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
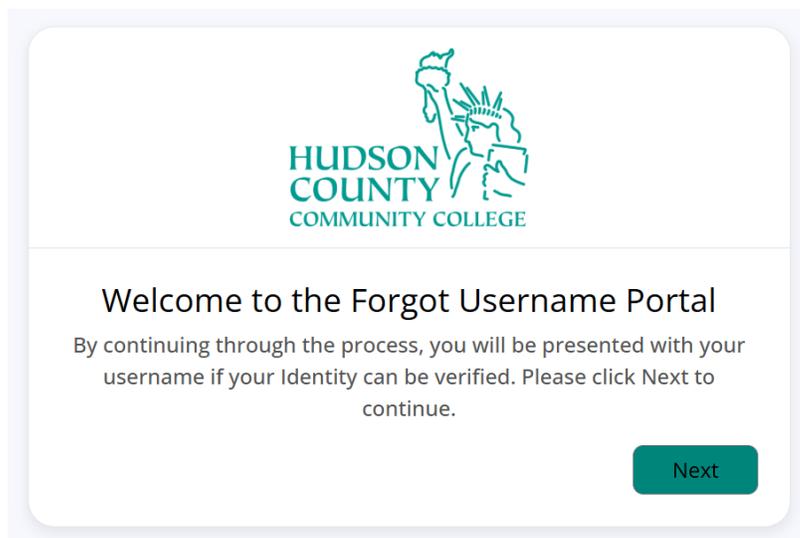
My Access Forgot Username

Who should use this guide:

This guide is for all Hudson County Community College users, students, faculty, and staff who need to retrieve their HCCC account username.

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 minutes.

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

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

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.

HUDSON COUNTY COMMUNITY COLLEGE

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

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***l.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.

7. Finally, you will receive your username.
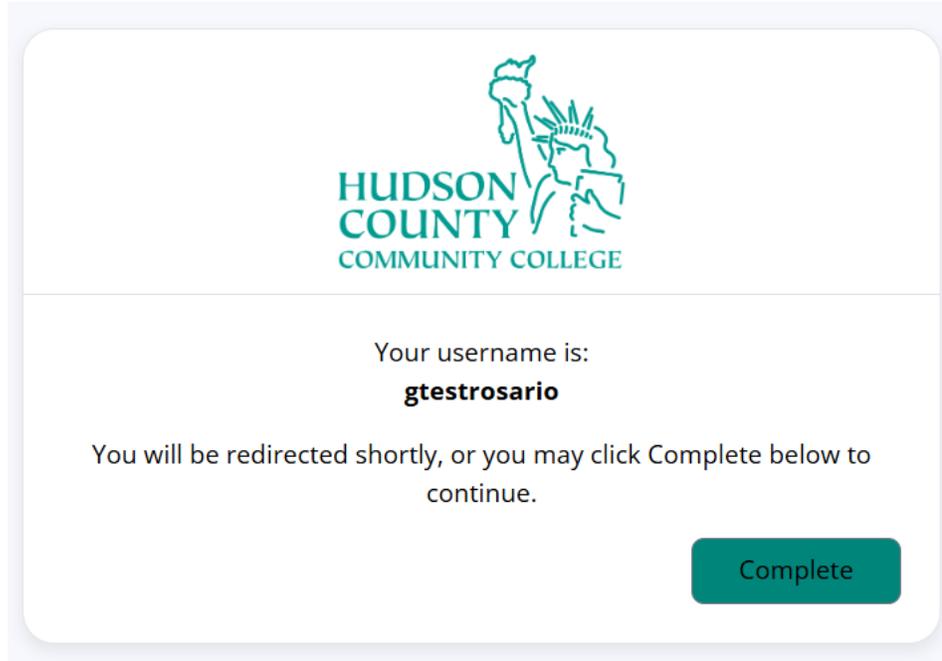
You're all set!
You can now sign in to HCCC systems, including email, the My Hudson Portal, and course tools, using your username and password.

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.