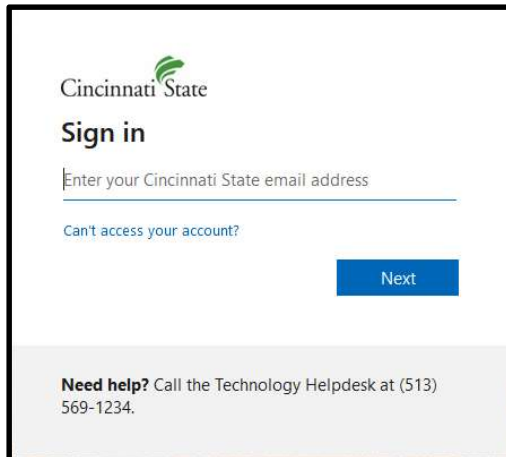


Password Reset Process

Need to change or reset your Cincinnati State account password?

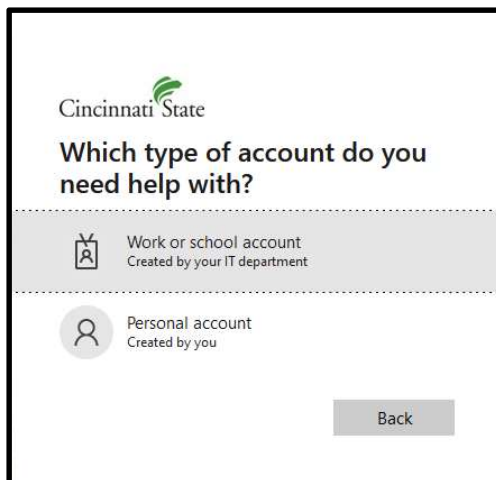
Please use one of the following methods to update your password:

- If you are on campus using a college computer, you can press **Ctrl+Alt+Delete** and click **Change Password**.
- If you are off campus:
 - a. Make sure you are not logged into MyCState 2.0 or Blackboard
 - b. Select **MyCState 2.0** on the homepage of the Cincinnati State website.
 - c. Click on '**Can't access your account?**



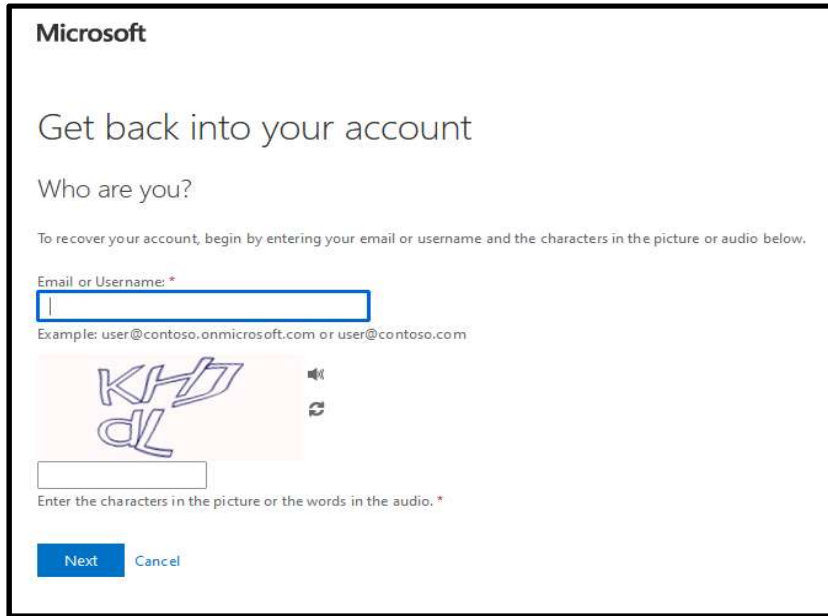
The screenshot shows the Cincinnati State Sign in page. At the top left is the Cincinnati State logo. Below it is the text "Sign in". There is a text input field with the placeholder text "Enter your Cincinnati State email address". Below the input field is a link that says "Can't access your account?". To the right of the input field is a blue button labeled "Next". At the bottom of the page, there is a grey box containing the text: "Need help? Call the Technology Helpdesk at (513) 569-1234."

- d. Click on '**Work or school account**'



The screenshot shows the Cincinnati State account selection page. At the top left is the Cincinnati State logo. Below it is the text "Which type of account do you need help with?". There are two options listed, separated by a dashed line. The first option is "Work or school account" with a key icon and the subtext "Created by your IT department". The second option is "Personal account" with a person icon and the subtext "Created by you". At the bottom right of the page is a grey button labeled "Back".

- e. Enter your **full Cincinnati State email address** (for example, fmlastname@cincinnati.state.edu) to begin the password reset process.



- f. Follow the prompts to change your password as desired.

Password Requirements

- At least 9 characters
- At least one capital/upper case letter
- At least one number
- We suggest using at least one special character

Microsoft will reject password it finds to be too simple.

Using common names, places, and words can cause a password to be rejected.

Cincinnati State passwords expire every 90 days. If you fail to change your password before it expires, you will be locked out of all Cincinnati State systems and will need to change your password using the above steps. If you experience difficulty, contact the ITS Help Desk at 513-569-1234 option #1 or itshelpdesk@cincinnati.state.edu.

As a reminder: Cincinnati State ITS will NEVER ask you for your password. Your password is sensitive and is a unique link between you and your account. It should be protected and never shared with others.

Need to look up your username/email/College ID?

Go to: <https://web3.cincinnati.state.edu/usertools2/lookup.aspx>

Once you have your Cincinnati State email address, please go to MyCState 2.0 on the homepage of the Cincinnati State website to log in. Follow the password reset process if needed.