CCAP Website

Resetting and Changing Your Password

Resetting Your Password

1. Go to the website click the **MEMBER LOGIN** on the right.

2. This opens the member login page. On this page you may:
   a. Register (if you are a new user)
   b. Reset your password (if you are an existing user)

3. To reset your password, click on the link for **Forgot Your Password?** Or you may click on the link for **Reset Password**

   ![Login Page]

4. On the Reset Password page you can enter your user name or email you used to register with on the site. (If you do not remember either, you must contact helpdesk@pacounties.org.)

   ![Reset Password Page]

3. After you enter your information, click **Submit** and the message below will appear on the screen. (This is NOT your password but a new password that was generated for you!)

   ![Password Reset Success Message]
5. You will now receive an e-mail that contains a new password.

You have requested this mail because you have forgotten your password to CCAP.

Your user name is:

Your temporary password is: G*Knifon0f3K

Your temporary password can be changed immediately by logging onto the Change Password page using your user name and temporary password.

The ChangePassword page is located at http://ccap.jmu.edu/Pages/ChangePassword.aspx.

Thank you.

**IMPORTANT:** It is recommended that you **COPY** the new password (make sure you do not have spaces, etc. when copying) and paste that as your password to login!

6. You should now be able to login with the new password. See further instruction on **Changing Your Password**!
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**IMPORTANT:** You **MUST** be logged in to change your password (not reset but change)

1. Login to the website click the **MEMBER LOGIN** on the right.

2. Login with your user name and password

3. Click the button for **Login**

4. Once you are logged on, you should see your Display Name at the top right with the welcome message:

5. Click where your display name is showing; this enables a drop down menu

6. Select **CHANGE PASSWORD**

7. This should open a new page for Changing Your Password!

8. On this screen you MUST paste (from the email you received) the password that was sent to you, then enter a new password (twice)

9. Once you have the information, click on the button for Change Password.

10. This should complete the process!