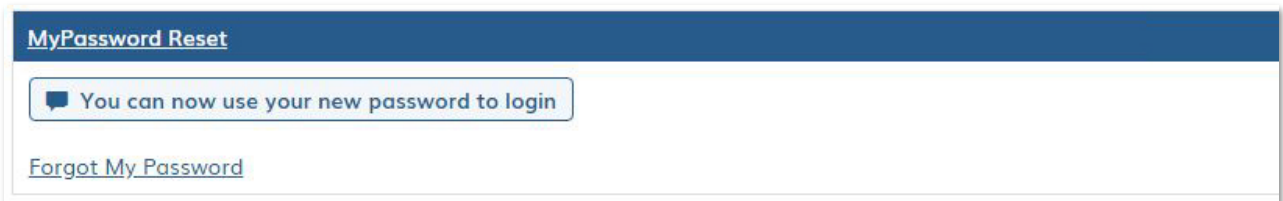
MyPassword Reset - Change Password

Be sure your new password conforms to the password rules. Your new password must be at least 8 characters and contain at least one number and one uppercase letter when choosing a password.


Enter new password:

Enter new password again:

- **Your password has now been updated.** Your screen will give a confirmation like the image below. Please wait 5 minutes before attempting to login.



MyPassword Reset

 You can now use your new password to login

[Forgot My Password](#)

(2) Method Two - Contact Tech Support

Contact Tech Support by phone at 800-628-7722 x2800 and select Option 1 for Password Assistance, or by email at mytechsupport@sscc.edu. If you cannot access your SSCC email you can use an alternate email address. In the email include your name, student ID, and a phone number at which you can be reached because login information will not be sent to an insecure email address (any email address other than @live.sccc.edu or @sscc.edu). Also, students can notify their instructors for assistance contacting Tech Support if no other email address is accessible.