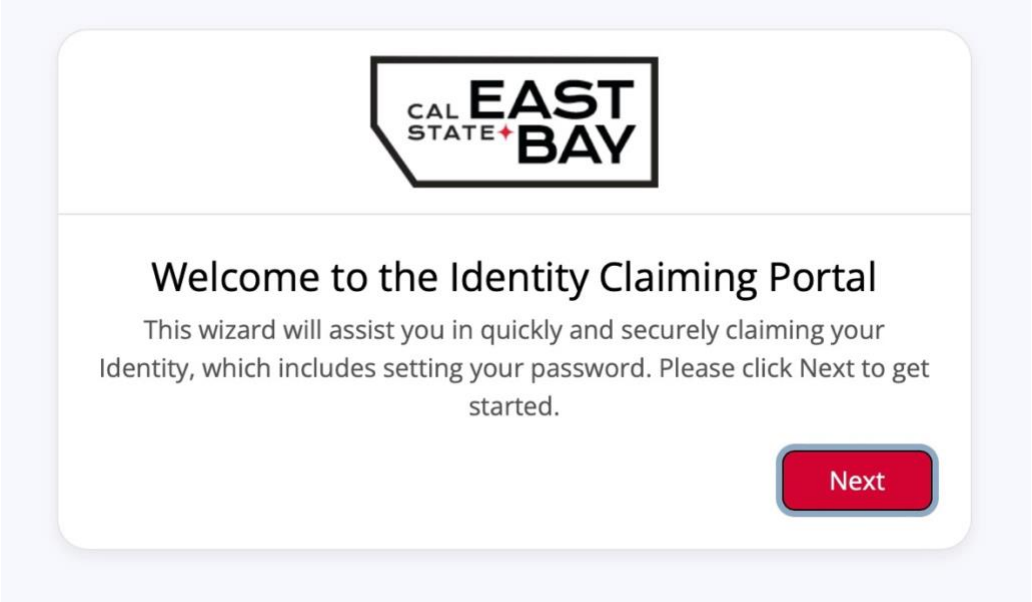
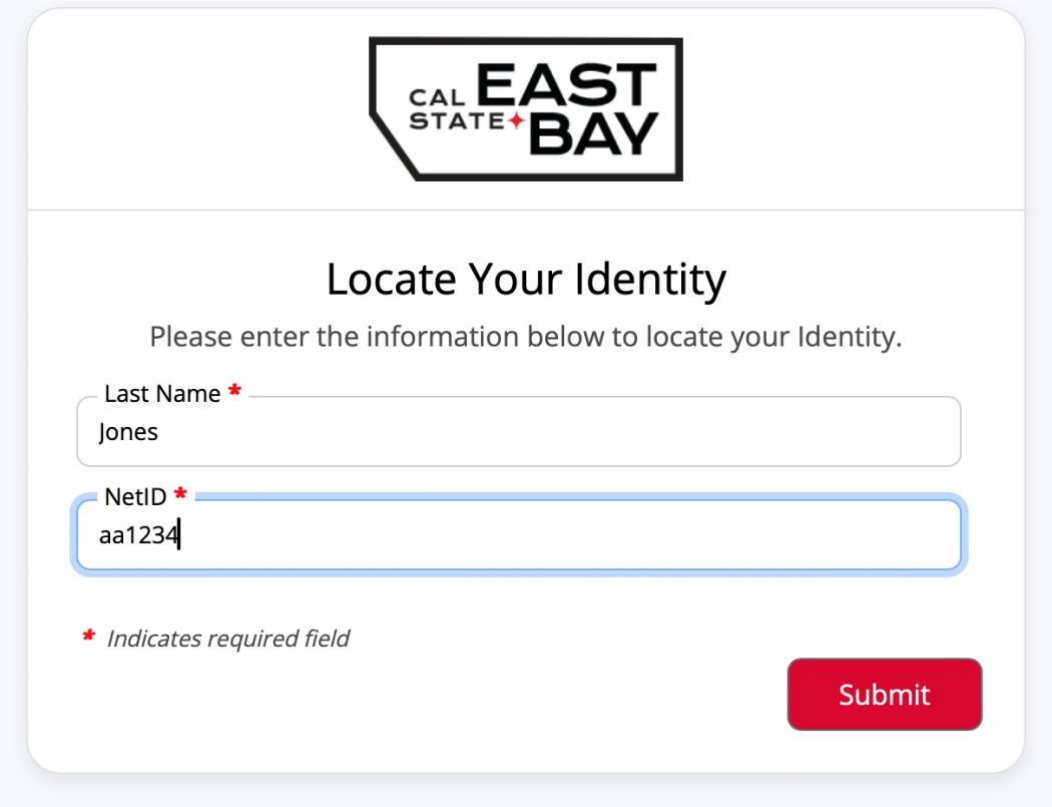
Claiming (Activate) your NetID:

https://idm.csueastbay.edu/claim/initial

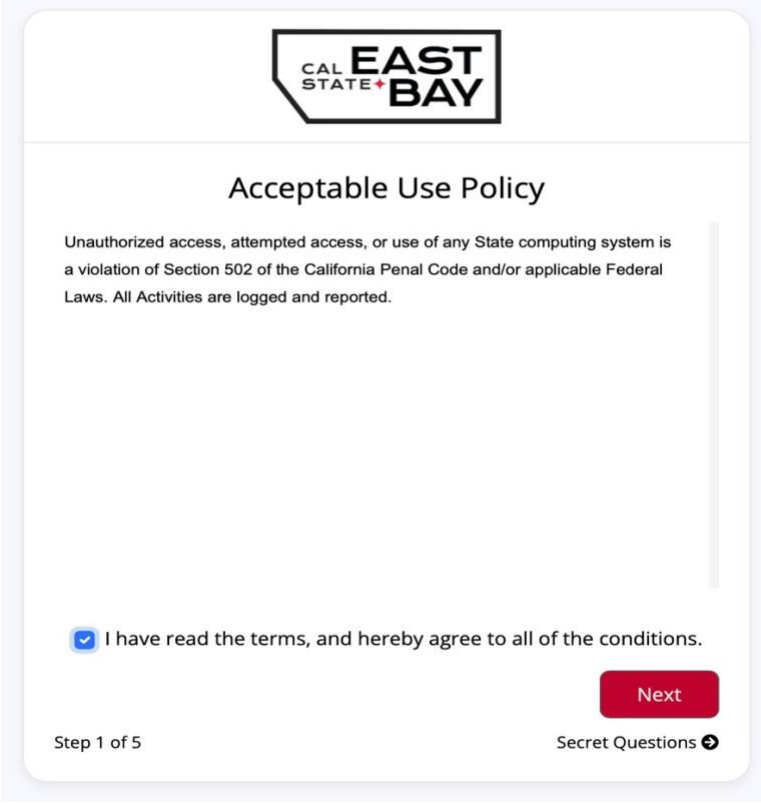
Click "Next":



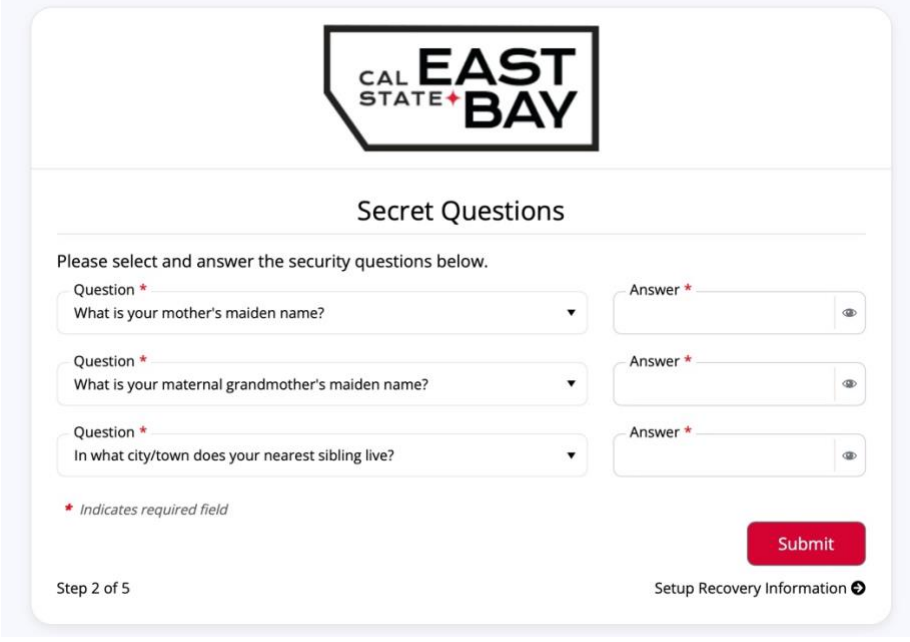
Enter your Last Name and NetID assigned and click "Submit":



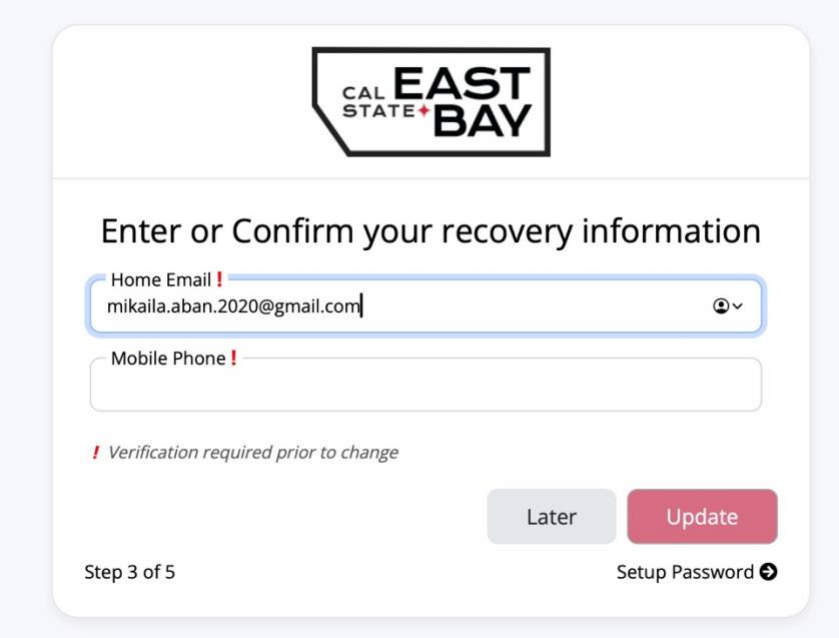
Check the box for accepting terms and click on “Next”:



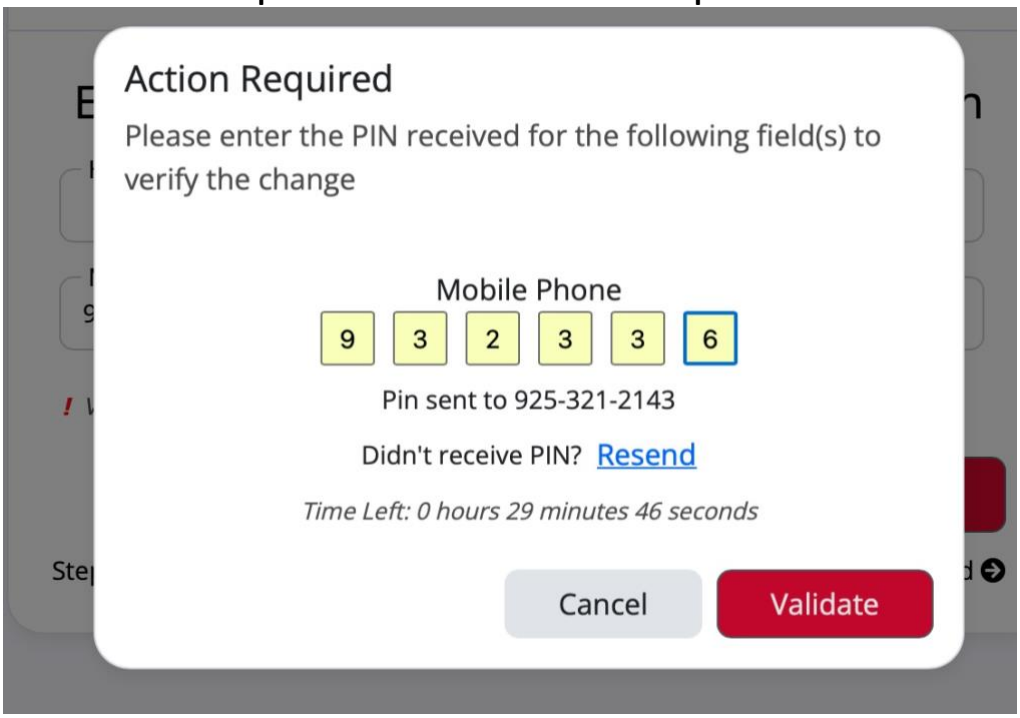
Input answers to security questions and click “Submit”:



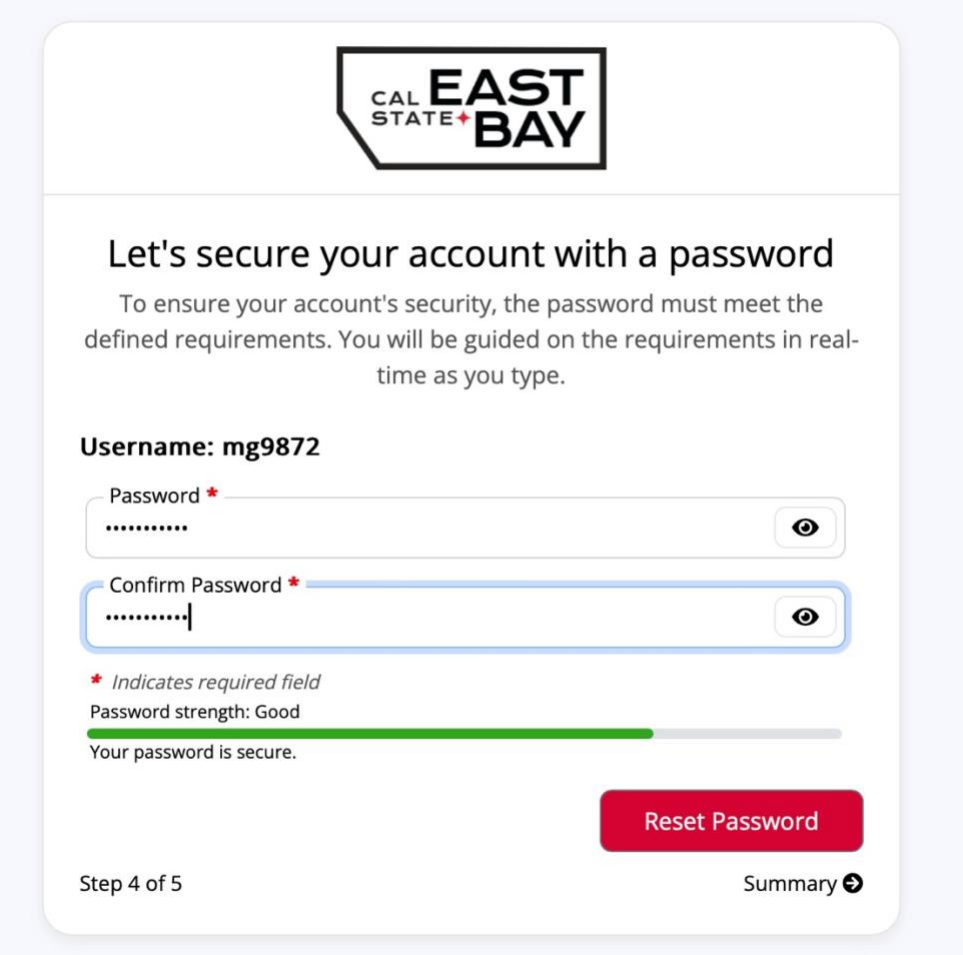
Enter a personal email (non-csueastbay.edu) and/or phone number and click “Update:



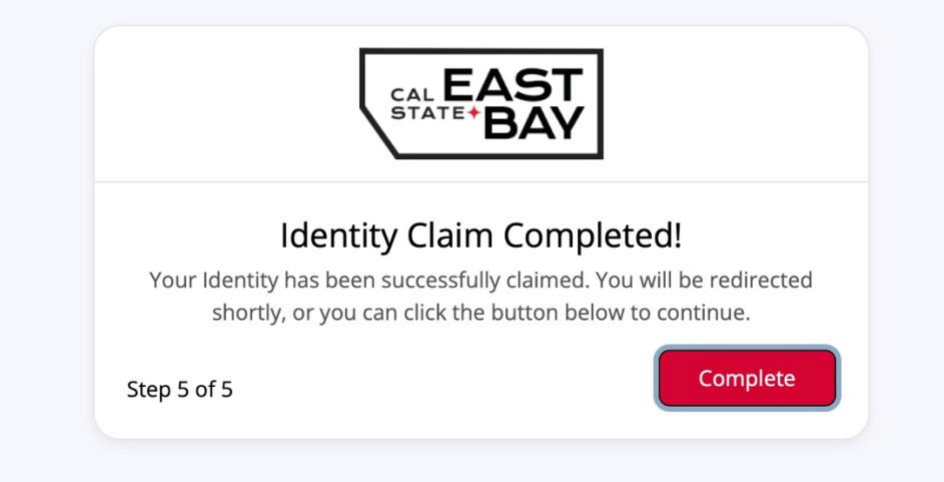
Input screen for PIN received from phone:



Set password and click “Reset Password”:



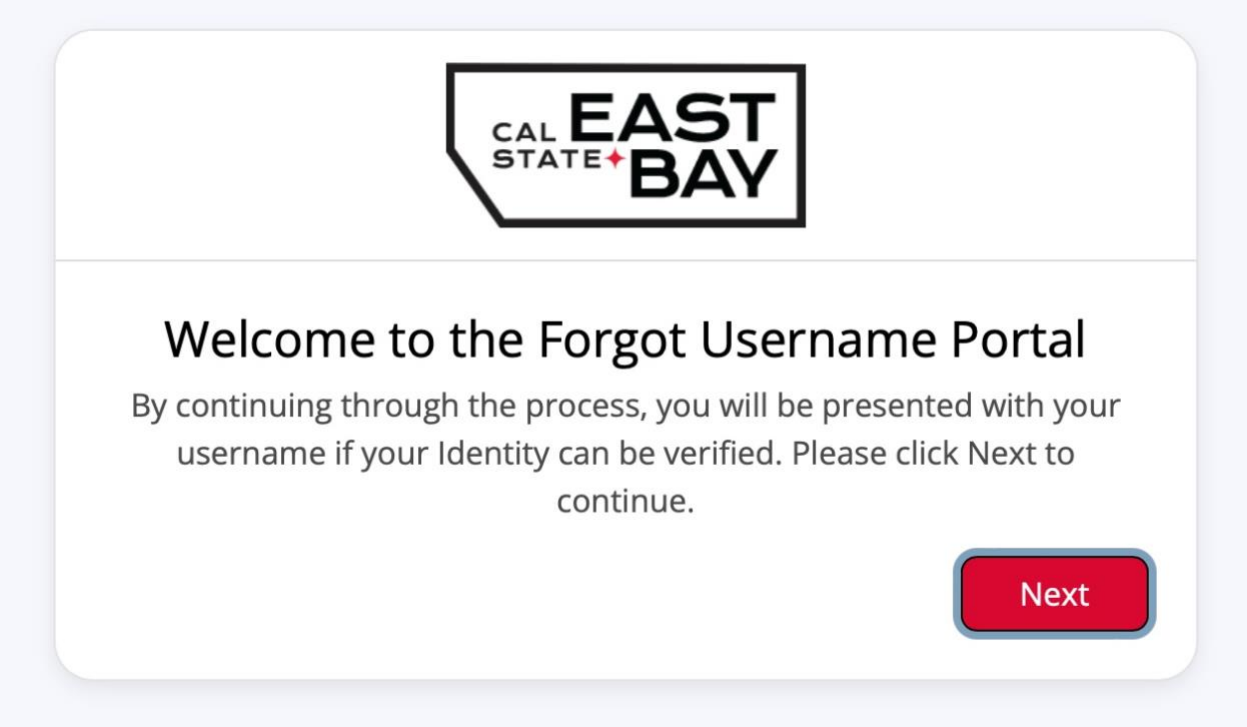
Click “Complete” to finish process.



