

CLEVELAND STATE PASSWORD SETUP

INTRODUCTION:

This document will walk you through setting up your new Cleveland State password using the Password Self-Service Portal. Once setup is complete you will be able to login to CougarNet with the new password.

Also, once this process is completed you will be able to use Cleveland State's G-Suite for Education (Gmail) email instead of email within CougarNet. Your CougarNet email will still receive new emails and old emails will remain there as well.

Please contact the Cleveland State IT Help Desk at (423) 478-6210 or ext 210 on campus if you have trouble.

PROCESS:

ON- OR OFF-CAMPUS

Access the Cleveland State Password Self-Service Portal, <http://mycs.cc/password>.

CHANGE YOUR INITIAL PASSWORD

1. Log into the Password Portal using your Cleveland State username and initial password.
The initial password will be your date of birth in the format DDMonYYYY
 - Example 1: For the birthdate of May 03, 1970 the password is 03May1970
 - Example 2: For the birthdate of February 15, 1998 the password is 15Feb1998
2. Select four (4) recovery questions and provide your answers, then click the Save Responses button.
3. Click the Change Password link.
4. Follow the on-screen instructions to create a new password.
5. Login to CougarNet using your new password to sync your account information.

You **MUST** login to CougarNet to use this password to access all services with the new password, including Cleveland State Gmail, myCS Courses, Degree Works, and CougarNet.

RECOVER INVALID/FORGOTTEN PASSWORD

1. Click the [Forgotten Password](#) link.
2. Enter the verification information to proceed.
3. Enter your Last Name and N number to search for your account.
4. Enter your security question responses and click Check Responses.
5. Once verification is complete, you will be allowed to create a new Cleveland State password.

RECOVER FORGOTTEN USERNAME

1. Click the [Forgotten Password](#) link.
2. Enter the verification information to proceed.
3. Enter your Last Name and N number to search for your account.
4. Your username will displayed for you.

NOTES

In order to comply with the TBR Password Management Guideline G-051 made effective September 26, 2014, Information Technology has updated the password requirements for Cleveland State employee passwords. Employee passwords will expire every 120 days. Student passwords will not expire.

When changing your password it will have to meet the following criteria:

- Must be a minimum of 8 characters in length.
- Must be different than your previous 6 passwords.
- Must be composed of a combination of at least three of the following four types of characters:
 - Upper case alphabetic character;
 - Lower case alphabetic character;
 - Numeric character;
 - Non-alphanumeric character;
- Degree Works, Banner, and Oracle have specific requirements. If you are a Banner user do **NOT** use the following: @ \$ & " () , < > ` ; = #