

User Account Management Services

1. Launch a web browser and go to the following website: MyAccount.CCSD.Net.



2. If this is your **first** visit to this site, select the **Staff Only - Claim Your Account Information** option. This will aid in future password reset needs.

**** This will allow you to add a phone number (SMS Text) and a non-CCSD email address for resetting your Active Directory (AD) password. ****

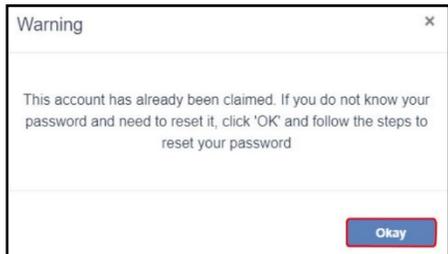
Staff Only – Claim Your Account Information



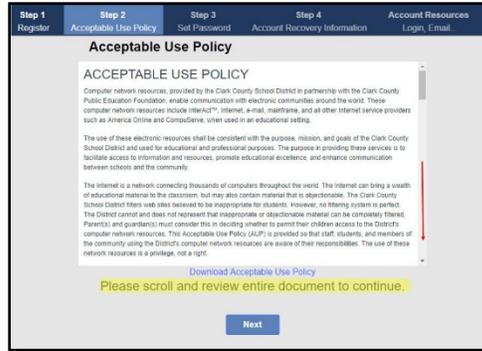
1. Complete this form, to include checking the **“I’m not a robot”** box.



**** The following message indicates a previously claimed account. Skip steps 2-8 and proceed to the **Reset your Password ...** section. ****



2. Review the **Acceptable Use Policy (AUP)**.



3. You will need to scroll down to the bottom of the AUP and check the box, then select **Next**.



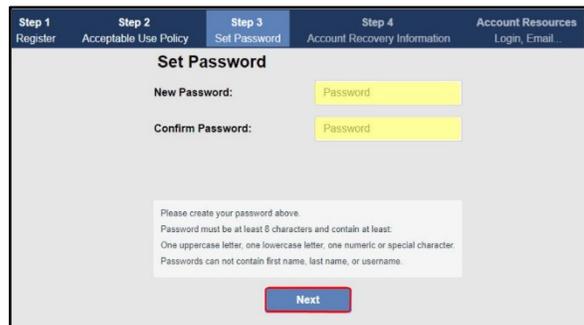
**** If you receive this message, the box is not checked. Scroll to the bottom of the document and select the box. ****



4. Set your password by typing and confirming your password in the boxes provided.

**** Please review the password criteria, shown in the box. ****

5. When complete, select **Next**.



6. Complete the **Account Recovery Information** page. Adding a recovery **mobile phone number** and a **non-work email (personal) email address** will aid in resetting a forgotten password.

**** You can update this information by accessing the [Employee Self Service website \(ESS.CCSD.NET\)](http://ESS.CCSD.NET). ****

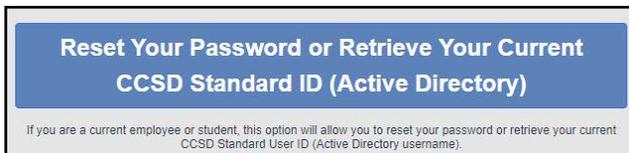
7. When complete, select **Save and Finish**.

8. Review the confirmation page, then select **Done**.

Reset Your Password or Retrieve Your Current CCSD Standard ID (Active Directory)

**** Please note, this section will not function properly if you have not already “claimed” your account, as shown in the previous section (to include creating a password recovery phone number and/or non-work email address) ****

1. Select the **Reset your Password...** option from the MyAccount home page.



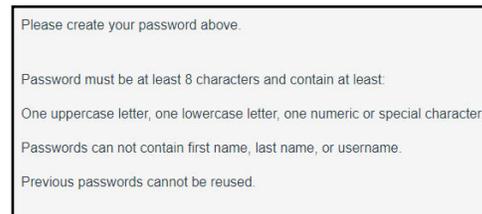
2. Select one of the three options that best describe your password needs.

- I know my password and just need to change it.
- I have forgotten my password and need to reset it.
- Forgot my CCSD Standard UserID.



- Select **“I know my password and just need to change it.”**
- Fill in the requested information.
- Select **Submit**.

**** Please review the password criteria. ****



4. Once the password is successfully changed, this window will appear, select **Done**.

(Continued on next page)

I have forgotten my password and need to reset it

1. Select “I have forgotten my password and need to reset it”.
2. Type your CCSD Standard UserID (AD login credentials).
3. Check the “I’m not a robot” box.
4. Select **Next**.

5. In the box labeled **Value**, enter either your **non-work email address** or your **mobile device’s phone number**.
**** This must be the same information that you have on record with the Employee Self Service website. ****
6. Select **Next**.

7. Enter the security code that was either emailed or texted to you.
8. Select **Submit**.

9. After correctly typing the code, you will need to type and a new password and confirm it.
**** The password criteria will be the same as the previous section. ****
10. Select **Submit**.

11. After successfully changing your password, select **Done**.

Forgot my CCSD Standard UserID

1. Select “**Forgot my CCSD Standard UserID**”.
2. Enter your employee/student number or email address.
3. Check the “I’m not a robot” box.
4. Select **Next**.

- In the box labeled **Value**, enter either your **non-work email address** or **your mobile device's phone number**.

**** This must be the same information that you have on record with the Employee Self Service website. ****

The screenshot shows the 'Forgot Username' page at Step 2. The header includes 'Step 1: Verify Your Information', 'Step 2: Select a Device', 'Step 3: Validate Security Code', and 'Step 4: Done'. The main heading is 'Forgot Username' with the sub-heading 'Step 2: Select a verification device'. There are two radio button options: 'Email: Non work email address' and 'Text Message: Mobile phone number'. A red arrow points to a text input field labeled 'value' with the placeholder text 'Enter your Email address or mobile'. Below the input field is the instruction 'Please enter the full email or phone number selected' and a 'Next' button.

- Enter the security code that was either emailed or texted to you.
- Select **Submit**.

The screenshot shows the 'Forgot Username' page at Step 3. The header includes 'Step 1: Verify Your Information', 'Step 2: Select a Device', 'Step 3: Validate Security Code', and 'Step 4: Done'. The main heading is 'Forgot Username' with the sub-heading 'Step 3: Enter your security code'. The text reads: 'You should have received a verification code, enter it below.' and 'If you did not receive a verification code, click "Back" to return to device selection.' There is a 'Security Code:' label next to a text input field containing 'Security Code'. Below the input field is the instruction 'This is the reset code that you received via text message or non-work email' and two buttons: 'Submit' and 'Back'.

- Note your CCSD Standard User ID (AD Username).
- Select **Done**.

The screenshot shows the 'User Account' page at Step 4. The header includes 'Step 1: Verify Your Information', 'Step 2: Select a Device', 'Step 3: Validate Security Code', and 'Step 4: Done'. The main heading is 'User Account'. Below the heading is a text input field labeled 'CCSD Standard User ID: AD Username' and a 'Done' button.

If you have any problems or questions about resetting your Active Directory (AD) password, please see your Site Based Technician or contact the USS Help Desk at 702-799-3300.