



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

**GO TO THE INTERNET, TYPE
MY.JCSU.EDU IN THE ADDRESS BAR**




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.

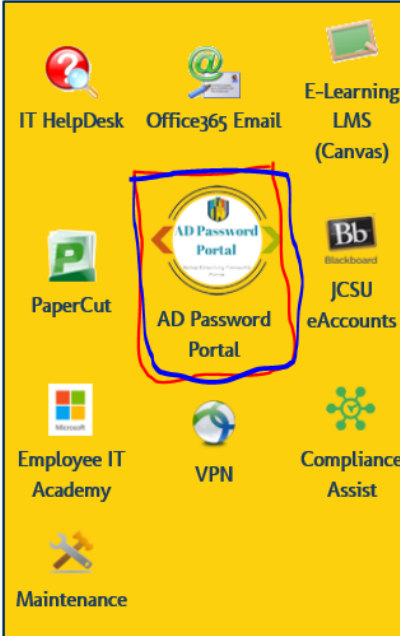
 **Walk-in:**
James B. Duke Library,
2nd Floor Room 215

 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 visible icons include IT HelpDesk, Office365 Email, E-Learning LMS (Canvas), PaperCut, Bb Blackboard, JCSU eAccounts, Employee IT Academy, VPN, Compliance Assist, and Maintenance.

THIS WINDOW WILL APPEAR **CLICK** **FORGOT PASSWORD**



The logo for the AD Password Portal is centered on a dark blue background. It features a circular emblem with a white center. Inside the circle, there is 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, in a smaller, grey, sans-serif font, it says "Active Directory Password Portal". The circle is flanked by two large, stylized arrows: an orange arrow pointing left and a green arrow pointing right. The entire emblem is surrounded by two concentric yellow circles.

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 Password Code Request

User Name (JCSU Email):

Registered email:

Note: If you forget your AD Password, type your user name (MyMail Email Address) in first box and type your registered personal email address (when you submitted your application to the JCSU Admission office). If the email address matches, the confirmation code will be emailed to your registered personal email box. Then you can go to <https://ADPortal.jcsu.edu/resetpassword.aspx> to reset your Active Directory password. You have three hours to completed the process or you have to request a new code.

Status:

Make sure
to click on
**Generate
Code**
NOT Enter



THE CODE WILL BE SENT TO YOUR REGISTERED EMAIL

THIS WINDOW WILL APPEAR, FILL THE BLANKS WITH YOUR INFORMATION

JOHNSON C. SMITH UNIVERSITY

JCSU Active Directory Password Reset

User Name (JCSU Email):

Verification Code:

New Password:

Confirm Password:

Results:

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

