

Welcome to MyOCC

Welcome to MyOCC, Coast Community College District's (CCCD) one-stop website that seamlessly connects you to the Online Class Schedule, Registration, Grades, Unofficial Transcripts, Blackboard, Campus Announcements, as well as many other features. In addition, you will be able to access your new CCCD Student G-mail account which will be your official form of communication with faculty and staff at OCC.

You can log into MyOCC from any computer with an Internet connection and a web browser (Internet Explorer and Firefox are recommended). MyOCC works on PC and Mac computers. NOTE: You may experience some difficulties accessing some areas of our site if you are using Internet Explorer version 10 or a computer that is behind a firewall, such as a computer at a corporation or place of business.

- [How do I log into MyOCC?](#)
- [When I go to the login screen the URL changes to MyCoast, am I on the right page?](#)
- [How do I look up my registration appointment?](#)
- [How do I register for classes?](#)
- [How do I add myself to a waitlist?](#)
- [What do I do after I add myself to a waitlist?](#)
- [How do I check my campus email account?](#)
- [How do I re-add a class after I dropped or got dropped?](#)
- [How do I get and use an Add Authorization Code?](#)
- [How do I drop a class?](#)
- [How do I purchase a semester parking pass?](#)
- [How do I check on my account and/or pay fees?](#)
- [How do I print an official class program and receipt?](#)
- [How do I check my grades/view my transcripts?](#)
- [Login Assistance](#)
- [FAQs](#)

How do I log into my MyOCC account? -

Secure Access Login

User Name:

Password:

Note: Accounts not used after one year (365 days) will be deleted.
[Forgot Password?](#)

WELCOME TO MySITES:
MyOCC, MyGWC, MyCCC and MyCoast

Students, Faculty, and Administrative staff of the Coast Community College District will login to this secure site to access the following resources: Email, Registration Services, Online Classes, Transcripts, and more. However, due to nightly maintenance, registration, payments, grades, transcripts, and ExpressApps are inaccessible between the hours of 2:00 a.m. and 4:30 a.m.

NEED AN ACCOUNT?
To receive an account, you must first apply to your college.
[APPLY TO OCC](#) | [APPLY TO GWC](#) | [APPLY TO CCC](#)

FREQUENTLY ASKED QUESTIONS

[IE6 Browser Compatibility Issues?](#)
[IE10 Browser Compatibility Issues?\(NEW\)](#)
[What is my User Name and Password?](#)
[What do I do if I forgot my password?](#)
[MySite Password reset and login](#)
[How did my account get locked \(temporarily suspended\)?](#)
[What should I do if my account is locked \(disabled\)?](#)
[How do I restore my MySite account if it has been deleted?](#)
[Do I need to log off?](#)
[Why is it asking for my User ID and PIN when I'm already logged in?](#)
[Alternate Email for Password Recovery](#)
[What browsers are compatible with MySites?](#)
[How to Use Waitlist](#)
[1098-T FAQs](#)
[How to Use TouchNet Payments](#)
[How to Set Up Alternate Email Password Recovery](#)
[How to Submit an ExpressApp \(NEW\)](#)
[Registration Checklist Instructions and FAQs \(NEW\)](#)

More FAQ:
[Off-Campus Access Questions](#)
[Registration Questions](#)
[Fee Payment Questions](#)
[Transcript Questions](#)
[Gmail / Email Questions](#)
[All FAQ >](#)

NEED HELP?

[ORANGE COAST COLLEGE](#)
Technical Support

[GOLDEN WEST COLLEGE](#)
Technical Support

[COASTLINE COMMUNITY COLLEGE](#)
Technical Support

[COAST COMMUNITY COLLEGE DISTRICT](#)
Technical Support

- IMPORTANT NOTICE -
Internet Explorer 10 does not support this application. Click [here](#) to see the list of compatible browsers.

MYSITES SCHEDULED MAINTENANCE DATES & TIMES
MySites will be unavailable during these times (Pacific):
Daily: 4:30am - 5am
Sundays: 2am - 5am

SUMMER/FALL 2013 Friday mornings: 6am-10am on the following dates:	SPRING 2014 Friday mornings: 6am-10am on the following dates:
June 21st July 19th August 16th September 20th October 18th November 15th December 20th	January 17th February 21st March 21st April 18th May 16th June 20th

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1. Go to www.mycoast.cccd.edu and Enter your User Name and Temporary Password.

You will receive your User Name and Temporary Password once your Admissions Application has been processed. Your Temporary Password is your Date of Birth in the MMDDYY format.

For example: February 1, 2007 would be entered as: 020107.

