



Activating and Managing myCSULA Identity Accounts

Spring 2011, Version 1.0

Table of Contents

Introduction	2
Activating Accounts	2
Managing Accounts	2
Changing Passwords	2
Changing Security Questions	3
Retrieving User IDs.....	3
Resetting Passwords.....	3
Getting Help	4

Introduction

myCSULA Identity accounts give users the ability to access the many computer systems and services that Cal State L.A. offers, including the campus high-speed wireless network, e-mail, library resources, GET and GETLA, Blackboard (WebCT), *myCSULA Portal*, and others. The *myCSULA Identity* self-service website (<https://id.calstatela.edu>) provides a fast, secure, and convenient way to activate and manage *myCSULA Identity* accounts.

Activating Accounts

Before *myCSULA Identity* accounts can be used, they must be activated. Accounts can be activated online using the *myCSULA Identity* website. The account activation process consists of six steps: (1) reading and accepting the terms of use, (2) entering your information, (3) validation of the information you entered, (4) creating your password, (5) selecting and answering your security questions, and (6) account activation confirmation. In order to complete the account activation process, users will need to provide their name, birth month and date, Campus Identification Number (CIN), Personal Identification Number (PIN), and a valid Family Educational Rights and Privacy Act (FERPA) certificate (for employees only).

To activate your account:

1. Visit the *myCSULA Identity* website (<https://id.calstatela.edu>).
2. Click one of the following links in the upper-right corner of the page:
 - **I want to activate my student account.**
 - **I want to activate my employee account.**
 - **I want to activate my affiliate account.**
3. Follow the on-screen instructions.

Managing Accounts

After a *myCSULA Identity* account has been activated, the *myCSULA Identity* website can be used to manage the account. The website allows users to change their password, change their security questions and answers, look up their user ID, and reset their password.

Changing Passwords

Faculty and staff passwords expire every 90 days; student passwords do not expire. Faculty and staff must change their password before it expires in order to prevent their account from getting locked. Passwords can be easily changed using the *myCSULA Identity* website. Password changes take effect immediately.

To change your password:

1. Visit the *myCSULA Identity* login page (<https://id.calstatela.edu/user/login.jsp>).
2. Enter your user ID and password in the corresponding fields, and then click the **Log In** button.
3. Click the **I want to change my password** link.
4. Enter your new password in the **Password** and **Confirm Password** fields, and then click the **Save** button.
5. Enter your current password in the **Password** field, and then click the **OK** button.
6. Click the **OK** button to complete the process.
7. When finished, click the **Logout** button.

Changing Security Questions

Security questions are used to verify the identity of users when they try to retrieve their user ID or reset their password. Security questions and answers can be easily changed using the *myCSULA Identity* website.

To change your security questions or answers:

1. Visit the *myCSULA Identity* login page (<https://id.calstatela.edu/user/login.jsp>).
2. Enter your user ID and password in the corresponding fields, and then click the **Log In** button.
3. Click the **I want to change my security questions** link.
4. Make the desired changes, and then click the **Save** button.
5. When finished, click the **Logout** button.

Retrieving User IDs

The *myCSULA Identity* website can be used to look up forgotten user IDs. In order to complete the process, users will need to provide their Campus Identification Number (CIN) and answer three security questions.

NOTE: If you know your Cal State L.A. e-mail address, you can easily determine your user ID. Your user ID is the same as the first part of your e-mail address, everything before the @ sign.

To look up your user ID:

1. Visit the *myCSULA Identity* login page (<https://id.calstatela.edu/user/login.jsp>).
2. Click the **Forgot User ID** link.
3. Enter your nine-digit Campus Identification Number (CIN) in the **CIN** field, and then click the **Display User ID** button.
4. Answer all three security questions, and then click the **Display User ID** button. Your user ID displays below the security questions.
5. Click the **Return to Main Menu** button.

NOTE: If you do not remember the answers to your security questions, please visit the ITS Help Desk in the Library Palmer Wing Lobby for assistance.

Resetting Passwords

The *myCSULA Identity* website can be used to reset forgotten passwords. Password changes take effect immediately.

To reset your password:

1. Visit the *myCSULA Identity* login page (<https://id.calstatela.edu/user/login.jsp>).
2. Enter your user ID in the **User ID** field, leave the **Password** field empty, and then click the **Forgot Password** link.
3. Answer all three security questions, and then click the **Login** button.
4. Enter your new password in the **Password** and **Confirm Password** fields, and then click the **Change Password** button.
5. Click the **OK** button to complete the process.
6. When finished, click the **Logout** button.

NOTE: If you do not remember the answers to your security questions, please visit the ITS Help Desk in the Library Palmer Wing Lobby for assistance.

Getting Help

For answers to the most frequently asked questions about *myCSULA Identity* accounts, visit the *myCSULA Identity* Frequently Asked Questions web page (<https://id.calstatela.edu/user/faq.jsp>).

If you have any questions or need assistance with activating or managing your *myCSULA Identity* account, please contact the ITS Help Desk.

- Location: Library Palmer Wing Lobby
- Phone: (323) 343-6170
- E-mail: helpdesk@calstatela.edu