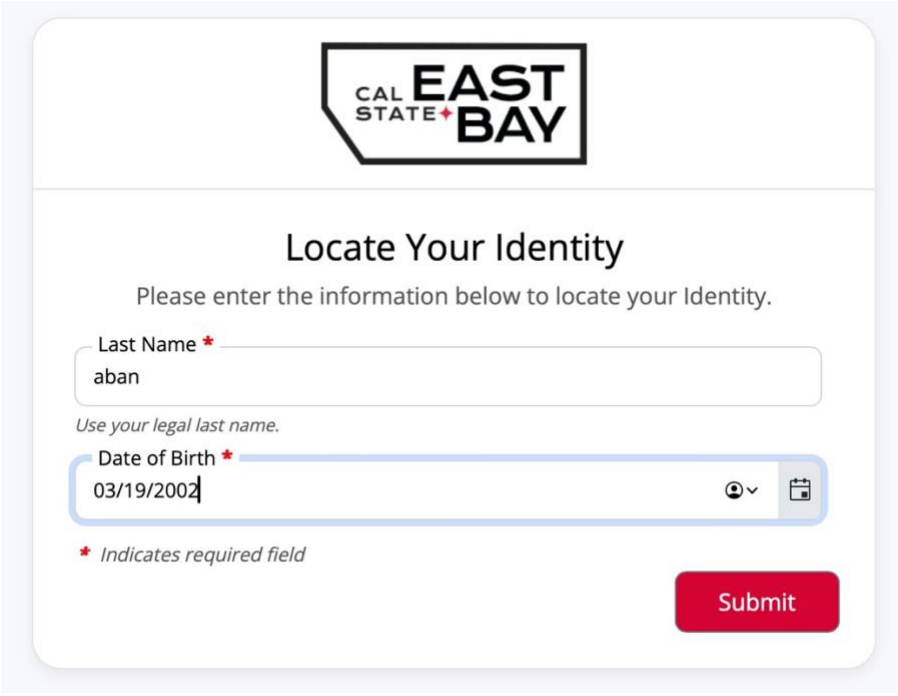
NetID (UserID) Recovery:

https://idm.csueastbay.edu/kiosk/userid/forgot

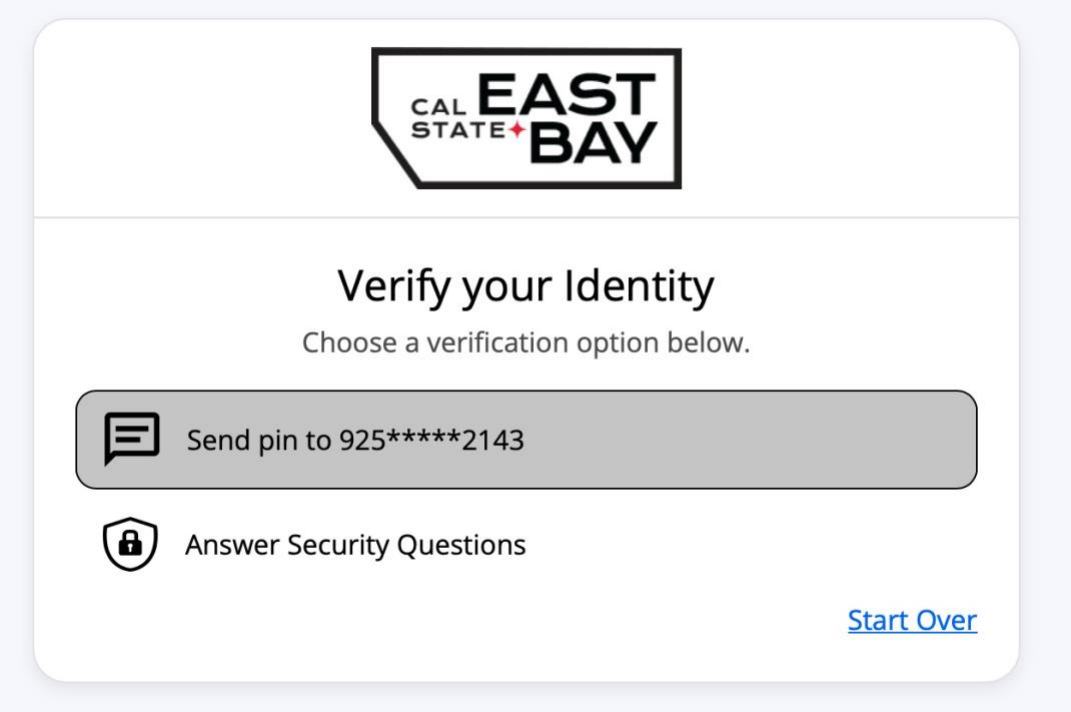
Click “Next”:



