

## 1.0 Overview / Procedure Description

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**PLEASE PRINT THESE INSTRUCTIONS** because you will be asked to close all programs, including Outlook.

Staff and Faculty employees are required to change their NetID password every 120 days. For user support reasons, it is strongly recommended that you do not change your password late in the afternoon or prior to a weekend if you require network access during non-working hours.

You are required to answer your security questions to reset your password.

## 2.0 Steps

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### 2.1 Change Password

1. **Print these instructions.** For user support reasons, it is strongly recommended that you do not change your password late in the afternoon or prior to a weekend if you require access during non-working hours.
2. **Exit all programs**, including Outlook.
3. Open a Web Browser, such as Internet Explorer, and go to: <http://www.csueastbay.edu/netid>

You can quickly go to this web page by first going to the Campus home page and adding /netid at the end.

4. Click on **Faculty/Staff**.
5. Click on **“Reset your expired NetID password.”**
6. Enter your NetID and click on **“Get my Questions”**
7. Answer the questions and click **Reset Password**.

If you cannot answer your security questions, you must present your photo ID at the Student Information Lobby on the first floor of Warren Hall to reset your password.

8. Enter and then Re-enter your new Password.
  - You cannot re-use your last three NetID passwords
  - Your password must be at least six characters long.
  - You cannot re-use the last three passwords.
  - You cannot use your NetID or your first or last name as your password.

### 2.2 Restart Computer

Turn on your computer and login with your NetID and new Password.

- If you attempt twice and cannot get it, go back to the NetID instructions page and recover your lost password to make sure that you are entering the correct password.
- If you find that you are using the correct password, wait for a few minutes before attempting again.
- If you make multiple incorrect logins and receive a message saying that you are locked out, wait for 35 minutes before attempting again.

### 3.0 Change Password on Laptop

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If your laptop is your primary computer and you have already changed your password using the instructions in Step 2, you may disregard this. Follow these instructions if you use a university laptop wirelessly or off campus and have changed your password on another computer.

1. Turn your laptop off.
2. Connect to the campus network via a network line, not wirelessly.
3. Turn on the laptop and log in using your new password.

Once you have successfully logged on, you can disconnect the network line and work wirelessly.

### 4.0 Change Password on Mobile Devices

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If you have a mobile device phone that syncs with GoogleApps:

1. Navigate to the Training Resources page at: [www.csueastbay.edu/training](http://www.csueastbay.edu/training)
2. Click on “**Cell / Mobile Phone Configuration**” and follow the instructions for your device.

### 5.0 Change Outlook Password on Home Computer

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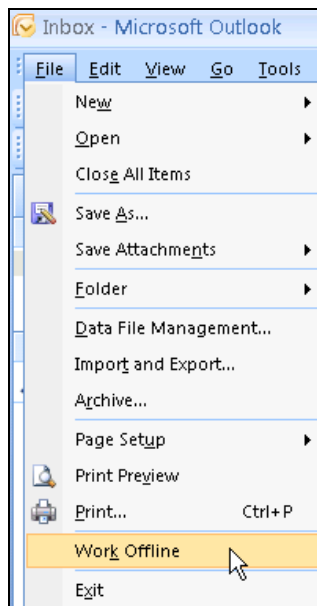
If you have Outlook set up on your home computer and sign in with your NetID and Password, close all applications and reboot your computer.

### 6.0 Trouble Shooting Tips

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If you use Outlook sync and experience problems with receiving or sending emails, check to make sure you are working online. To do so:

1. In Outlook, Click on the File menu.
2. At the bottom of the drop-down, make sure that there is NO check next to Work Offline.



## 7.0 Support

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- Additional CSU East Bay documentation can be found at: [www.csueastbay.edu/training](http://www.csueastbay.edu/training)
- Send questions to the Service Desk via a ticket at: [www.csueastbay.edu/servicedesk](http://www.csueastbay.edu/servicedesk)