

# MyPassword Portal

## Account Unlock Guide



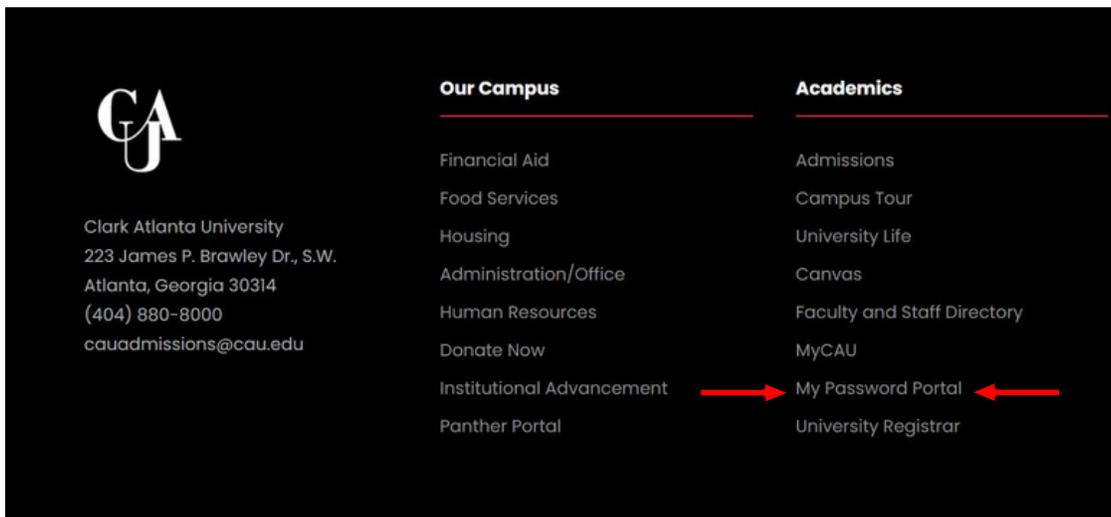
The MyPassword Portal allows you to reset your password or unlock your account without contacting the OITC Help Desk. This guide will help you unlock your account.

If you enter an incorrect password three times, your account will be locked. To regain access, you have three options:

1. Wait for 30 minutes, and your account will automatically unlock.
2. Unlock your account using the MyPassword Portal.
3. Reach out to the OITC Help Desk at 404-880-6482 for assistance with resetting your password via the MyPassword Portal. Please note that the Help Desk cannot reset your password but can guide you through the steps on the MyPassword Portal.

Follow the steps below to unlock your account

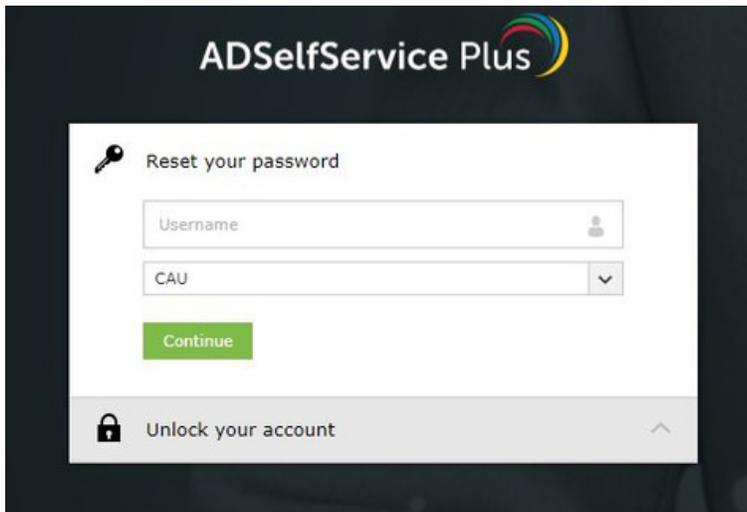
1. Access the CAU website ([www.cau.edu](http://www.cau.edu)) and select **My Password Portal** located at the bottom of the page or go to the following link: <https://mypassword.cau.edu/showLogin.cc>



The screenshot shows the footer of the Clark Atlanta University website. On the left is the CAU logo and contact information. On the right are two columns of links: 'Our Campus' and 'Academics'. The 'My Password Portal' link in the 'Academics' column is highlighted with red arrows pointing to it from both the left and right.

| Our Campus                | Academics                   |
|---------------------------|-----------------------------|
| Financial Aid             | Admissions                  |
| Food Services             | Campus Tour                 |
| Housing                   | University Life             |
| Administration/Office     | Canvas                      |
| Human Resources           | Faculty and Staff Directory |
| Donate Now                | MyCAU                       |
| Institutional Advancement | <b>My Password Portal</b>   |
| Panther Portal            | University Registrar        |

## 2. Select **Unlock Your Account**



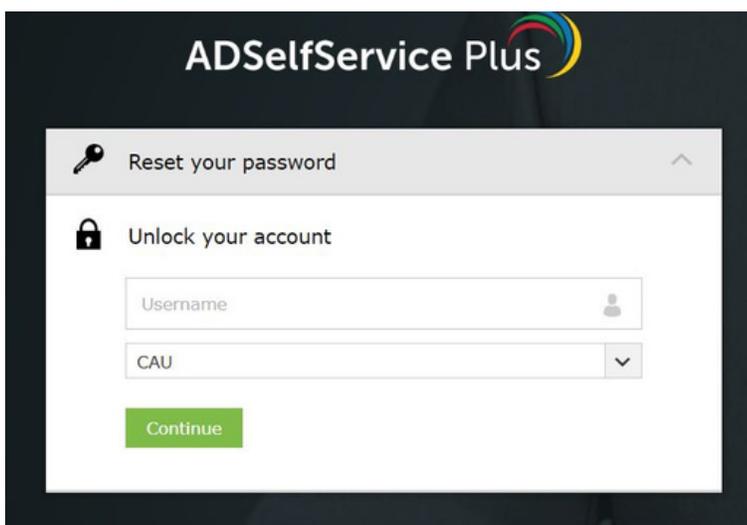
The screenshot shows the ADSelfService Plus interface. At the top, the logo "ADSelfService Plus" is displayed. Below it, there is a section titled "Reset your password" with a key icon. This section contains a "Username" input field, a dropdown menu currently set to "CAU", and a green "Continue" button. At the bottom of the page, there is a grey bar with a padlock icon and the text "Unlock your account", with an upward-pointing arrow to its right.

## 3. Enter your **Username** and click **Continue**:

Your username is the first part of your email address before the @ symbol.

- **Faculty and Staff:** The initial of your first name followed by your last name. (Ex. JSmith)
- **CAU Students:** First name followed by a period and then your last name. (Ex. Joe.Smith)
- **Cross Registered Students:** Last name followed by a period and then your first name. (Smith.Joe)

In certain instances, a numerical digit is part of your username. Make sure to incorporate the number into your username as well.



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4. Enter your 900#. Morehouse students enter your M#, and include the M. Enter the CAPTCHA code displayed. Select **Continue**.

Please answer the following question(s) to unlock your account

Question: What is your 900 number (Student ID/Employee ID)?

Type the characters you see in the picture below.



Letters are not case-sensitive

5. Once your identity has been successfully verified, input the displayed CAPTCHA code and select **Unlock Account**.

Unlock Account

Your identity has been verified successfully. Please proceed with the self service action.

Type the characters you see in the picture below.



Letters are not case-sensitive

6. You will receive a message indicating that your account was successfully unlocked.



Unlock account successful for the following account(s)

-  - CAU