NOTE: If you already have a MyGWC or MyCCC account, you would NOT create a new password for your MyOCC account as shown above, you would just use the same Password you created for that account for your MyOCC login.

2. Then you should get the "Password Expired" message. Create a new Password.

Passwords must be between 8 and 20 characters and cannot be all alpha or all numeric. You must have a mix.

3. Then you should be asked to provide an alternate email address. This is used for password reset purposes only. **Enter an Alternate Email Address** (your personal email not your campus G-mail account).

4. **Log into that Alternate Email Address within 24 hours**, locate the email we send you for validation and complete the validation process or the automated **Forgot Password** process will not be available for you if you should need it in the future. If you don't see

our email in your inbox, please be sure to check your spam or junk mail folder. If you don't complete the validation process within 24 hours of providing the alternate email account, you would need to resubmit your alternate email and then make sure to login to that other account and open the most recent email to finalize the process. If you try to validate from one of the older emails we sent you for the process, you will receive an error message.

Is mycoast.cccd.edu the Correct URL? Am I on the right page? -

MyOCC, MyCCC and MyGWC are all part of the Coast Community College District and all logins go to the same site, which is the MyCoast site. So, yes, you are on the correct page!

Did you know? -

You may qualify for financial aid to assist with your enrollment fees! Many students qualify for the Board of Governor's Fee Waiver (BOGW), which waives the per unit enrollment fee. Also, students who qualify for the BOGW do not pay more than \$30 for their parking pass. You may apply at: www.fafsa.ed.gov, our school code is 001250. Please allow 10 business days from the date you submit the FAFSA application for the application to be received and processed.

The BOGW does not waive the health fee, the college service fee or any material fees (if your class has one). If you qualify for the BOGW, you would still be responsible to pay these fees, and if fees are not paid before the drop deadline, you may be dropped for non-payment from your classes and any waitlisted classes.

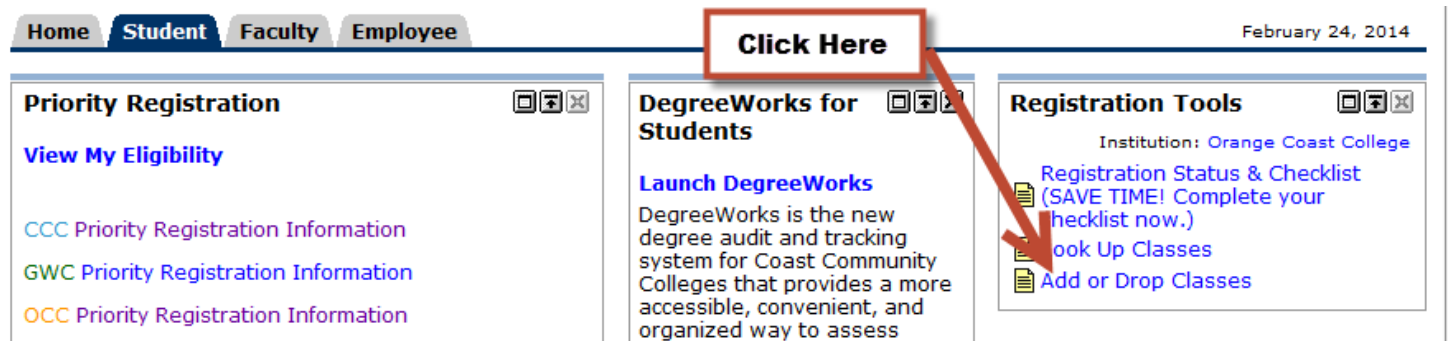
When is my registration appointment? -

The screenshot shows the MyCoast website interface. At the top, there are navigation tabs: Home, Student, Faculty, and Employee. The 'Student' tab is selected. A red box labeled 'Click Here' with an arrow points to the 'Registration Tools' section. The 'Registration Tools' section includes the following links: 'Registration Status & Checklist (SAVE TIME! Complete your checklist now.)', 'Look Up Classes', and 'Add or Drop Classes'. The institution is identified as Orange Coast College. The date 'February 24, 2014' is displayed in the top right corner.

1. Click on the Student Tab.
2. In the "Registration Tools" channel, Click on "Registration Status."
3. Select a Term (ex: OCC Spring 2014), then Click on "Submit."

4. Your Registration Appointment time will appear – the “From Date” is your Appointment Time. You can register any time after this date and time, up until the day the class starts. After the class starts, you will need an Add Authorization Code to add yourself into the class.

