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 and select the Forgot: Password link from the myNorthridge Portal Login window.

2. TheForgot/Reset My Password window displays.
   - Enter your date of birth in (MM/DD) format.
   - Enter one of the following:
     o Your CSUN User ID
     o Your 9-digit CSUN ID number
     o 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.

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

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

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.

FORGOTTEN USER ID

If you forgot your User ID, do the following:

1. Go to www.csun.edu and select the Forgot: User ID link from the myNorthridge Portal Login window.

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

   **Forgot User ID**

   Note: Enter information for TWO of the following items and click the Search button.

   1. Enter your first and last name
      First Name [_________] Last Name [_________]

   2. Enter your 9-digit CSUN ID Number
      9-digit CSUN ID [_________]

   3. Enter your CSUN Email Address either @my.csun.edu or @csun.edu
      CSUN Email Address [_________]

   4. Enter your Month and Day of your birth
      MMDD of Birth [_____] [_____]

   Select the Search button.

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?

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).