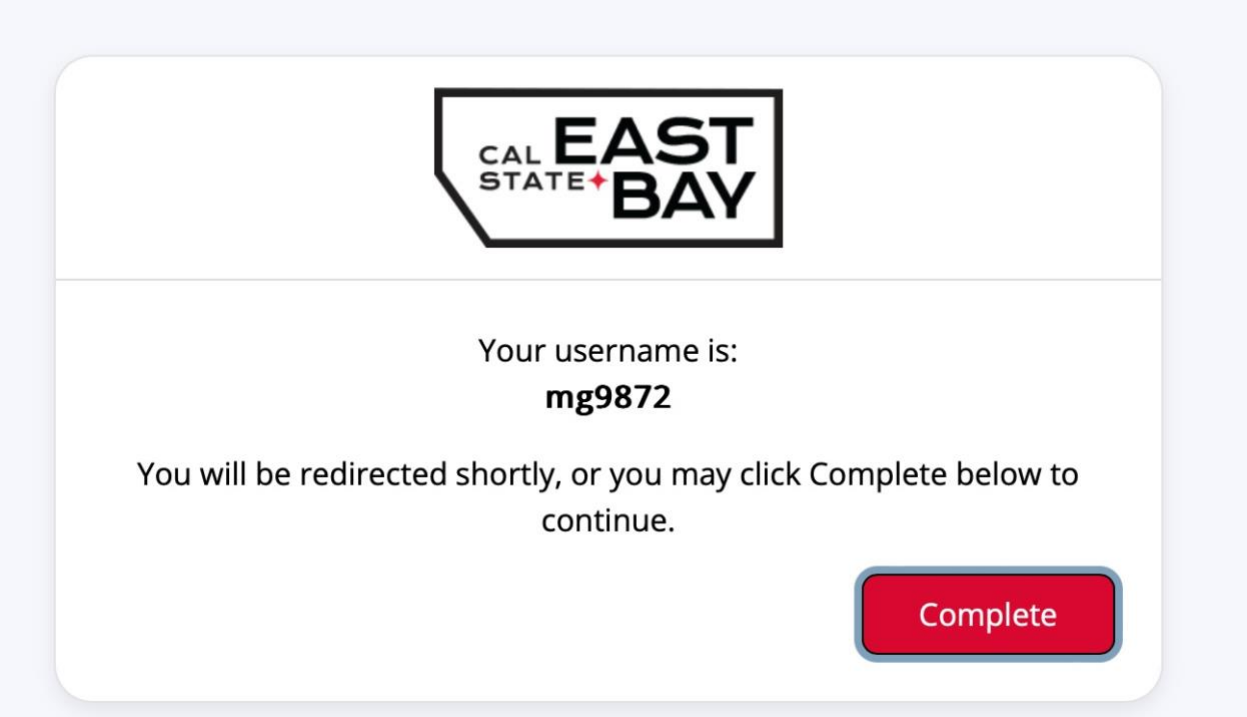
Enter last name/DOB and click “Submit”:



Verify your Identity by PIN or Security Q&A:



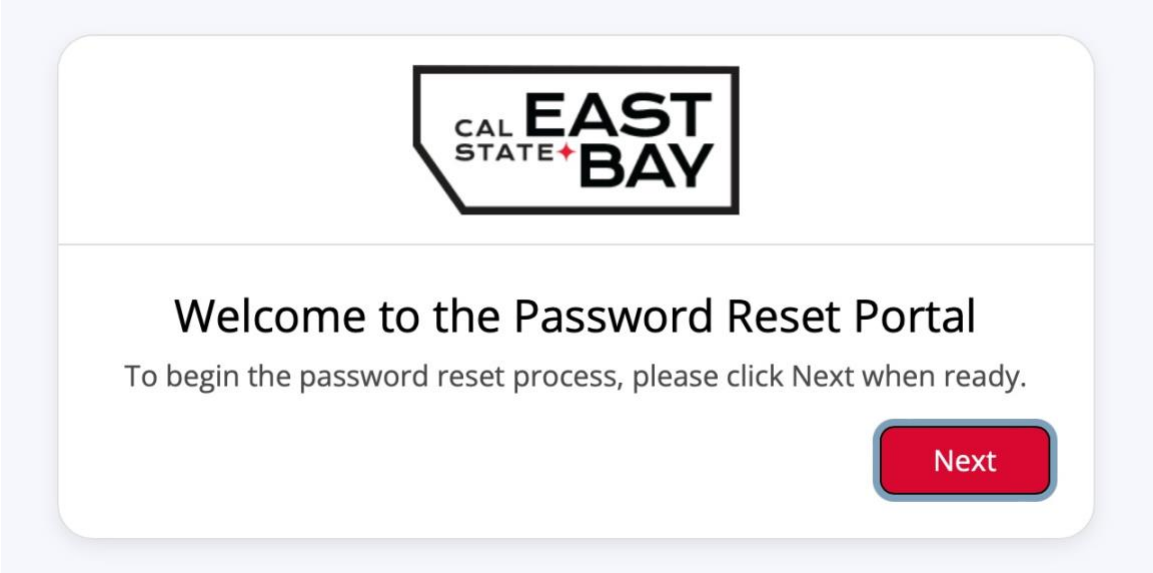
Click "Complete" to finish process.