How do I register for classes? -



1. Click on the Student Tab.
2. Click on “Add or Drop Classes.”
3. Select a Term (ex: OCC Spring 2014), then Click on “Submit.”
4. Enter the CRN (Course Reference Number) from the Class Schedule (APDF version is available on the OCC website then Click on “Finalize Add/Drop.”

If you do not have the Class Schedule, you can click on “Class Search” at the bottom of the page to search the online Class Schedule.

- a. Enter your Search Criteria (such as the course Subject – but, do not use too many parameters, you may not get any results if the class does not exactly match what you select), then
- b. Click on the “Class Search” button at the bottom of the page.
- c. Click in the Checkbox* in front of the class you wish to add, then
- d. Click on “Register” to submit the course for Registration. If you wish to continue searching for other classes, Click on the “Add to Worksheet” button instead. When finished selecting your classes, click on “Finalize Add/Drop.”

* A “C” in front of the class means the class is closed/full and, if there is a waitlist available, it is also full. If it says Waitlisted it means the class is full, but there is a waitlist and there are still spaces available if you wish to place yourself on the waitlist. Not all classes have a waitlist. See further information regarding the waitlist process in the How do I put myself on a waitlist? section of this guide.

NOTE: If you encounter a Registration Add Error while trying to register, click on the HELP link for an explanation of the error.

5. Verify your registration, and then Click on “Pay Now” to view and/or pay your fees. For instructions on the Pay Now process, please refer to the How do I check on my account and/or pay fees? section of this guide.

How do I put myself on the waitlist? -

1. To add yourself to a waitlist, make a note of the CRN you wish to add.
2. Follow instructions from How do I register for classes? steps 1 through 4 from above.
3. After you click on the Finalize Add/Drop button, you will receive the Waitlisted message, if you wish to place yourself on a waitlist, you would Change the Action to Waitlisted and then Click on the Finalize Add/Drop button. Classes with lecture/lab co-requisites will have a waitlist option on the lab section only and NOT on the lecture section. Please note: if you are attempting to add a class that has both a lecture and a lab component, you need to input both CRNs, but you will only get waitlisted on the lab component!

Registration Add Errors

Status	Action	CRN	Subj	Crse	Cred	Grade	Mode	Title
Closed - 4 Waitlisted	Waitlisted	34513	ARCH	A101	001	OCC	Undergraduate	1.000 Standard Letter Intro Environ Sustainability

Add Classes

CRNs

Finalize Add/Drop

Class Search

Reset Page

Pay Now

Select "Waitlisted" from the "Action" drop-down menu and click "Finalize Add Drop"

4. The class will now show as Waitlisted on your Current Schedule.

Current Schedule

Status	Action	CRN	Subj	Crse	Cred	Grade	Mode	Title
Waitlisted on Feb 25, 2014	None	34513	ARCH	A101	0.000	Standard	Letter	Intro Environ Sustainability

Total Credit Hours: 0.000

Billing Hours: 0.000

Minimum Hours: 0.000

Maximum Hours: 19.000

Date: Feb 25, 2014 04:33 pm

Class is now waitlisted - No fees accessed

Add Classes

CRNs

Finalize Add/Drop

Class Search

Reset Page

Pay Now

5. Your waitlist position is viewable on the Student Tab from the Student Detail Schedule link.

Intro Environ Sustainability - ARCH A101 - 001


Associated Term: OCC Intercession/Spring 2014

CRN: 34513

Status: Waitlisted on Feb 25, 2014

Waitlist Position: 5

Notification Expires:

Assigned Instructor: Michael P. Carey 

Grade Mode: Standard Letter


Credits: 0.000

Level: OCC Undergraduate

Campus: Orange Coast

Your Waitlist position shows here

Scheduled Meeting Times

Type	Time	Days	HRs/Week	Where	Date Range	Schedule Type	Instructors
Arranged	TBA		2.25	OCC Offsite ONLINE	Mar 31, 2014 - May 25, 2014	Online	Michael P Carey (P) 

6. Your waitlisted courses will also show as waitlisted classes on your Student Class Program (Web Schedule Bill), which is considered as your official print-out. There is a link to it on the Student Tab.

You are not charged for the waitlisted class until such time that you actually get registered into the class!

I put myself on a waitlist, now what do I do? -

When a seat becomes available in a class that has a waitlist, the first person on the waitlist is notified via their MyOCC student G-mail account. This notice will not be sent to the student's personal email account. (If you need instructions on how to get to your MyOCC G-mail account, please refer to the How do I find my OCC G-mail account? section in this guide.) When you receive the email, you only have 24 hours from the time the email is sent to add yourself to the class or you will get dropped from the waitlist and the next person on the waitlist is offered the seat and so on until either someone adds the class or the waitlist empties.

