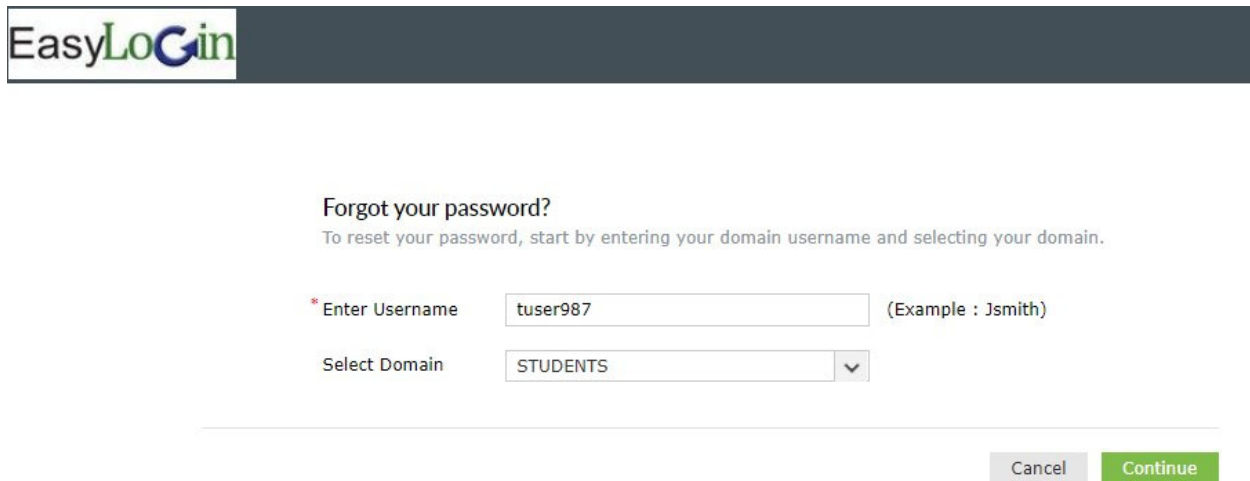


## **STEP BY STEP INSTRUCTIONS FOR ACTIVATING A NEW ACCOUNT (OR RESETTING A FORGOTTEN PASSWORD) USING THE PERSONAL EMAIL OPTION**

### **User initiates the process:**

The user clicks through the activation URL on the Welcome Email or clicks “Reset password” on the main Self-Service Login screen (<https://passwordstu.ccsnh.edu/showLogin.cc>). This link is available on the Online Resources page (<https://www.ccsnh.edu/online-resources/>)

### **User enters the account name and clicks ‘Continue’:**



EasyLoGin

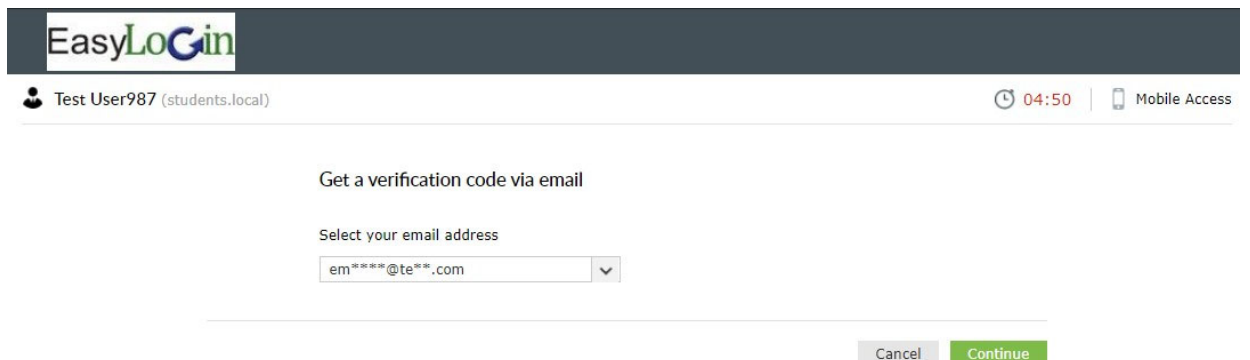
Forgot your password?  
To reset your password, start by entering your domain username and selecting your domain.

