

**To: All GoCCA Users**  
**RE: Changes to GoCCA Login on July 2, 2019**  
**Date: June 17, 2019**

The Canadian Centre for Accreditation (CCA) has completed an upgrade to our GoCCA application – our on-line accreditation tool – as part of our ongoing maintenance of our systems and enhance security.

The changes are primarily behind the scenes. You will notice some small changes in the appearance of the log in window (Figures 1 and 2). The functionality will remain the same. The most significant impact is that we have reset the password for all users.

These changes will take effect on **Tuesday, July 2, 2019 at 9:00 a.m. EDT**. At that time all user passwords will be reset. The next time you log in to GoCCA you will be required to create a new password as outlined below.

### **Log In Process as of July 2, 2019**

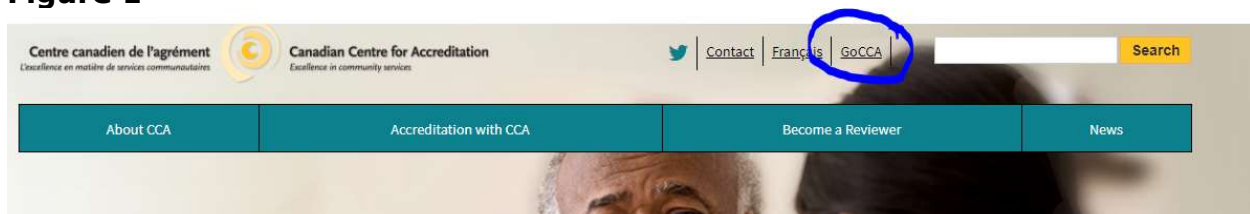
- Go to [CCA website](#)
- Click on GoCCA (see Figure 1)
- Enter your current username (see Figure 2)
- The *first* time you log in on or after June 24<sup>th</sup>
  - Click on “Forgot your password?” and follow prompts
    - Initially the system will generate a password
    - Once you have logged in with this new password you can create your own password in “My Profile”
    - After you have updated your password you can log in as usual going forward

### **Notes:**

- The e-mail from GoCCA Support with your new password should come within a few minutes, and, depending on your settings, may go into your junk mail folder.
- If you have more than one account (e.g. Organization User, Reviewer) you will need to do this process for both accounts.

## **UPDATED APPEARANCE**

**Figure 1**



**Figure 2**



GoCCA Login

Username:

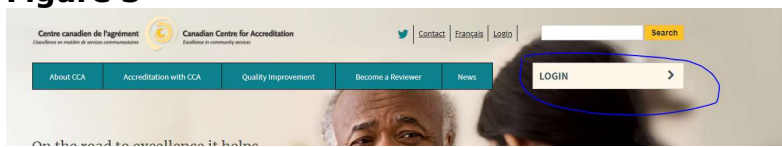
Pasword:

**Login**

[Forgot your password?](#)

## **PREVIOUS APPEARANCE**

**Figure 3**



**Figure 4**



Enter your Username and Password

Username:

Password:

**LOGIN**

[I forgot my password.](#)