If the waitlist is full at the time you try to add the class, you may wish to keep checking every so often to see if space opens back up, if it does, you would be able to add yourself to the waitlist at that time. Once you put yourself on a waitlist, you should check your MyOCC G-mail account a couple of times a day to check for that notice to make sure you do not miss your 24 hour window to register.

If you receive a waitlist notification that a space has become available to you, and you wish to add the class:

1. Go to the Student Tab, Click on the Add/Drop Classes link.
2. Select the Appropriate Term, then Click on Submit.

Current Schedule

Status	Action	CRN	Subj	Crse	Cred	Grade	Mode	Title
Waitlisted on Feb 25, 2014	**Web Registered**	32208	CIS	A171	0.000	Standard	Letter	JavaScript 1

Total Credit Hours: 0.000
Billing Hours: 0.000
Minimum Hours: 0.000
Maximum Hours: 19.000
Date: Feb 26, 2014 05:08 pm

Notification received - change action drop-down to "Web Registered" and click on "Finalize Add/Drop - fees will be assessed and are due immediately - click on "Pay Now" and complete payment process, otherwise you may be dropped for non-payment.

Add Classes

CRNs

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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3. In your Current Schedule, you will find the class for which the email notice was received, it should say "Waitlisted on XXXXXX" in the Status column in the front, with XXXXXX representing the date you got put on the waitlist (Feb. 25, 2014 in the example shown above). Click in the Action Drop Down menu and Select the Web Registered option.

NOTE: To avoid any potential registration errors, do not try to register for any other courses at the same time you are adding yourself into a class you were waitlisted in, unless you are adding a class that has both a lecture and a lab CRN! If the class has both a lecture and a lab section, you may only waitlist for the lab section. After you select the Web Registered option for the lab section, you will need to input the lecture CRN in the box below the "CRN's" area and then go to step 4.

4. Then Click on the Finalize Add/Drop button.

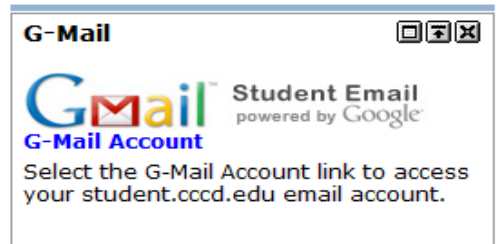
5. Once your status shows as Web Registered, make sure you pay your fees. Please see the "How do I check on my account and/or pay fees?" section of this manual.

If, at the time you receive a notice that a spot has become available in the class, you no longer wish to add the class:

1. Follow Steps 1 through 3 above, but in the drop down box as described in step 3, Select the Drop option.
2. Then Click on the Finalize Add/Drop button. Doing this helps move the waitlist process along for the others on the waitlist. If you don't do this process, you will be dropped from the list anyway after the 24 hour period.

How do I access my student G-mail account? -

Your campus email address is the same as your MyOCC account username with @student.cccd.edu after it. You can access it from the Home Tab in your MyOCC account. There are also links in the upper right hand corner on many of the other screens. Just look for the email icon and click on it.



How do I re-add a class after I dropped or got dropped ? -

You will only be able to re-add yourself to a class if:



1. The class has not already started, and if
2. The class is still open, and if
3. The class is not already waitlisted.

Before the start of the class:

1. Follow the steps in “How do I register for a class?”.
2. If there was space available in the class, your status will show as Web Registered.
3. If you receive a Registration Add Error, click on the HELP link for an explanation of the error.
4. If the class is closed, but you receive a message that the class is waitlisted, it means there is still space available on the waitlist. If you wish to place yourself on the waitlist, follow the steps in “How do I put myself on a waitlist?”.

After the class starts:

1. You would need to get an Add Authorization Code from the instructor of the class in order to add yourself into the class.
2. See the How do I get and use an Add Authorization Code? Section for instruction on this process.

How do I get an Add Authorization Code? -

Add Authorization Codes are only available and will only work once the class begins. They will not work before the day the class begins.

