

## PORTAL PASSWORD RESET & FORGOT USER ID - QUICK GUIDE

### RESETTING YOUR PASSWORD

**IMPORTANT** – Before you can reset your password, you must know one of the following three items: Your CSUN user ID, your 9-digit CSUN ID Number, OR your CSUN email (e.g. jane.doe.11@my.csun.edu or john.doe@csun.edu)

1. Go to [www.csun.edu](http://www.csun.edu) and select the **Forgot: Password** link from the **myNorthridge Portal Login** window.

2. The **Forgot/Reset My Password** window displays.
  - Enter your date of birth in (MM/DD) format.
  - Enter one of the following:
    - Your CSUN User ID
    - Your 9-digit CSUN ID number
    - Or, your CSUN email address (e.g. jane.doe.11@my.csun.edu or john.doe@csun.edu)

3. Select the **Next** button.

4. You will be asked to select how you'd like your temporary password to be sent. In this example, only one option is available based on the information on file. Make the appropriate selection **Non-CSUN email** (if applicable) or **Text**.

**Forgot/Reset My Password**

Send temporary password to one of the following:

Email address: Non-CSUN email address not provided

Text message to phone number: xxxxxx  
(Standard text messaging rates will apply.)

**Send Temporary CSUN Password**

5. Once your selection is made, select the **Send Temporary CSUN Password button**. Your temporary password will be sent via the method selected.
6. Your temporary password can be used to log in **once** so that you can change your password. Proceed to the next section for instructions on how to change your password.

## CHANGING YOUR PASSWORD

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When prompted by the system to change your password, select **Change Password**. You will be sent to this screen.

**Change My Password**

Enter your current password and your new password in the fields below, and click Submit New Password.

When creating your new password it must:

- Can contain any number of alpha, number, capital letters or special characters.
- Minimum of 12 – suggest as long as possible
- Not contain your first or last name, userID
- Not use common words that would be in a dictionary
- Not found in a breach list (will be checked). You can check yourself here: <https://haveibeenpwned.com/Passwords>

Your User ID:

Your **Current** Password:

Your **New** Password:

**New** Password Again:

**Submit New Password**

1. Enter your User ID in the **Your Account ID** field. If you do not know it, visit the **Forgot User ID** section of this guide.
2. Enter **Your Old Password**.
3. Enter **Your New Password** noting the following guidelines:
  - Can contain any number of alpha, number, capital letters or special characters.
  - Minimum of 12 – suggest as long as possible
  - Not contain your first or last name, userID

- Not use common words that would be in a dictionary
  - Not found in a breach list (will be checked). You can check yourself here <https://haveibeenpwned.com/Passwords>
4. Enter your **New Password Again**.
  5. Select the **Submit New Password** button.

Your password should now be changed. If you receive an error along the way, review the password guidelines and try again.

## FORGOT USER ID

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If you forgot your User ID, do the following:

1. Go to [www.csun.edu](http://www.csun.edu) and select the **Forgot: User ID** link from the **myNorthridge Portal Login** window.

The screenshot shows the 'myNorthridge PORTAL LOGIN' interface. On the left, there are input fields for 'User ID:' and 'Password:', a 'Login' button, and a 'Forgot:' link. The 'Forgot:' link is highlighted with a red box, and the 'User ID' link is also highlighted with a red box. On the right, there are several social media and service icons: Gmail, Microsoft Office 365, canvas, box, Portfolium, and zoom.

2. To use this tool, you must complete information for **TWO** of the options below.

The screenshot shows the 'Forgot User ID' tool. At the top, it says 'Forgot User ID' in red. Below that, a note reads: 'Note: Enter information for TWO of the following items and click the Search button'. There are four numbered options:
 

- 1: Enter your first and last name. Fields for 'First Name' and 'Last Name'.
- 2: Enter your 9-digit CSUN ID Number. Field for '9-digit CSUN ID'.
- 3: Enter your CSUN Email Address either @my.csun.edu or @csun.edu. Field for 'CSUN Email Address'.
- 4: Enter your Month and Day of your birth. Fields for 'MM/DD of Birth'.

 A 'Search' button is located at the bottom right.

3. Once you've completed **TWO** of the options, select the **Search** button.
4. Your User ID will be provided on the next page.

## NEED HELP?

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Contact the IT Help Center by phone (818-677-1400), online at (<https://csun.topdesk.net/> or in person in (University Library, First Floor, Learning Commons).