



## Self-Service Password Reset (SSPR) for New and Existing Students

1. Go to **mcckc.edu** > Select **MyMCCKC** (top of the page).
2. Select “Forgot My Password” OR “...can’t sign in” to self-unlock your account after too many attempts

3. Complete the captcha on the next page.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@co

kS Wkd

kSWkd

Enter the characters in the picture or the words in the

4. Choose how you prefer verification (by phone or personal email).

Get back into your account

verification step > choose a new password

Please choose the contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*). Below, you will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

5. Enter the verification code that you received.
6. Create a new password
7. Select “Finish”
8. Return to **mcckc.edu** > **myMCCKC** login to use your new password.

**Contact the MCC Info Center at  
816-604-1000 for assistance.**