

How to Reset a Forgotten Password

**Enter your CCC
Username and Password**

Pathway Username:

Password:

For login assistance, call 575.769.4969 or
1.800.769.1409 or [Submit a Help Desk Ticket](#).

Help Desk Hours
Monday – Thursday: 7:00 a.m. – 6:00 p.m. (MT*)
Interim: 7:00 a.m. – 5:00 p.m. (MT*)
Fridays: 7:00 a.m. – 4:30 p.m. (MT*)

*New Mexico is located in the Mountain Time Zone
and observes Daylight Saving Time.

[Forgot password?](#)

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From the login page, click on the "Forgot password?" link.

Secret Questions and Answers Login

If you have forgotten your password you can login by supplying your previously setup secret questions and answers. Enter the user name you use to login with to continue.

User Name:

Enter your **User Name** and click on the **Submit** button.

Secret Questions and Answers Not Setup

Secret questions and answers have not been setup for the supplied login identifier.

[Click here to return to the login screen.](#)

You must contact the Help Desk if you have not set up your Password Recovery Secret Questions and Answers.

For assistance, call 575.769.4969 or 1.800.769.1409

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Answer Your Secret Questions

Please answer the questions below in the same way as when you set up your secret questions and answers.

Keep the following in mind when answering the questions:

- You must supply correct answers for at least 3 of the questions.
- The answers are not case sensitive (answers that differ only in upper and lower case characters are considered valid).
- Whitespace in answers is not significant (a different number of space characters may be supplied than at setup time).

Questions

Answers

What's your favorite desert?

What was your favorite place to visit as a child?

In what city did you meet your spouse?

Answer your Password Recovery Secret Questions and Answers. Answers are not case sensitive and extra spaces are ignored.

Failed to Answer Secret Questions

The system was unable to validate your identity using the supplied answers.

Detailed Information: not enough correct answers were supplied to perform recovery (1 correct, 3 required)

[Click here to try your answers again.](#)

You will be required to provide the correct answers to three questions.

The Question/Answer Password Recovery System is Unavailable

The Question/Answer Password Recovery System is unavailable because of too many failed attempts to answer the questions correctly.

Password recovery will once again be available after you have logged in successfully.

[Click here to return to the login screen.](#)

The system will lock your account after too many failed attempts to recover your password. If your account is locked, you must contact the Help Desk if you have not set up your Password Recovery Secret Questions and Answers.

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Answer Your Secret Questions

Please answer the questions below in the same way as when you set up your secret questions and answers.

Keep the following in mind when answering the questions:

- You must supply correct answers for at least 3 of the questions.
- The answers are not case sensitive (answers that differ only in upper and lower case characters are considered valid).
- Whitespace in answers is not significant (a different number of space characters may be supplied than at setup time).

Questions

Answers

What is your favorite soap?

What was your favorite place to visit as a child?

What is the country of your ultimate dream vacation?

You will see a different set of questions each time, but some will be repeated.

Secret Questions Answered Correctly

You answered your secret questions correctly. Click the **Login** button to continue.

For future reference, your password is: 22222222b

When you successfully login again, you will be required to change your password.

Login

If you correctly answer your secret questions, the system will display your password. Click on the **Login** button to login.

**Enter your CCC
Username and Password**

Pathway Username:

Password:

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[Forgot password?](#)

LOGIN

Enter your Username and Password.

Password Reset Required

You are required to change your password. Please enter a new password.

Enter new password:

Verify new password:

Change Password

The system will require a password reset after logging in. Enter a new password, enter it again for confirmation, and click on the **Change Password** button.

Password Change Succeeded

You password was changed successfully.

You will now be redirected to your home page, or you may press continue.

[Continue](#)

Click on the **Continue** button to proceed to Pathway.

The screenshot shows the Pathway website interface. On the left is a blue navigation sidebar with the Pathway logo and menu items: Home, Student, Student Resources, and Financial Aid. The main content area has a header with 'Home' and 'Home Community / Home'. Below the header, the page title is 'Clovis Community College Announcements'. Underneath, there is a section for 'Announcements' which states 'You currently have no announcements.'