Chaffey College

MyChaffey Portal FAQs

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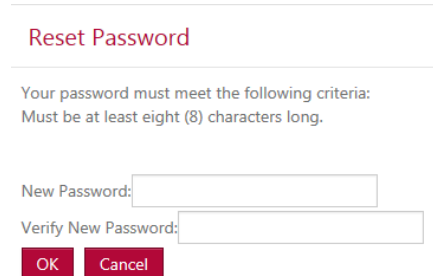# What are my Login (Username) and Password?

Login/Username: <u>Initials</u> of First and Last Names + 7-Digit Chaffey College ID (i.e., jd0654321)

Initial Password: 6-digit Date of Birth (MMDDYY)

How do I change my password?

1. Log in to the portal

2. Click on **Control Panel**

    Control Panel

3. Click on **Reset Password**

4. Enter **New Password** (must be 8 characters minimum) > **Verify New Password** > **OK**
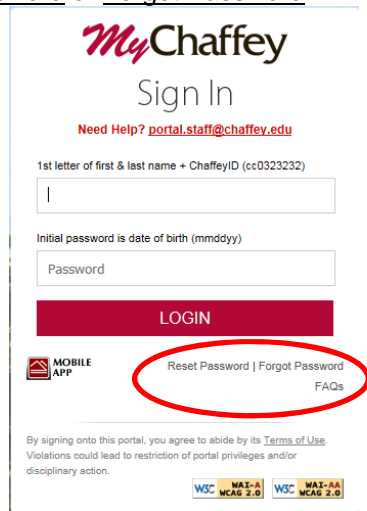

   -OR -

   Click on <u>Reset Password</u> on the log-in page > Answer Security Questions (See "What if I forgot my Password?")

What if I forgot my Password?

1. On the log in screen, click on the <u>Reset Password</u> or <u>Forgot Password</u> link.

2. Enter Username (same as login), click OK.

3. If you have successfully created the 3 required security questions, 2 of them will display.

   Enter the <u>exact</u> answers that you created and saved. Answers are format and case sensitive.

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4. Reset your password to an 8-character minimum (no other restrictions), click OK.

5. Log in again with your same username and your new password.

- If you do not remember accurately the security question answers, then you cannot reset your password and must contact the Help Desk, A&R, or email portal.staff@chaffey.edu to request a reset. Include your username, Date of Birth, and the last four-digits of your Social Security Number.

- If you do not see 2 security questions, it means that you did not create them, or you missed clicking on the SAVE button in the initial log in. In this case, you must contact the Help Desk, A&R, or email portal.staff@chaffey.edu. Include your username, Date of Birth, and the last four-digits of your Social Security Number.

- Users may think "I did create security questions . . . I do remember the answers." What we have learned is that you tried, but didn't save them, or simply forgot the format or exact text of the answer you typed.

     Admissions & Records: 909.652.6600   Help Desk: 909.652.6789

I forgot the answers to the Security Questions. What do I do?

If you do not accurately remember the security question answers, then you cannot reset your password and must contact the Help Desk, A&R, or email portal.staff@chaffey.edu to request a reset. Include your username, Date of Birth, and the last four-digits of your Social Security Number.
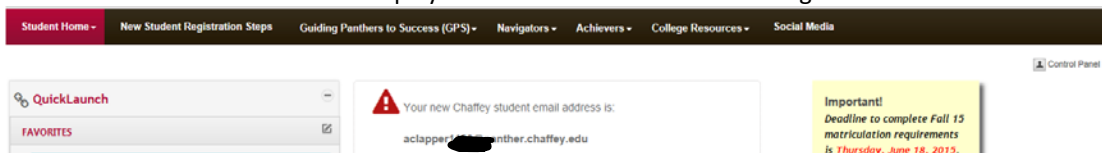
   Admissions & Records: 909.652.6600   Help Desk: 909.652.6789

How do I get to my Chaffey Panther email?

Any student registered in a <u>credit</u> class will be assigned a Chaffey email account. Once the account is created, the student will have access to that account via the MyChaffey Portal:

- Your email account name will be displayed on the Portal Student Main Page.

- Click on the Gmail icon on the portal Student Main Page > Accept the terms of the account
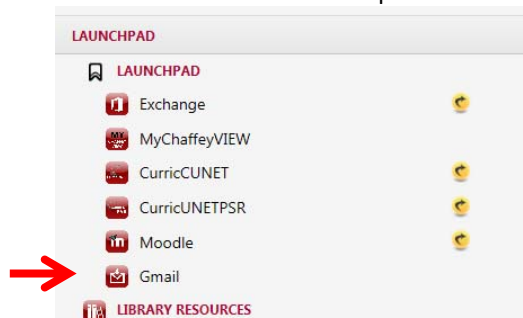
How do I synch my Chaffey Panther email account to my mobile device?

Android: Settings > Accounts > Add Account > Google > select Existing > enter your full Chaffey Panther Email Address as your username > Enter your Password (same as your MyChaffey Portal Password) > OK to accept the Terms of Service

iPhone: Settings > Mail Contacts, Calendars > Add Account > Google > enter your full Chaffey Panther Email Address and Password (same as your Chaffey Portal password) > Sign In > when the Gmail MyChaffey screen opens, enter your Portal User ID and Password > Log In > Google screen opens stating "Your Google Account is managed by panther.chaffey.edu > Accept the terms on the accounts.google.com screen > Save

How do I forward my Chaffey Panther email to a personal account?

