


Claiming (Activate) your NetID:

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

Click "Next":




Welcome to the Identity Claiming Portal

This wizard will assist you in quickly and securely claiming your Identity, which includes setting your password. Please click Next to get started.

Next

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



Locate Your Identity

Please enter the information below to locate your Identity.


Last Name *
Jones

NetID *
aa1234

* Indicates required field

Submit

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



Acceptable Use Policy

Unauthorized access, attempted access, or use of any State computing system is a violation of Section 502 of the California Penal Code and/or applicable Federal Laws. All Activities are logged and reported.


☒ I have read the terms, and hereby agree to all of the conditions.

Next

Step 1 of 5

Secret Questions ➔

Input answers to security questions and click “Submit”:



Secret Questions

Please select and answer the security questions below.

Question *

What is your mother's maiden name? ▼

Answer *

👁

Question *

What is your maternal grandmother's maiden name? ▼

Answer *

👁

Question *

In what city/town does your nearest sibling live? ▼

Answer *

👁

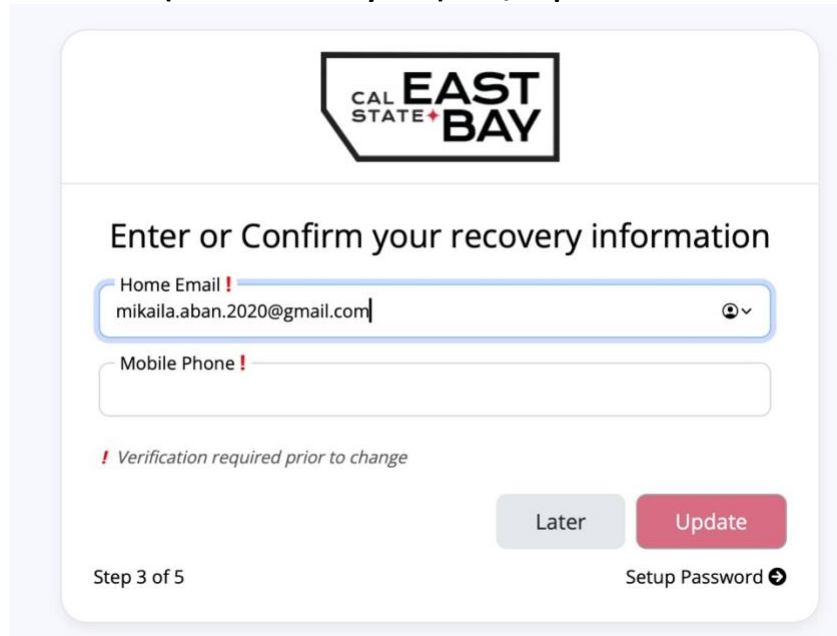
* Indicates required field

Submit

Step 2 of 5

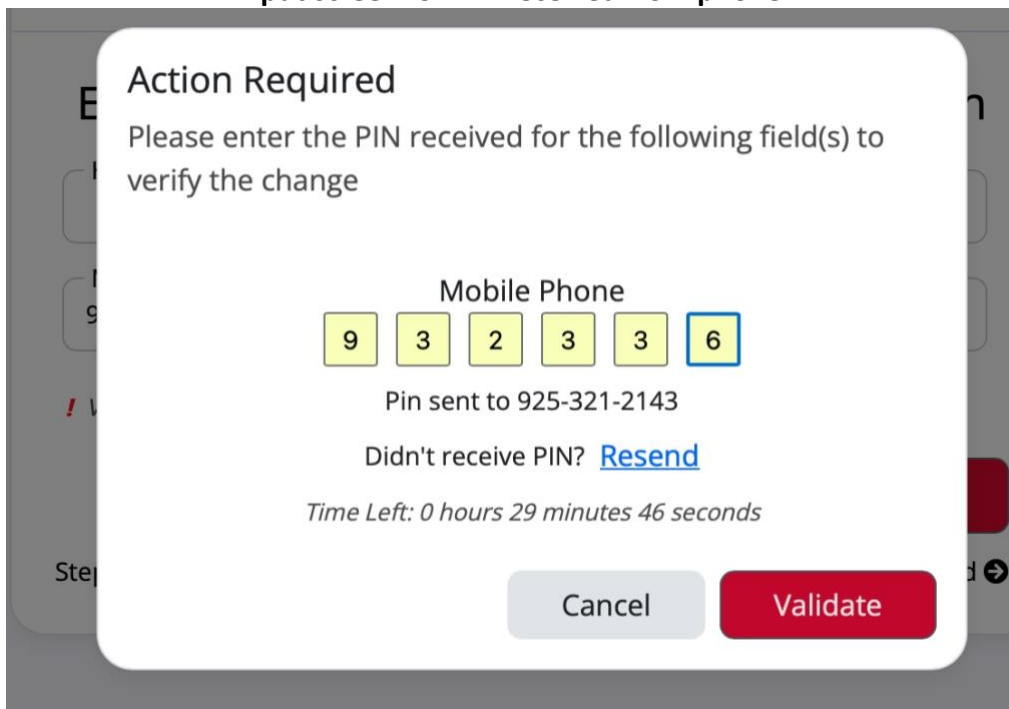
Setup Recovery Information ➔

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




The screenshot shows the Cal State East Bay logo at the top. Below it, the heading "Enter or Confirm your recovery information" is displayed. There are two input fields: "Home Email" with a red exclamation mark icon and the text "mikaila.aban.2020@gmail.com", and "Mobile Phone" with a red exclamation mark icon. Below the fields, a red exclamation mark icon is followed by the text "Verification required prior to change". At the bottom right, there are two buttons: "Later" (grey) and "Update" (red). At the bottom left, it says "Step 3 of 5". At the bottom right, it says "Setup Password" with a right arrow icon.

Input screen for PIN received from phone:



The screenshot shows a modal dialog titled "Action Required". The text inside says "Please enter the PIN received for the following field(s) to verify the change". Below this, the text "Mobile Phone" is displayed above a row of six yellow boxes containing the digits 9, 3, 2, 3, 3, and 6. The last box (6) is highlighted with a blue border. Below the digits, it says "Pin sent to 925-321-2143". Below that, it says "Didn't receive PIN?" followed by a blue link "Resend". Below the link, it says "Time Left: 0 hours 29 minutes 46 seconds". At the bottom right, there are two buttons: "Cancel" (grey) and "Validate" (red).

Set password and click “Reset Password”:




Let's secure your account with a password