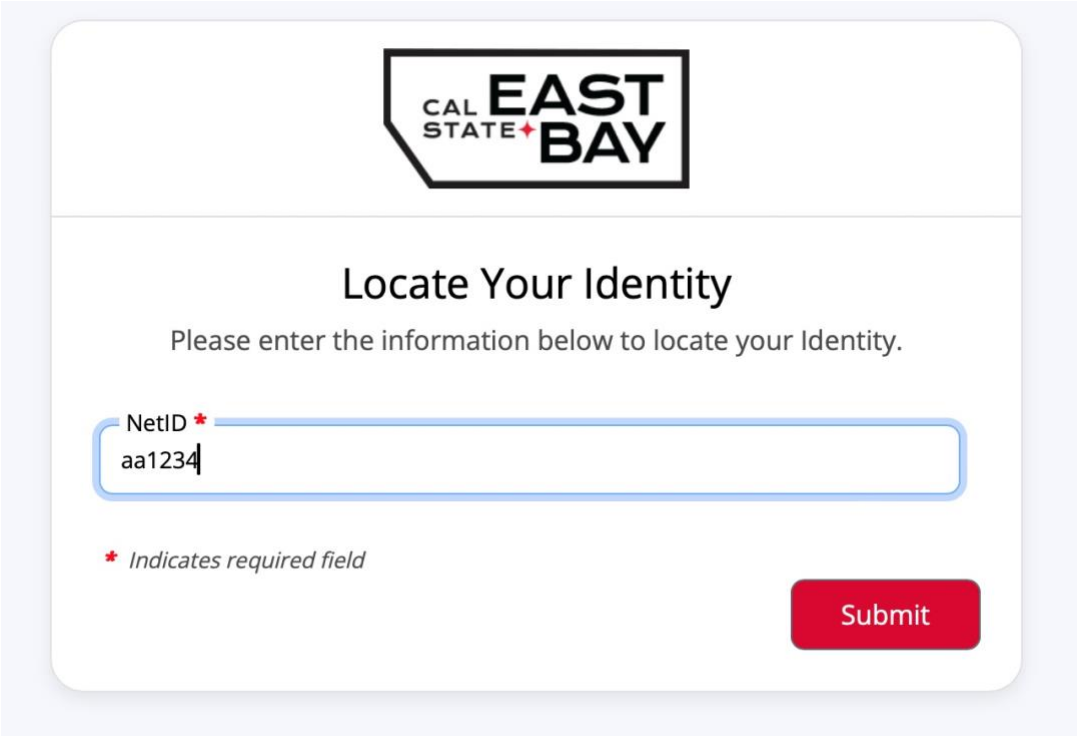
NetID (Userid) Password Reset or Recovery:

https://idm.csueastbay.edu/kiosk/password/forgot

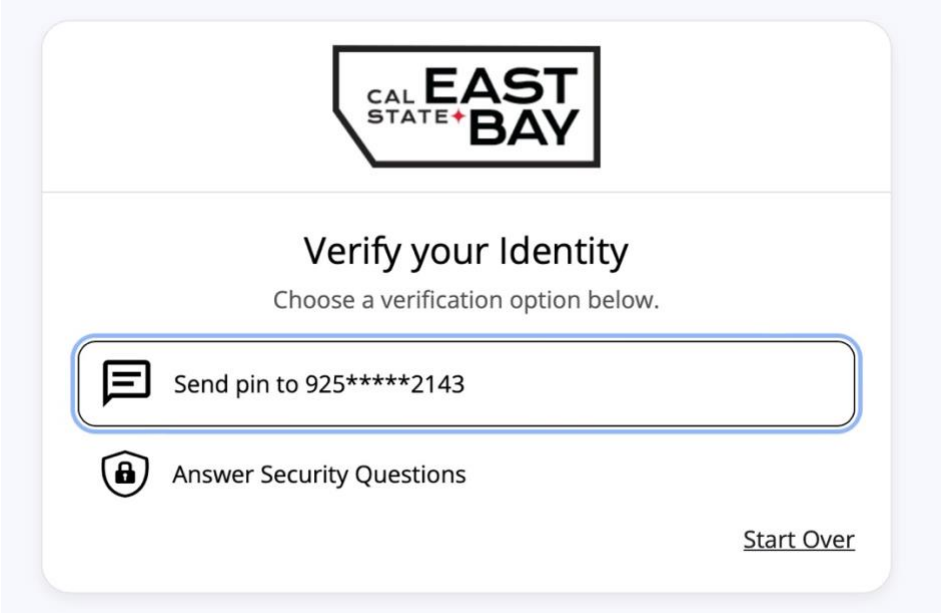
Click “Next”:



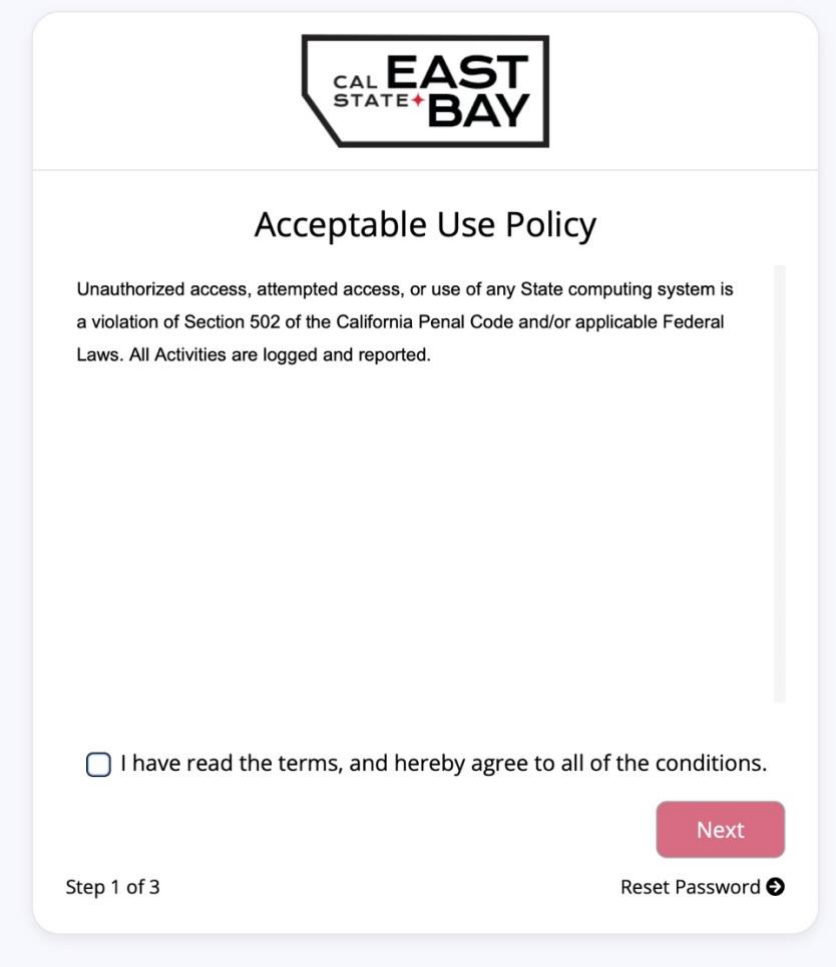
Enter your NetID and click “Submit”:



