Activating and Managing myCSULA Identity Accounts

Fall 2015, Version 1.2

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Introduction

myCSULA Identity accounts allow users to access the many computer systems and services that Cal State L.A. offers, including the campus high-speed wireless network, email, GET, GETLA, MyCalStateLA Portal, Moodle, and library resources. The myCSULA Identity self-service website (http://id.calstatela.edu) provides a fast, secure, and convenient way to activate and manage myCSULA Identity accounts.

Activating Accounts

Before a myCSULA Identity account can be used, it 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. 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.
2. Click one of the following links in the upper-right corner of the page (see Figure 1):
   - 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. Password changes take effect immediately.
To change your password:
1. Visit the myCSULA Identity website.
2. Click the I want to manage my account link in the upper-right corner of the page (see Figure 2).
3. On the login page, enter your myCSULA Identity user ID and password in the corresponding fields, and then click the Log In button (see Figure 3).
4. Click the I want to change my password link.
5. Enter your new password in the Password and Confirm Password fields, and then click the Save button.
6. Enter your current password in the Password field, and then click the OK button.
7. Click the OK button to complete the process.
8. 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 changed using the myCSULA Identity website.

To change your security questions or answers:
1. Visit the myCSULA Identity website.
2. Click the I want to manage my account link in the upper-right corner of the page.
3. On the login page, enter your myCSULA Identity user ID and password in the corresponding fields, and then click the Log In button.
4. Click the I want to change my security questions link.
5. Make the desired changes, and then click the Save button.
6. 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. email address, you can easily determine your user ID. Your user ID is the same as the first part of your email address, everything before the @ sign.
To look up your user ID:
1. Visit the myCSULA Identity website.
2. Click the I want to manage my account link in the upper-right corner of the page.
3. On the login page, click the Forgot User ID link.
4. Enter your nine-digit CIN in the CIN field, and then click the Display User ID button.
5. Answer all three security questions, and then click the Display User ID button. Your user ID displays below the security questions.
6. 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 website.
2. Click the I want to manage my account link in the upper-right corner of the page.
3. On the login page, enter your myCSULA Identity user ID in the User ID field, leave the Password field empty, and then click the Forgot Password link.
4. Answer all three security questions, and then click the Login button.
5. Enter your new password in the Password and Confirm Password fields, and then click the Change Password button.
6. Click the OK button to complete the process.
7. 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 page.

If you 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
• Email: helpdesk@calstatela.edu