To ensure your account's security, the password must meet the defined requirements. You will be guided on the requirements in real-time as you type.

Username: mg9872


Password *

.....



Confirm Password *

.....|




* Indicates required field

Password strength: Good


Your password is secure.

Reset Password

Step 4 of 5

Summary 

Click “Complete” to finish process.



Identity Claim Completed!

Your Identity has been successfully claimed. You will be redirected shortly, or you can click the button below to continue.


Step 5 of 5

Complete

NetID (UserID) Recovery:

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

Click "Next":




Welcome to the Forgot Username Portal

By continuing through the process, you will be presented with your username if your Identity can be verified. Please click Next to continue.

Next

Enter last name/DOB and click "Submit":



Locate Your Identity

Please enter the information below to locate your Identity.



Last Name *

aban

Use your legal last name.

Date of Birth *

03/19/2002

* Indicates required field

Submit

Verify your Identity by PIN or Security Q&A:



Verify your Identity

Choose a verification option below.



Send pin to 925*****2143



Answer Security Questions

[Start Over](#)

Click "Complete" to finish process.



Your username is:

mg9872


You will be redirected shortly, or you may click Complete below to continue.

Complete

NetID (Userid) Password Reset or Recovery:

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

Click "Next":




Welcome to the Password Reset Portal

To begin the password reset process, please click Next when ready.

Next

Enter your NetID and click "Submit":



Locate Your Identity

Please enter the information below to locate your Identity.

NetID *
aa1234

* Indicates required field

Submit

Verify your Identity by PIN or Security Q&A:



Verify your Identity

Choose a verification option below.



Send pin to 925*****2143



Answer Security Questions

[Start Over](#)

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



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Next

Step 1 of 3

[Reset Password](#) ➔

Set password and click “Reset Password”:




Let's secure your account with a password

To ensure your account's security, the password must meet the defined requirements. You will be guided on the requirements in real-time as you type.

Account(s): GS IS AD


Password *

.....



Confirm Password *

.....



* Indicates required field

Password strength: Fair


Your password is susceptible to easy guessing; it is advised that you strengthen it.

Reset Password

Step 2 of 3

Summary ➔

Click “Complete” to finish process.



Password Reset Complete!

Your password has been successfully reset. You will be redirected shortly, or you may click Complete below to continue.

Complete

Step 3 of 3