

# Activate Your MyCoast

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INTERNATIONAL ADMISSIONS

# Login Page

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Sign In

Username

Do Not Use Your Email Address.

Remember me

Next

[Click Here for Help & Maintenance Schedule](#)

1. Visit <https://cccd.okta.com/> to activate your account
2. Enter the username and temporary password as instructed on your e-acceptance email, see FAQ.
3. See Okta Verify (page 3&4) or Google Authenticator (page 5&6) to setup the multifactor authentication.
4. If you are unable to activate your account, click on “click here for help & maintenance schedule” to “reset your password” (page 8-10).

# Okta Verify

## Step 1


Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

- Okta Verify**  
Use a push notification sent to the mobile app.  
[Setup](#)
- Google Authenticator**  
Enter single-use code from the mobile app.  
[Setup](#)
- SMS Authentication**  
Enter a single-use code sent to your mobile phone.  
[Setup](#)
- Email Authentication**  
Enter a verification code sent to your email.

## Step 2

Coast Colleges



Setup Okta Verify

Select your device type


iPhone

Android

[Back to factor list](#)


## Step 3

Coast Colleges



Setup Okta Verify

Launch Okta Verify on your mobile device and select "Add an account". Scan the QR code to continue.



[Can't scan?](#)

[Back to factor list](#)

If you do not have a U.S. phone number, please download the Okta verify app on [Google Play](#) or the [App Store](#).

Follow step 3 to retrieve the 2<sup>nd</sup> factor verification code on your mobile phone.

# Okta Verify cont.

## Step 5

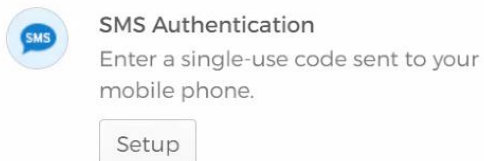
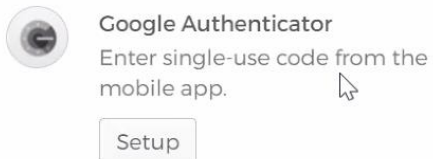
### Set up multifactor authentication

You can configure any additional optional factor or click finish

#### Enrolled factors



#### Additional optional factors



## Step 6

Password requirements:

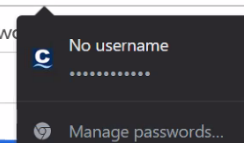
- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Old password

New password

Repeat password

Change Password



## AUTHENTICATION ERROR !

### Attention:

Something went wrong during the authentication process. Please try signing in again.





If you see the Authentication error message, please open a new browser and try to login again.



# Google Authenticator



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

-  **Okta Verify**  
Use a push notification sent to the mobile app.  
[Setup](#)
-  **Google Authenticator**  
Enter single-use code from the mobile app.  
[Setup](#)
-  **SMS Authentication**  
Enter a single-use code sent to your mobile phone.  
[Setup](#)
-  **Email Authentication**  
Enter a verification code sent to your email.


  


**Setup Google Authenticator**

Select your device type

iPhone  
 Android

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 Download [Google Authenticator from the App Store](#) onto your mobile device.

[Next](#)

[Back to factor list](#)

1. Select “Setup” under the Google Authenticator app
2. Go to your App Store (iPhone) or Android to download the Google Authenticator app
3. Click next

# Google Authenticator



Coast Colleges



Setup Google Authenticator

Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".



Can't scan?

Next

Back to factor list

Coast Colleges



Setup Google Authenticator

Enter code displayed from the application

Enter Code

Verify

Back to factor list

1. Enter the code → then click "Verify" to enter the new password
2. You will be prompted to enter the new password after you have successfully verified your account, see next page.



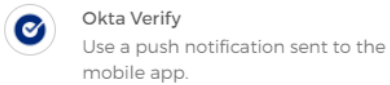
### Set up multifactor authentication

You can configure any additional optional factor or click finish

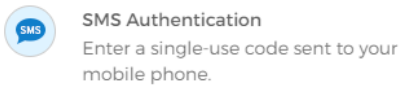
#### Enrolled factors



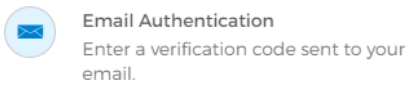
#### Additional optional factors



Setup



Setup



Setup

Finish



### Your Okta password has expired

#### Password requirements:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

#### Old password

#### New password

**This field cannot be left blank**

#### Repeat password

Change Password

Sign Out

# Google Authenticator

1. Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".
2. Go to your App Store (iPhone) or Android to download the Google Authenticator app
3. Click next

# Reset Password

**Coast Colleges**

**Sign In**

Username  
Do Not Use Your Email Address.

Remember me

**Next**

[Click Here for Help & Maintenance Schedule](#)

[Reset Password \( Only supply USERNAME on next screen\)](#)

[Unlock account?](#)

[Maintenance Schedule](#)

[System Status](#)

[Help](#)

**Coast Colleges**

**Reset Password**

Email or Username

SMS can only be used if a mobile phone number has been configured.

**Reset via SMS**

**Reset via Email**

[Back to sign in](#)

1. Click on “Click Here for Help & Maintenance Schedule”
2. Select [Reset Password \( Only supply USERNAME on next screen\)](#)
3. Enter your username in the box
4. Select the reset method that apply to you, i.e. “reset via SMS”, “Email”, “Okta”, etc.



# Reset Password cont. (SMS)

Coast Colleges

## Reset your Okta password

Enter verification code sent via SMS

Enter Code  Sent

[Didn't receive a code? Reset via email](#)

[Back to sign in](#)

Verify

Reset Password

New password

Repeat password

Reset Password

Password requirements:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

1. If you have a U.S. phone number, please select send code via SMS. The verification code will be sent to the phone number listed on your application form.
2. Click “send code”
3. Enter the verification code → click verify
4. Create your own password. Make sure to follow the password requirements to create a new password.

# FAQ

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## 1. How to contact the IT Service Desk

- Email: [itservicedesk@ccd.edu](mailto:itservicedesk@ccd.edu)
- Web form: <https://itservicedesk.cccd.edu> (available on campus only with "My Coast User Id")
- Phone: [714.438.8111](tel:714.438.8111)

## 2. What is my temporary password?

- Temporary password: Capitalize the first letter of your username, lowercase the second letter of your username, date of birth in MMDDYY format, and CCCD at the end.
- Example: John Smith was born on February 1, 2007. His MyCoast username is jsmith2. Therefore, his temporary password should be entered as Js020107CCCD.

## 3. The system keeps on sending the temporary password to my @student.cccd.edu account but I haven't activated my account yet. What do I do?

- Email [itservicedesk@ccd.edu](mailto:itservicedesk@ccd.edu) and request them to **reset your multifactor authentication**

# Scheduled Maintenance

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## **Daily: 2:00am - 4:30am (PST)**

Grades, Registration Services, Payments, and Transcripts are not accessible

## **Monthly Maintenance Schedule**

The first weekend of the month: Saturday, 5:15 PM - Sunday, 5:15 PM

The third weekend of the month: Saturday, 10:00 PM - Sunday, 4:30 AM