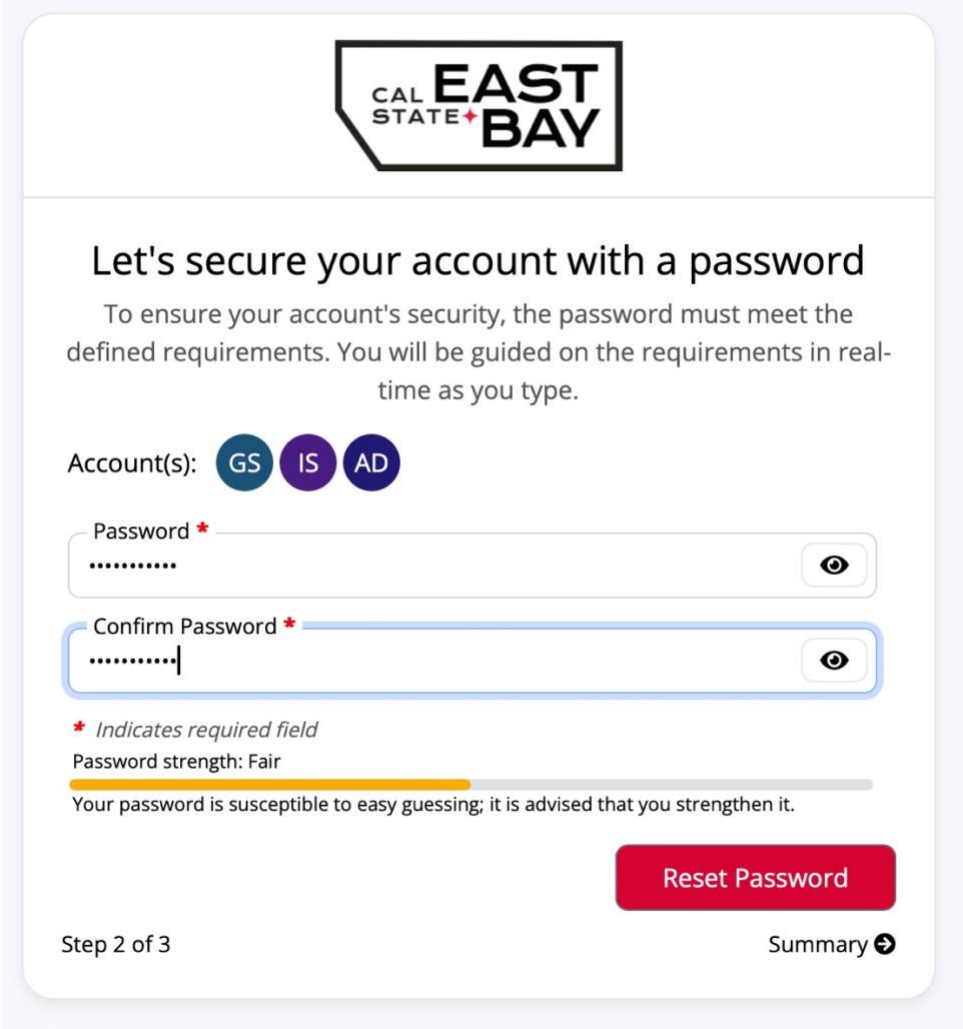
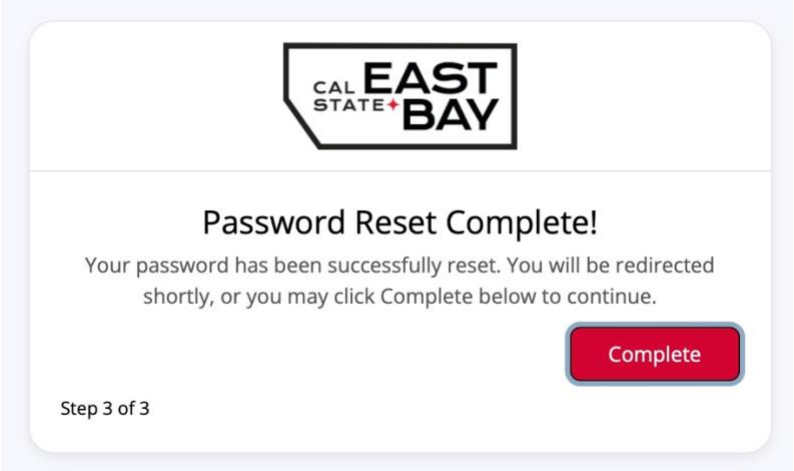
Verify your Identity by PIN or Security Q&A:



Check the box for accepting terms and click on "Next":



Set password and click “Reset Password”:



Click “Complete” to finish process.