

PORTAL PASSWORD RESET QUICK GUIDE

RESETTING YOUR PASSWORD

- **IMPORTANT** – Before you can reset your password, you must know your User ID (Username), date of birth, first and last name.
 - Your User ID (Username) should be your initials, with some numbers after. Ex: abc12345
 - If you already know your User ID (Username) you can skip to step 3.

STEP 1:

Go to www.csun.edu and select Forgot: **User ID**.

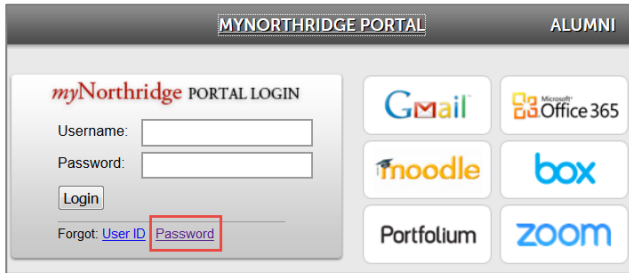
STEP 2:

On the **Forgot User ID** page you must enter your **First Name** and **Last Name** along with either your **9-digit CSUN ID Number**, **CSUN Email Address**, or your **Month and Day of Birth** in the format of (mmdd). Example: 0102 for January 2nd.

After you enter in your information and select **Search**, you will be given a page with your User ID.

STEP 3:

Go to www.csun.edu and select Forgot: **Password**.

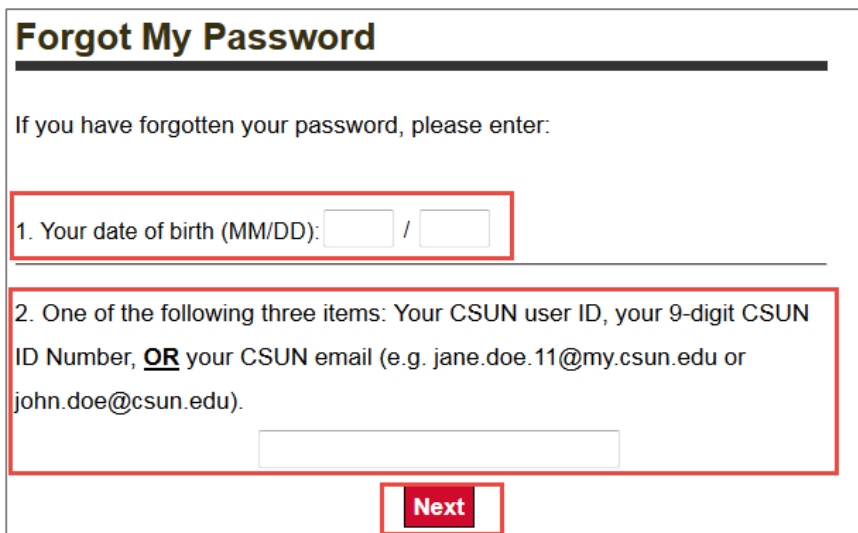


STEP 4:

Enter the month and day of your birth.

Enter one of the three items noted: CSUN user ID, 9-digit CSUN ID Number, or your CSUN email address.

Select **Next**.



STEP 5

Additional options display.

Select your preferred contact method.

Select the **Send Temporary CSUN Password** button to receive your one-time password.

Forgot My Password

If you have forgotten your password, please enter:

1. Your date of birth (MM/DD): /

2. 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).

Next

Send temporary password to one of the following:

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

Send Temporary CSUN Password

STEP 6:

Once you have received your one-time password either via email, or text you must go to <http://www.csun.edu> and log in to the portal with your **User ID** and your **one-time password**.

STEP 6:

After you enter your information, a page informs you that your password has expired and that you must change it. Select the **Change Password** button.

CSUN

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Your Password Expired

Your CSUN password has expired.

Change Password

Need Help?

- CSUN Users
- IT Help Center
- Chancellor's Office Users
- CSU IT Support

California State University | Terms and Conditions for Use | Emergency Information
California State University, Northridge, 18111 Nordhoff Street, Northridge, CA 91330 / Phone: 818-677-1200
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STEP 7:

You will be taken to a page where you must **log in again** with your **User ID** and your **one-time password**.

CSUN Login

To login to the requested university resource enter your campus user ID and password and select **Login**. If you received a letter from the university after applying, please enter the CSUN User ID and temporary password provided for you. After successfully logging in the first time you will be required to activate your account, set up a new password and select your "Forgot My Password" questions.

User ID	<input type="text" value="jd12345"/>
Password	<input type="password" value="*****"/>
<input type="button" value="Log In"/> <input <="" td="" type="button" value="Forgot Password?"/>	

STEP 8:

After you enter your credentials you will be brought to a page where you enter in your new password. Follow the guidelines on the page, and select the Change Password button. After you create a new password you will be logged out.

Change My Password

Enter your new password in the **New Password** and **Confirm New Password** fields, then select the **Change Password** button.

Password Requirements
A valid password must be 8-32 characters in length and contain at least 1 number and 1 special character (! \$ & * < >). Also, the password you select must not contain your name (first or last), your CSUN User Id, or the word "password".

Before Changing your Password
Gather all devices (such as smartphones, tablets, or personal computers) used to access any CSUN applications (e.g. wireless and/or email).
As soon as you change your password, promptly update it on all your devices.
If you do not promptly update the password on all your devices, your account may be temporarily locked due to multiple incorrect password attempts. If you are logged in to a campus computer, log off and log back in with your new password.

New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
<input type="button" value="Change Password"/> <input type="button" value="Cancel"/>	

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).