\* Enter Username  (Example : Jsmith)

Select Domain  ▼

Cancel Continue

### **User is presented with a drop-down listing personal email records loaded from Banner. User chooses a value and clicks ‘Continue’:**



EasyLoGin

Test User987 (students.local) 04:50 Mobile Access

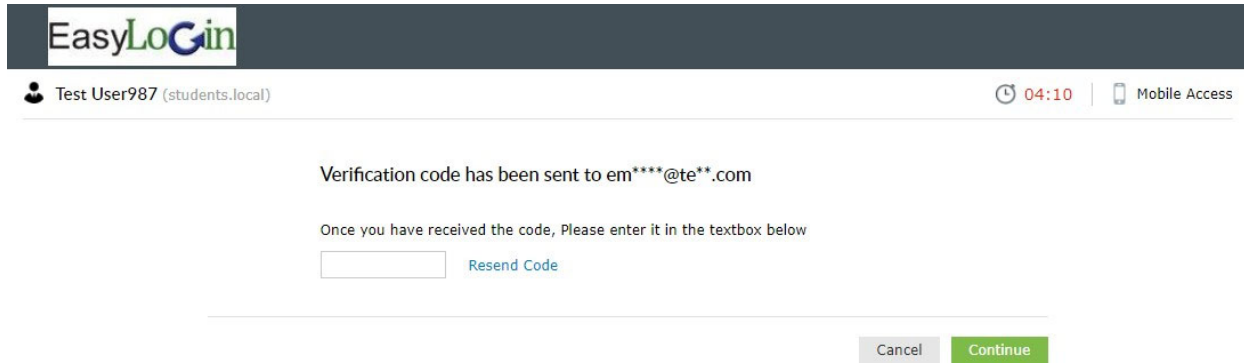
Get a verification code via email

Select your email address

▼

Cancel Continue

**User is presented with a form to accept the validation code sent via email (email shown below):**



EasyLogin

Test User987 (students.local) 04:10 Mobile Access

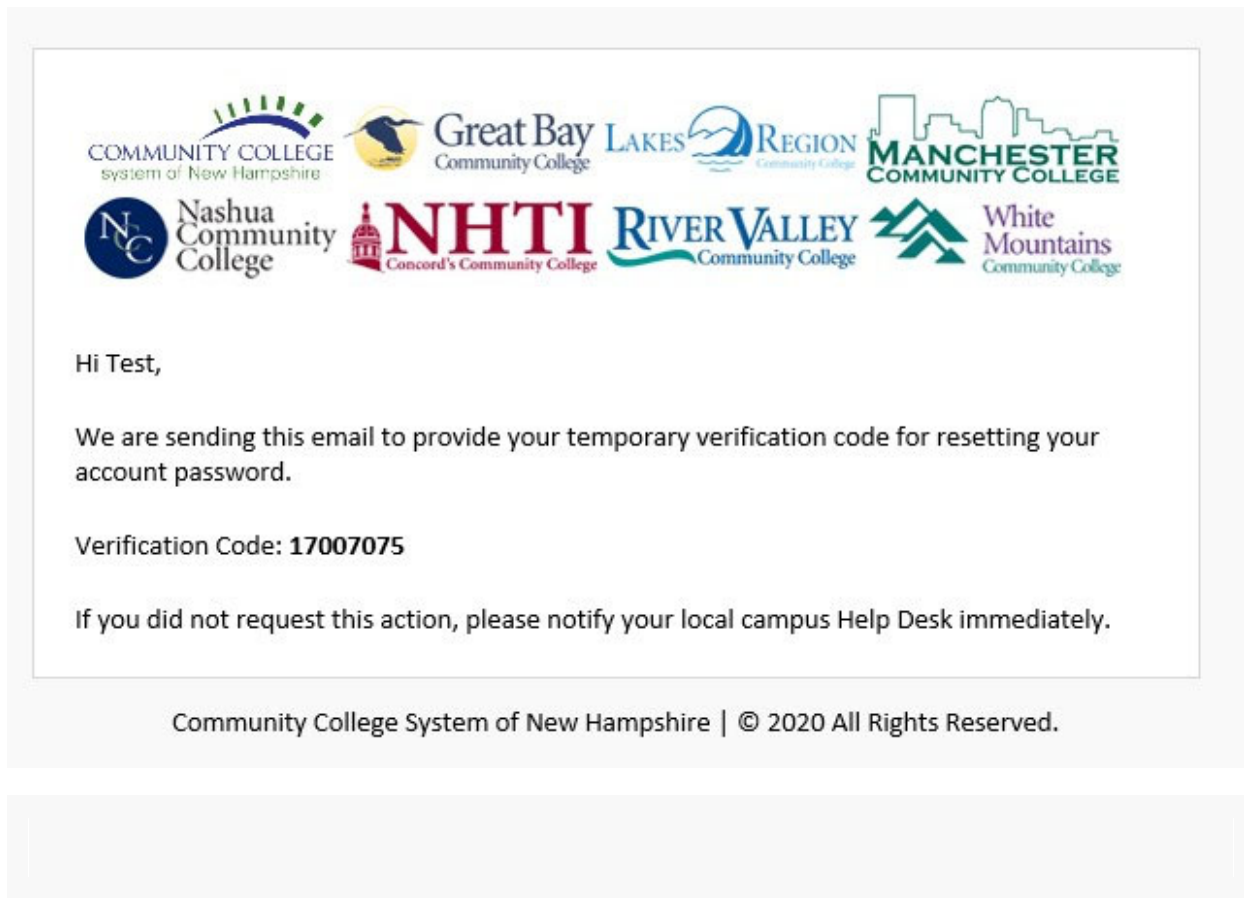
Verification code has been sent to em\*\*\*\*@te\*\*.com

