NetID Self-Service Password Change/Reset

NetID password changes are required every 120 days for all Employees of California State University, East Bay. The following are instructions for changing or resetting your password.

Go to the NetID self-service website located at [www.csueastbay.edu/netid](http://www.csueastbay.edu/netid)

**Click on the “Reset Password” option.**

**Click on “I Agree and Understand” if you accept the “policy reminder”**.
Enter your Netid and select “Next”:

Password Reset:

Please enter your NetID below:

ab1234

Examples:
yj3X6X
asX43X

Next

“Verify your identity” by answering two of your security questions that were setup during NetID activation and select “Next”:

Verify Your Identity: Submit Your Answers

You must answer 2 of the following 2 questions.

What is your mother’s maiden name?

What’s the name of your high school mascot?

Next  Cancel
Note: Please see password policy located at http://www.csueastbay.edu/its/netid/password.html

Enter your new password and select “Next”:

Password Reset: Choose Your New Password

(Resetting password for ab1234)

Enter a new password:

Re-enter the password:

Next  Cancel

Employees have completed the password change process at this point. The option to “Continue” can be safely disregarded as it is only used for the Student portion of password change and reset.

Success: You can now use your new password to log in.

STUDENTS PLEASE NOTE: Click on the button below to set your Identity Verification Questions. For Faculty and Staff, simply close the browser window to finish.

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