For On-campus Classes:

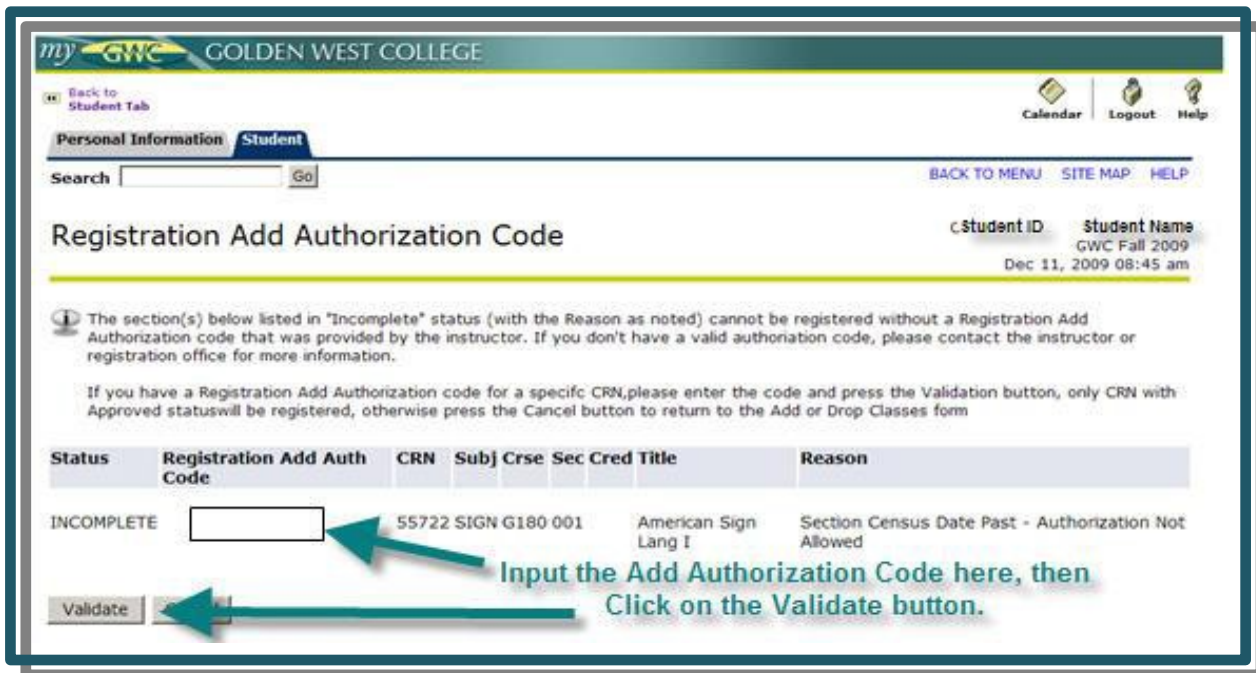
You would go to the first class meeting and let the instructor know you would like to petition the class. If the instructor feels there is space available in the class for you to join, he or she will give you an “Add Permit” with an “Add Authorization Code”. You would then add yourself into the class online with the Add Code. Please refer to the “How to add a class using an Add Authorization Code:” instructions.

For Online Classes:

Email the instructor on the Monday of the week the class starts and request an add permit. If the instructor feels he or she can accept you as a petitioner, you will receive an email back with the Add Authorization Code. You would then add yourself into the class online with the Add Code. If you do not hear back from the instructor, it may mean that they are not able to accept any more petitioners for the class.

How to add a class using an Add Authorization Code:

1. Follow the steps 1 through 4 in the How do I register for classes? section.
2. If there is a waitlist and if there is still space available on the waitlist, you should receive this screen:



The screenshot shows the 'Registration Add Authorization Code' page in the MyGWC portal. The page header includes the Golden West College logo and navigation links like 'Back to Student Tab', 'Calendar', 'Logout', and 'Help'. The main content area has a search bar and a 'Go' button. Below the search bar, there are links for 'BACK TO MENU', 'SITE MAP', and 'HELP'. The page title is 'Registration Add Authorization Code'. On the right side, there is a 'Student ID' and 'Student Name' field, with the student name being 'GWC Fall 2009' and the date 'Dec 11, 2009 08:45 am'. The main content area contains a warning message: 'The section(s) below listed in "Incomplete" status (with the Reason as noted) cannot be registered without a Registration Add Authorization code that was provided by the instructor. If you don't have a valid authorization code, please contact the instructor or registration office for more information. If you have a Registration Add Authorization code for a specific CRN, please enter the code and press the Validation button, only CRN with Approved status will be registered, otherwise press the Cancel button to return to the Add or Drop Classes form'. Below this message is a table with columns: Status, Registration Add Auth Code, CRN, Subj Crse, Sec Cred Title, and Reason. The table has one row with the following data: Status: INCOMPLETE, Registration Add Auth Code: [input field], CRN: 55722 SIGN G180 001, Subj Crse: American Sign Lang I, Sec Cred Title: American Sign Lang I, Reason: Section Census Date Past - Authorization Not Allowed. A red box highlights the 'Registration Add Auth Code' input field and the 'Validate' button. A red arrow points from the input field to the 'Validate' button. A red text box says 'Input the Add Authorization Code here, then Click on the Validate button.'