Once you have received the code, Please enter it in the textbox below

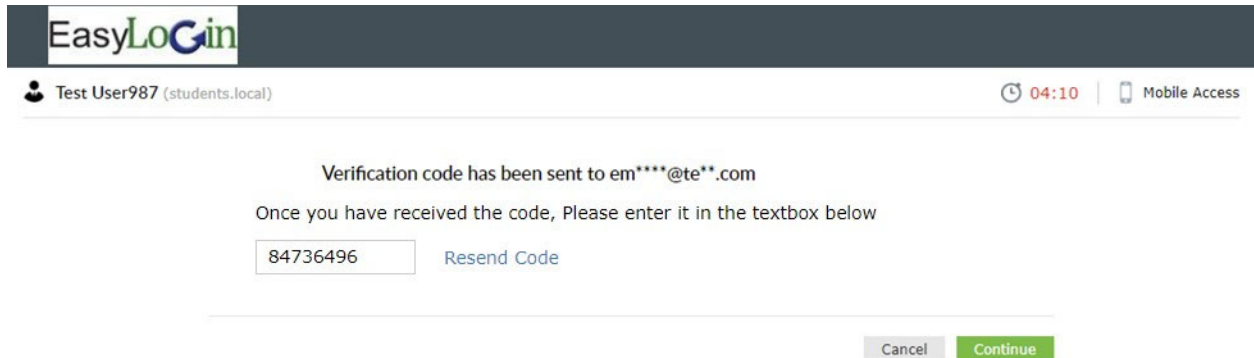
[Resend Code](#)

[Cancel](#) [Continue](#)

