

**HOW TO CHANGE
YOUR PASSWORD
ON/OFF CAMPUS**

GO TO THE INTERNET TYPE **MY.JCSU.EDU** ON THE BROWSER




my.jcsu.edu/





**WHEN THIS WINDOW APPEARS CLICK ON
SUPPORT SERVICES**

ON SUPPORT SERVICES THERE IS A BOX ON THE RIGHT CALLED IT ESSENTIALS CLICK ON AD PASSWORD PORTAL


Support Services 

Technology Service Desk

Help Desk Hours

Hours of Operation (during academic term)

The JCSU Technology Help Desk is available to help you with technology related questions or problems. You can call, make a request through **SchoolDude**, or just drop by.

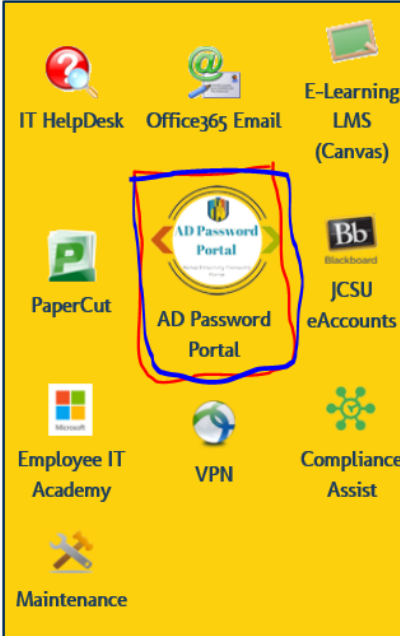
 **Walk-in:**
James B. Duke Library,
2nd Floor Room 215

Monday: 8:00 a.m. - 5:00 p.m.
Tuesday: 8:00 a.m. - 5:00 p.m.
Wednesday: 8:00 a.m. - 5:00 p.m.
Thursday: 8:00 a.m. - 5:00 p.m.
Friday: 8:00 a.m. - 5:00 p.m.

Assistance after walk-in hours will be provided from the circulation desk in accordance with library hours.


Support Centers

IT Essentials



The IT Essentials dashboard is a yellow grid of application icons. The 'AD Password Portal' icon, which features a circular logo with a shield and the text 'AD Password Portal', is highlighted with a red and blue border. Other icons include IT HelpDesk, Office365 Email, E-Learning LMS (Canvas), PaperCut, JCSU eAccounts, Employee IT Academy, VPN, Compliance Assist, and Maintenance.

THIS WINDOW WILL APPEAR **CLICK** **CHANGE PASSWORD**



The logo for the AD Password Portal is centered on a dark blue background. It features a shield-shaped icon with vertical bars in blue, yellow, and red. Below the icon, the text "AD Password Portal" is written in a blue serif font. Underneath that, "Active Directory Password Portal" is written in a smaller, black sans-serif font. The entire logo is enclosed in a circular frame with two concentric yellow lines and two large, stylized arrows pointing outwards, one orange on the left and one green on the right.

This Web Portal allows Faculty/staff and students access to change or reset their Active Directory password.

Change Password

Forgot Password

This feature allows you to change your password. You must know your current password in order to use this button to change your existing password.

If you forgot your password and your alternative email was registered through Admissions or the Office of the Registrar, you can click on the Forgot Password button for a confirmation code to be sent your registered email address.

THIS WINDOW WILL APPEAR FILL THE BLANKS WITH YOUR INFORMATION

JOHNSON C. SMITH UNIVERSITY

JCSU Active Directory Change Your Password

If unsuccessful or error occurs, please click the [Clear Settings](#) button before trying again.

User Name (Your JCSU Email):

Old Password:

New Password:

Confirm Password:

[Clear Setting](#) [Change Password](#)

Results:

Students click here for [Password Policy Information](#) and Faculty/Staff click here for [Password Policy Information](#).

Make sure
to click on
**Change
Password**
NOT Enter