3. Enter the **Add Authorization Code** in the box as shown, then
4. Click on the **“Validate”** button.
5. Click on the **“Submit”** button to register the class. Make sure you pay your fees after you get registered into your classes!

If, for any reason, you are unable to add yourself into the class through your MyOCC account, you can come to the Enrollment Center to receive assistance as long as the instructor completed all the information on the **“Add Permit”** and signed and dated the permit. If you need to come to the Enrollment Center to get added, you will need a government issued photo ID, such as a driver’s license or student ID card and the completed/signed/dated Add Permit. If you only have an email from the instructor with the code on it, make sure to print out and bring a copy of the email showing that the email came from the instructor’s OCC email account. Example: From: Andy Professor their email address would appear as: aprofessor@occ.cccd.edu. We cannot accept them from the instructor’s personal email account.

Did you know? -

You can find the books and supplies you need for your classes and order them online from our campus bookstore and make arrangements to either have them shipped directly to your door, or have them ready for pick up in the campus bookstore. Check them out online at: www.occ.bkstr.com.

You can now rent your textbooks! For more information, go to the campus bookstore website shown above.

There are plenty of other campus-related items available (notebooks, scan-trons, blue books, etc) in the bookstore that you can use to get organized or things to give as gifts to family and friends. From pens and pencils to paper and flash drives, cups and snacks to jackets and hats!

Stop by the campus bookstore and do a little shopping! Ask about the education discount for your computer and software needs!

How do I drop a class? -

Current Schedule


Status	Action	CRN	Subj	Crse	Cred	Grade	Mode	Title
Web Registered on Mar 03, 2014	Drop	30721	ARLN	A119	1.500	Standard	Letter	Travel Safety Inflt/Grd

Total Credit Hours: 1.500
Billing Hours: 1.500
Minimum Hours: 0.000
Maximum Hours: 19.000
Date: Mar 03, 2014 02:56 pm

1. Click on the drop down box next to the class you want to drop. Select the "Drop" option from the list.
2. Click on "Finalize Add/Drop" to complete the action.
3. Print your "Student Class Program/Web Schedule Bill to verify the drop was successful.

Add Classes

CRNs

Finalize Add/Drop Class Search Reset Page 

1. Click on the "Student Tab".
2. Click on the "Add or Drop Classes" link in the Registration Tools Box.
3. Select a Term (ex: OCC Fall 2014), then Click on "Submit."
4. Click on the **Drop Down Arrow** next to the course you want to drop, Select the "Drop" option from the list, then click on "Finalize Add/Drop."

NOTE: If you encounter a Registration Error while trying to drop, Click on the HELP link for an explanation of the error.

5. Verify your Drop by printing your Student Class Program(Web Schedule Bill).

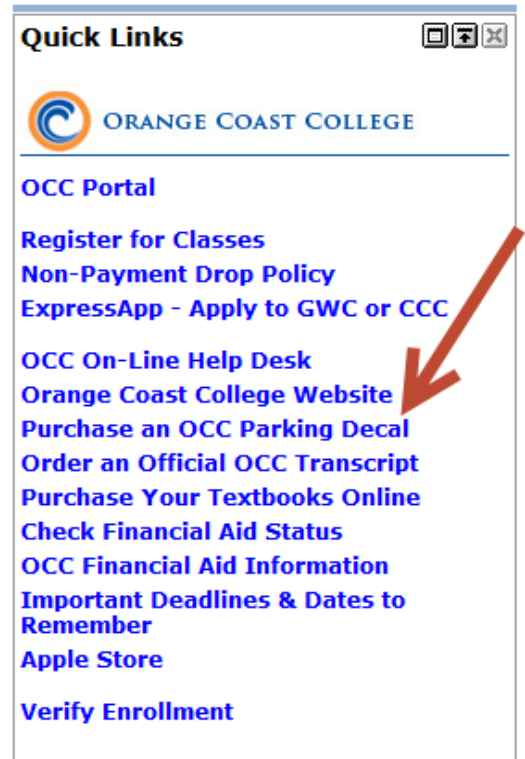
6. Click on the Student Tab.
7. Click on the **“Student Class Program (Web Schedule Bill)”** link in the Other Resources box.
8. Select the Correct Term, then Click on **“Submit.”**
9. Click on the “Print Page” button in the upper left corner of the screen.
10. Make sure you adhere to the state-mandated deadline dates as shown on your Student Class Program (Web Schedule Bill).

How do I purchase a parking permit? (click title to go back to the top)

To Purchase a Parking Permit:

1. Log into your MyOCC account.
2. On the Home Tab, in the Quick Links channel, Click on the “Purchase an OCC Parking Decal” link.