- Login to the MyChaffey Portal (https://my.chaffey.edu)
- Click on the Gmail icon 📧 Gmail
- Click on **Settings** (on the right side) ⚙ > **Settings Option** > **Forwarding and POP/IMAP** > click **Add a forwarding address**
- Enter a valid email address > **Next**
- Verify the forwarding email address is correct > **Proceed**
- A message will display that a confirmation code has been sent to the forwarding email address to verify permission > click **OK**
- **Access your personal email**/email account to which you are forwarding your Chaffey Panther email
    - o A message from the Chaffey College Team should be in your personal mailbox (if not, check your "Spam" folder)
    - o Click on the link in the email to confirm your forward request:
      Example:
      To allow kbryant2424@panther.chaffey.edu to automatically forward mail to your address, please click the link below to confirm the request: https://isolated.mail.google.com/mail/vf-%5BANGjdJ8QiIRVnBOGWoNnBL8KCfXZOM9hCuxcY6rw1hCHrJFZxJ4i_xsCDalS8oCs-bfiqzcl9EH2b2aIjM9_%5D-V5BO-u1KVcZsToK9M96U8-Cr5pM
    - o You will receive a confirmation message from Gmail. **Close** the email > **Log Out**
- **Access your Chaffey Panther email account** > click on **Settings** > click on **Verify** (next to the forwarding email address)
- Click on the option box next to **Forward a copy of incoming mail to:** to turn on mail forwarding.
- **Save Changes** (towards the bottom of the **Settings** window). Your changes are NOT active until the changes have been **SAVED**.

What is MyChaffeyVIEW?

MyChaffeyVIEW is the application accessible for all users from within the MyChaffey Portal. Students can register for classes, check their class schedule, grades, view holds, pay their fees, check Financial Aid status, etc. Faculty can view their rosters, enter grades, etc.

What is MyChaffey Portal?

MyChaffey is Chaffey's web portal providing easy access to Registration, Library resources, Important Notifications, Student Email, and other information all through one Single Sign-On in one location for all users.

How do I get to Moodle?

When you log into MyChaffey, you will see the Launch Pad located on the left-side of the page. Click on the Moodle icon to launch the application.
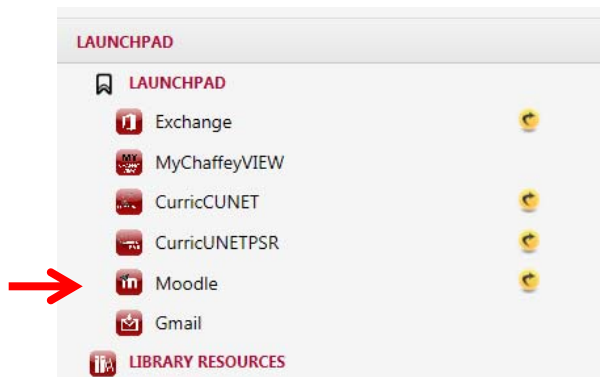
Moodle Help Desk (Distance Education): 909.652.6975

How do I get to Library resources?

When you log into MyChaffey, you will see the Launch Pad located on the left-side of the page. Click on the Library icon to launch the application.
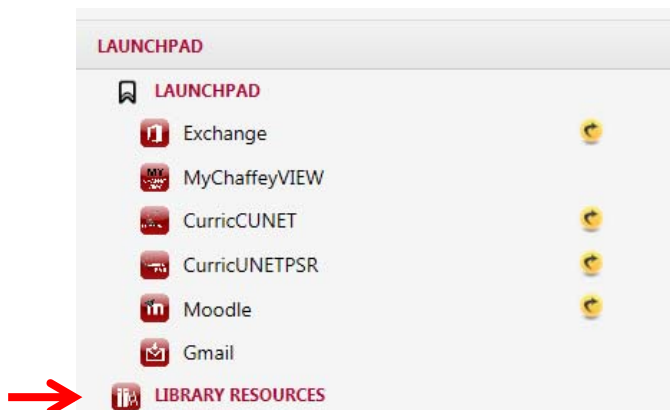
Where do I register?

Option 1: Log into the MyChaffey Portal > click on the MyChaffeyVIEW icon from the Launch Pad > select the Students menu > Registration links will be on the right-side of the webpage.
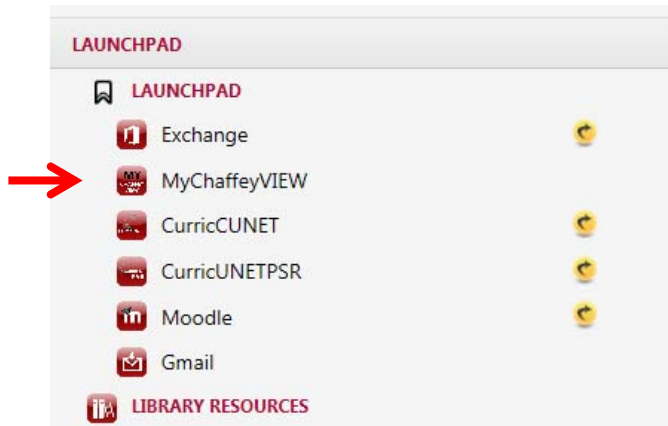
Option 2: Log into the MyChaffey Portal > click on Register/Add/Drop Classes from the Self-Service Quick Links on the right-side of the webpage.