



Information Technology Services

Support Phone: (201) 360-4310

Support Email: itshelp@hccc.edu

Website: <https://www.hccc.edu/administration/its/index.html>

Social Media: @HCCC_ITS

My Access Forgot Password

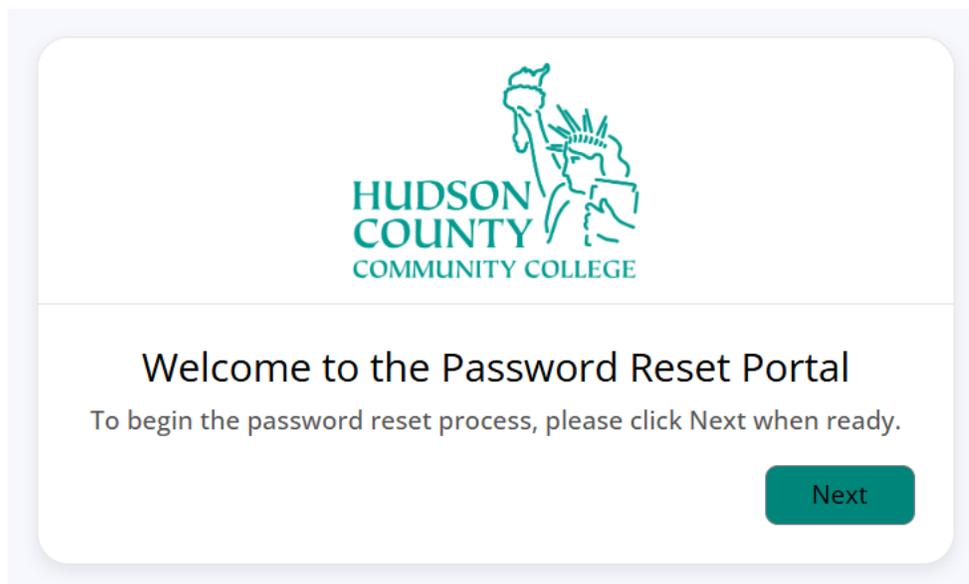
Who should use this guide:

This guide is for all Hudson County Community College users, students, faculty, and staff who don't know their HCCC account password.

What you'll do

You'll confirm your identity and receive a code to your recovery phone or email. Most people finish in about 5-10 minutes.

1. Start from <https://myaccess.hccc.edu>
2. Choose the Forgot my Password link.
3. Choose next from the welcome screen.





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4. Locate your identity by entering your legal first and last names, college/Colleague ID number, and your Date of Birth.



Locate Your Identity

Please enter the information below to locate your Identity.

Legal First Name *
Gloribel

Legal Last Name *
Testrosario

ID *
[REDACTED]

DOB *
[REDACTED]

* Indicates required field

Submit

Can't find your ID number?

If you don't know your college ID, contact HR (employees) or Admissions (students) before continuing.

Name doesn't match?

Enter your legal name as it appears in college records. Reach out to HR (employees) or Admissions (students) if you continue having a problem.

5. Next, choose where to receive your confirmation code. You will receive confirmation code(s) to your recovery phone number via text and to your recovery email.



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Verify your Identity

Choose a verification option below.

-  Send PIN to g*****0@y***o.comtest
-  Send PIN to a*****0@g***l.com
-  Send PIN to 551*****81

[Start Over](#)



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6. Next, you enter the PIN you received to your email or phone.



Enter PIN

A verification PIN has been sent to a*****0@g***|.com.
Please enter the PIN to proceed.

1	2	3	4	5	6
---	---	---	---	---	---

Didn't receive PIN? [Resend](#)

Time Left: 0 hours 29 minutes 36 seconds

[Try Another Way](#) Verify

Didn't receive a code?

Check your spam folder or click Resend. Codes may take a minute to arrive.



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7. Next, you will set a new password. The system will give you feedback on password requirements being met as you type.

HUDSON COUNTY COMMUNITY COLLEGE

Let's secure your account with a password

To ensure your account's security, the password must meet the defined requirements. You will be guided on the requirements in real-time as you type.

Account(s): **AD**

Password *
.....|

- ✓ Cannot contain user id.
- ✓ At least 1 lower case character(s).
- ✓ At least 1 upper case character(s).
- ✓ At least 1 number(s).
- ✓ At least 2 letter(s) included.
- ✓ Maximum 32 characters long.
- ✓ Minimum 10 characters long.
- ✓ Does not contain Legal First Name.
- ✓ Does not contain Legal Last Name.
- ⓘ Does not match a previous password.

Password strength: Strong

Fantastic! Your password is exceptional.



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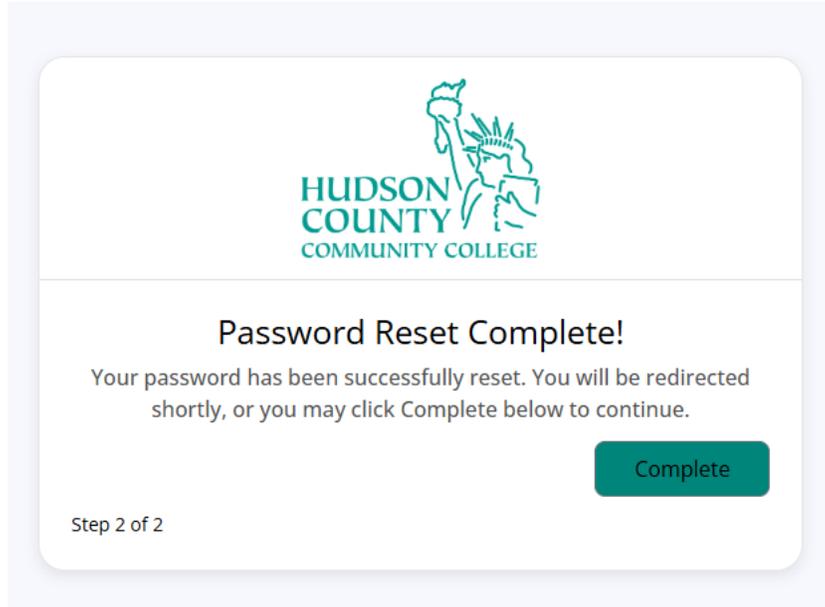
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8. Finally, your password will be reset, and you can exit My Access.



You're all set!

You can now sign in to HCCC systems, including email, the My Hudson Portal, and course tools, using your username and password.

If you need help, contact the **HCCC Help Desk** at itshelp@hccc.edu, 201-360-4310, or in person at 70 Sip Avenue, 3rd Floor, ITS Suite, or North Hudson Campus, 3rd Floor, N309.