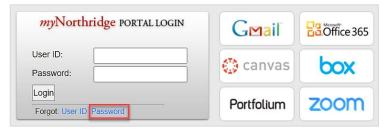


PORTAL PASSWORD RESET & FORGOT USER ID - QUICK GUIDE

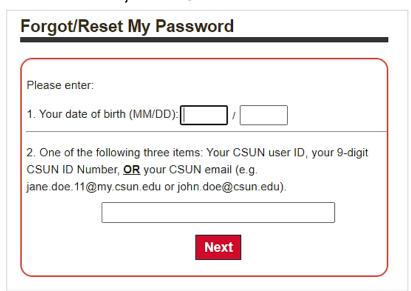
RESETTING YOUR PASSWORD

IMPORTANT – Before you can reset your password, you must know <u>one</u> 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. The Forgot/Reset My Password window displays.
 - Enter your date of birth in (MM/DD) format.
 - Enter <u>one</u> of the following:
 - 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.

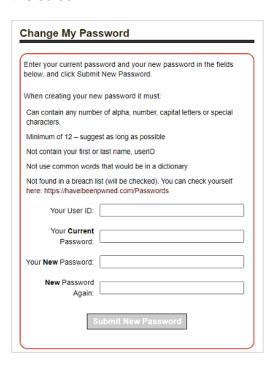
4. You will be asked to select how you'd like your temporary password to be sent. In this example, only one option is available based on the information on file. Make the appropriate selection Non-CSUN email (if applicable) or Text.



- 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



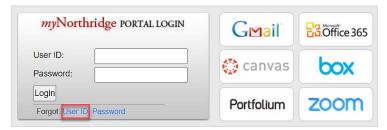
- Not use common words that would be in a dictionary
- Not found in a breach list (will be checked). You can check yourself here https://haveibeenpwned.com/Passwords
- 4. Enter your New Password Again.
- 5. Select the **Submit New Password** button.

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

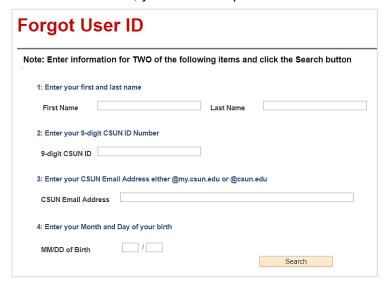
FORGOT USER ID

If you forgot your User ID, do the following:

 Go to <u>www.csun.edu</u> 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.



- 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).