**Verification Code email sent to the chosen email account:**

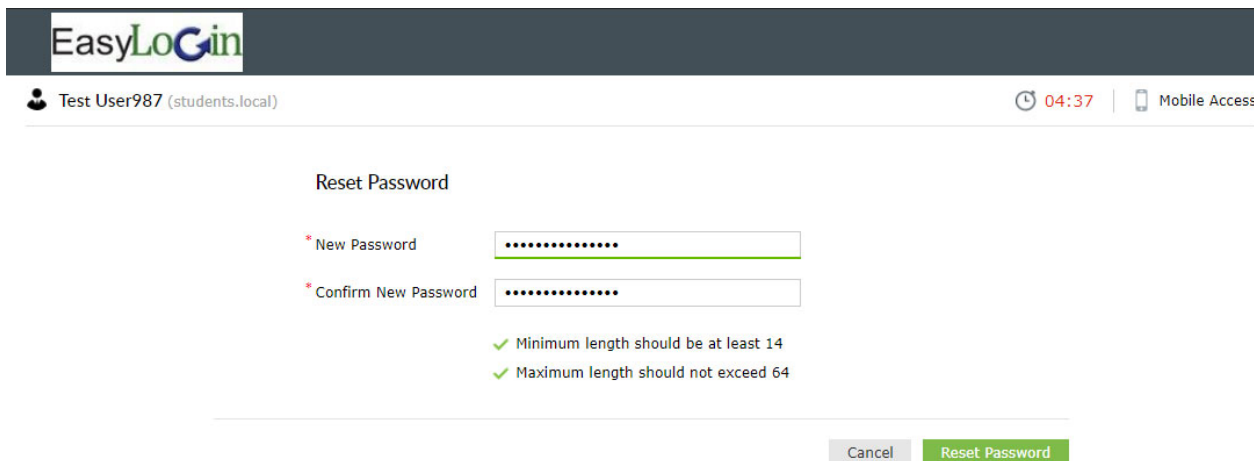


**User enters the verification code from the email into the form and clicks 'Continue':**



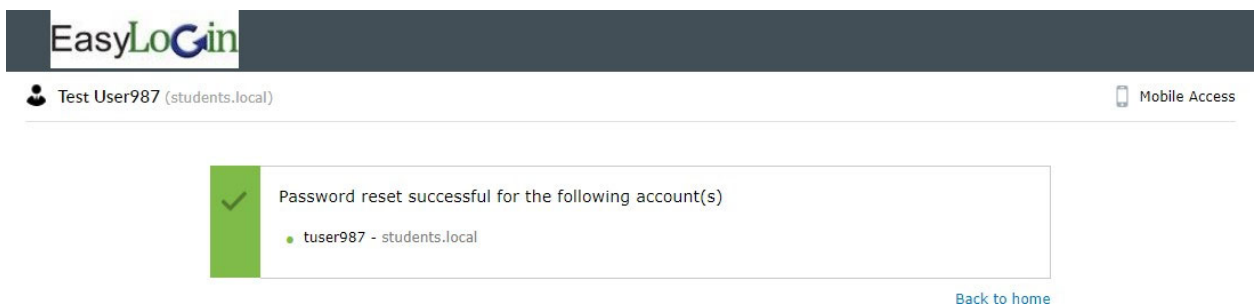
The screenshot shows the EasyLoGin interface. At the top left is the EasyLoGin logo. Below it, the user is identified as 'Test User987 (students.local)'. On the top right, there is a clock icon showing '04:10' and a mobile phone icon labeled 'Mobile Access'. The main content area displays the message: 'Verification code has been sent to em\*\*\*\*@te\*\*.com'. Below this, it says 'Once you have received the code, Please enter it in the textbox below'. There is a text input field containing '84736496' and a 'Resend Code' link. At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

**User enters a new password two times following the password policy and clicks 'Continue' :**



The screenshot shows the EasyLoGin interface for password reset. At the top left is the EasyLoGin logo. Below it, the user is identified as 'Test User987 (students.local)'. On the top right, there is a clock icon showing '04:37' and a mobile phone icon labeled 'Mobile Access'. The main content area is titled 'Reset Password'. It contains two text input fields: '\* New Password' and '\* Confirm New Password', both filled with dots. Below the fields, there are two green checkmarks with text: '✓ Minimum length should be at least 14' and '✓ Maximum length should not exceed 64'. At the bottom right, there are two buttons: 'Cancel' and 'Reset Password'.

**User receives verification of successful password update:**



The screenshot shows the EasyLoGin interface displaying a successful password reset confirmation. At the top left is the EasyLoGin logo. Below it, the user is identified as 'Test User987 (students.local)'. On the top right, there is a mobile phone icon labeled 'Mobile Access'. The main content area features a green checkmark icon followed by the text: 'Password reset successful for the following account(s)'. Below this, there is a list item: '• tuser987 - students.local'. At the bottom right, there is a 'Back to home' link.

**Email with notice of password change sent to user's EasyLogin:**



Hi Test,

We are sending this email to notify you that you have successfully reset your CCSNH EasyLogin password.

If you did not request this action, please notify your local campus Help Desk immediately.