NOTE: Once you have ordered the Parking Permit and made your payment, you have an option to print a Temporary Pass and if you provided a valid email address when you placed your order you will also receive a Temporary Pass in your email. The Temporary Pass is valid until the expiration date as noted on it. It normally takes approximately 5-7 business days to receive your actual Parking Pass in the mail.



How do I check on my account and/ or pay fees? -

Credit Card Payments:

1. Verify your fees, and then Click on **“Pay Now.”**
2. After you click on “Pay Now”, you will be directed to the “Account Detail for Term screen. Click on the “Pay Now” link in the header.
3. Click on the Pay link.
4. Select a Payment Method (Credit Card) and then Click on Go.
5. Enter the appropriate information and Click on Continue.
6. Select a Term and Click Continue.
7. Verify that the information on the screen is correct and Click on Submit Payment.
8. The Payment Confirmation page displays and a confirmation email will be sent to your student email account.

9. When finished, Click Log Out in the upper right hand corner of the payment browser window and the following page will display.

Check or money order Payments:

Make checks Payable to OCC in the amount stated, put your Student ID Number on it, and send it to:

Orange Coast College
Attn: Registration,
2701 Fairview Rd
Costa Mesa, Ca. 92626

How do I print a Student Class Program (Web Schedule Bill)? -

1. Click on the Student Tab.
2. Click on "Student Class Program (Web Schedule Bill)" in the "Other Resources" box.
3. Select the correct Term, (ex: OCC Spring 2014), then Click on "Submit."
4. Click on the "Print Page" button in the upper left corner of the screen.
5. The Important Deadlines for your courses are listed on your "Student Class Program (Web Schedule Bill)." It is your responsibility to make sure you adhere to the State- mandated deadlines for your classes.

Please Note: The last day to choose the Pass/No Pass Options, for those courses notes as Optional Pass/No Pass in the College Catalog, is the Friday of the third week of school for 16 week classes. For 8 week classes and classes less than eight weeks the deadline is the same as the Last Day to Drop Without a "W". Please consult with your Counselor prior to selecting this option.

How do I check my grades/view my transcripts? -

Your official grades are available approximately 10 business days after the end of a semester. You may request your official transcripts two weeks prior to the end of the semester and request "Hold for Final Grades". You may be able to view your grades online earlier if your instructor has input them in Blackboard. However, until the Enrollment Center has been able to process all grades for the entire campus and update the GPAs, transcripts will not available. Please keep in mind the grades may be subject to change by the instructors of the classes.

To request official transcripts:

1. Log in to MyOCC. Go to Home Tab>Quick Links> Order an Official OCC Transcript
2. A pop up box will appear that will redirect you to the Transcripts Plus school selection site
3. Click on Orange Coast College
4. In the upper right hand corner click on Start My Order
5. Complete the transcript request order form

Log In Password / Assistance (click title to go back to the top)

I am trying to log in, but it keeps saying User Name/Password Pair Not Found, what do I do?

If your account was just created, or you have just had your password reset, it may take anywhere from 24-48 hours for you to actually be able to login. Do not keep trying to get logged in, wait another hour or so before you try again. If you still have not been able to get logged in after 48 hours, you would need to submit a help desk ticket. Please refer to the instructions in the I forgot my user name and/or password, what do I do? section below.

If neither of the previous situations applies to you, it means that you are using the wrong user name or password or both. You can try Clicking on the Forgot Password? link. If you set up the email password recovery feature you will be able to recover your password yourself and get logged in. If you did not set up the email password recovery feature, you will need to submit a help desk ticket. Please refer to the instructions in the I forgot my user name and/or password, what do I do? section below.

I got logged into my account and am trying to access my transcripts or add/drop a class, etc. and another login screen comes up asking me for my login name and pin, what do I put in?

Actually, there isn't anything you can put in that will allow you to login. You are getting this screen because you are behind a firewall that is preventing you from getting through to parts of our site. This most often happens when you are behind a firewall at work or some other public area that has a restrictive firewall set up. You would need to use another computer that is on a less restrictive network.

I created a login when I submitted my application online, why can't I get logged into the MyOCC site with it?

The login you create when you submit an online application only works for when you are submitting an online application with any school that uses the services of CCCApply for their online application. It is not the same login as MyOCC.

I forgot my user name and/or password, what do I do?

You will need to submit a Help Desk ticket. To submit a Help Desk ticket you need to know your Student ID number. If you do not know your Student ID number, you will need to stop by the Enrollment Center office with a government issued photo ID, such as a driver's license or passport. We will not release your student ID number over the phone.

To submit a Help Desk ticket:

1. Go to mycoast.cccd.edu and under the login area:
2. Click on the link to the Orange Coast College Technical Support page.
3. Click on the Submit a Help Desk Request button.
4. Select your correct role (student) – please note: selecting a role that does not apply to you may delay your request.
5. Select the Type of Request (Password or Login Help).

6. Complete all the information requested. Your Student ID is required so we can find your records, all the rest of the requested information is compared with what we have on file for you to verify the request is coming from the student.
7. Once the information has been verified you will receive an email advising you of what was done and that your password has been reset so that you may login. Please keep in mind that it could take up to 24 hours to get logged in after your password has been reset. If you don't see a response in your inbox, check your spam folder, we are finding that a lot of our responses are getting filtered out as spam by some of the internet service providers.
8. **DO NOT** submit multiple Help Desk requests. This could create additional problems for you as one person may reset your account and then after you successfully get logged in, another person gets the next request and you end up getting locked out again when that person also resets your password.

Frequently Asked Questions - FAQ s (click title to go back to the top)

Ok, so I've registered for my Classes, what do I do now?

You just go to the class on the first day. If you wish to purchase your books ahead of time, you may get them from our bookstore; either on campus or you may order them through their website at: www.occ.bkstr.com.

I Registered for an Online Class, what do I do now?

On the first day of class, log in to your MyOCC account and Click on the Student Tab. Then Click on the My Courses link and find your class in the list and Click on it. Review your instructor's syllabus to determine what will be required of you for the class and what you need to do next.

How do I know what books I will need? Where can I get my books?

You may come to the campus bookstore with your Student Class Program (Web Schedule Bill), which is your official class print-out, and they can assist you with how to choose your books, or you may go to their website, www.occ.bkstr.com and order them online to be shipped directly to you or you can make arrangements to pick them up on campus in the bookstore.

I want to take the class on a Pass/No Pass Basis, what do I do?

The class must be listed as an Optional Pass/No Pass Grade class in the College Catalog before you can elect this option. You need to complete the Pass/No Pass Option Request form and get it turned into the Enrollment Center before the deadline has passed to choose the option. The deadline is the Friday of the third week of school for 16 week classes. For 8 week classes and classes less than eight weeks the deadline is the same as the Last Day to Drop Without a "W" as shown on your Student Class Program (Web Schedule Bill). It is strongly recommended that you consult with your counselor before you select this option.

Do I need to get a Student ID card?

It is not mandatory unless you need it to scan into a class or lab and it may be required when making purchases at the bookstore or other offices on campus. There is no fee for the card.

How do I get a Student ID card?

You just go to the Photo ID booth in the Enrollment Center. You will need a printout of your Student Class Program (Web Schedule Bill) showing you are enrolled in the current semester and have a zero balance and bring some other form of photo ID, such as a driver's license or passport.

I Dropped My Class! How do I Receive a Refund?

If you drop a class prior to the refund deadline for the class, you would be refunded the amount you paid for the class. If you drop all of your classes before the refund deadlines for each of your classes, you would receive a full refund of all fees paid. Please refer to the [Deadlines](#) section of this manual to see how to find the refund deadlines for your classes. The refund process is automatic and usually takes approximately 2-3 weeks.

For the most current information regarding the refund process, please visit our website at: <http://www.orangecoastcollege.edu/enrollment/Registration/Pages/Refunds.aspx>.

Do I need or order a parking pass?

Any time you need to park on campus between 8am and 10pm Monday through Thursday and 8am to 5pm on Friday, you will need either a daily pass or a semester parking permit. These allow you to park in any of the designated Student spaces. The daily passes may be purchased for \$2 at the yellow dispensers at each of the main entrances on campus. The semester parking permit is \$30 and is only available by ordering it online. Please refer to the instructions in this guide on how to do this.

What should I do if I don't receive my parking pass in the mail?

If you do not receive your pass within 7 business days after you order it, please contact our Public Safety office at 714-432-5017

If I am taking classes at GWC or CCC also, do I need to buy a parking pass for each campus?

If you are taking classes at GWC and OCC, you do not need to buy a pass at each campus. The pass works at both campuses. If you are taking classes at CCC and have already purchased a pass from CCC, you would need to contact Public Safety for information on what you would need to do. Public Safety: 714-432-5017.

Can I get a refund on my parking pass?

If you dropped all of your classes and return your pass to the Enrollment Center by the refund deadline for the classes you would receive a refund for the pass.

Where can I get a bus pass?

The Bursar's Office has some types of bus passes available. Please contact them for more information at **714 432-5599**