

## Password Reset Self-Service

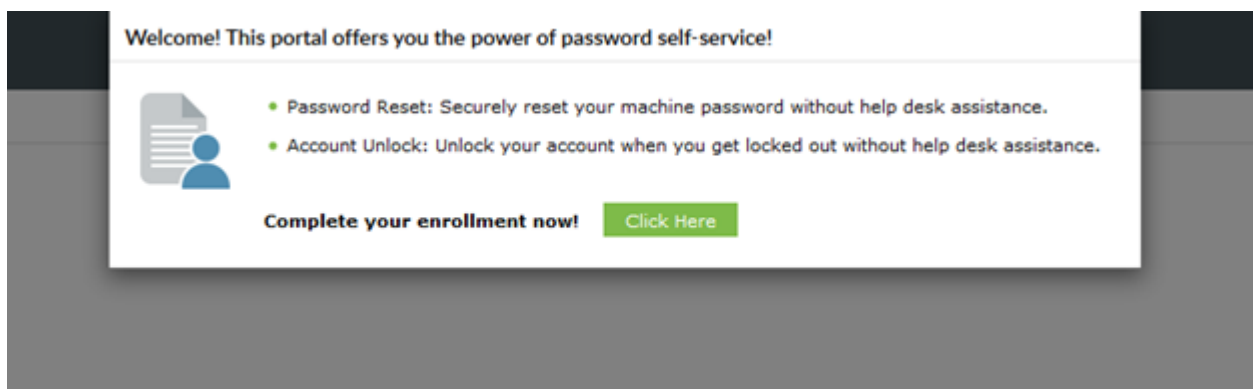
1. Go to the self-service password reset page: <https://cuw-adselserve.cuw.edu/showLogin.cc>. Enter the information below and click “Login.”

- Username – F00 number for students; first initial/last name for adjuncts
- Your currently known password or the initial password given to you by IT
- The correct domain – CUWS for CUW student; CUA for CUA students; CUW for adjuncts



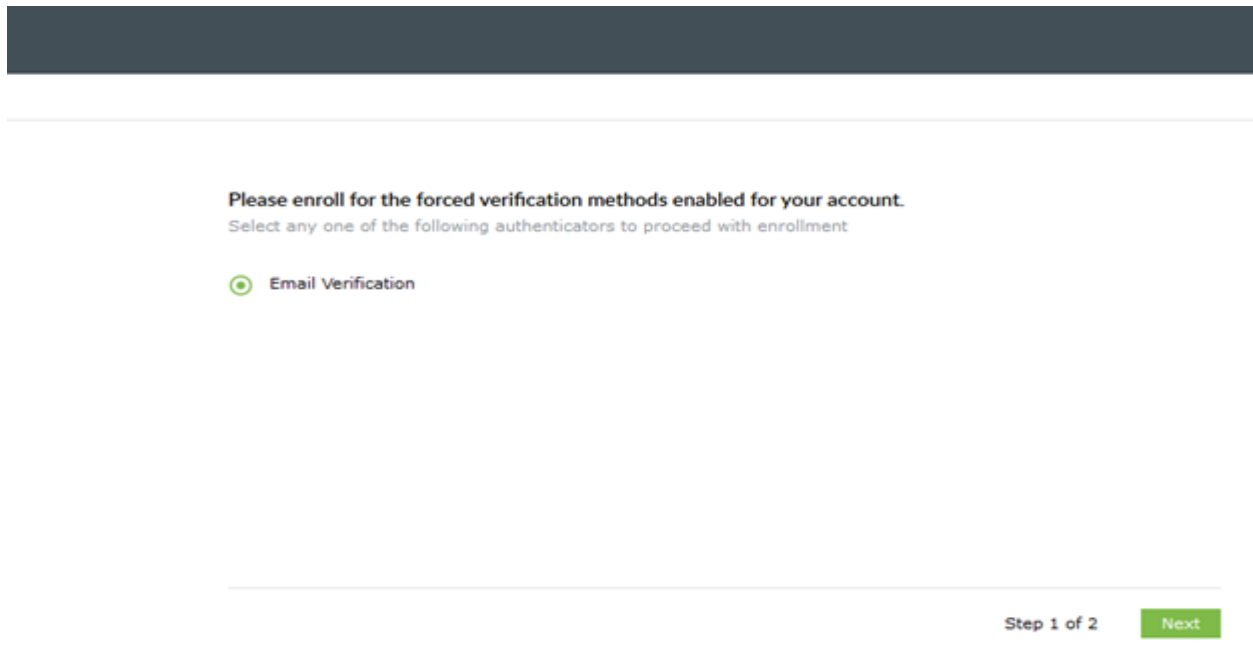
The screenshot shows the Concordia University login page. At the top is the university logo. Below it is a "Sign in" section with a form containing three fields: "User Name:" with the value "F00123456", "Password:" with masked characters, and "Log on to:" with a dropdown menu set to "CUWS". A "Login" button is below the form. To the right, a blue arrow points to a box containing domain examples: "CUAA - for Ann Arbor Students", "CUW - for CUW/CUAA Adjuncts", and "CUWS - for Wisconsin Students". Below the form, there is a note: "If you have already enrolled in password recovery, use the links below to reset your password or unlock your account. Otherwise, please enroll above by logging in with your temporary credentials." At the bottom, there are two links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account).

2. A pop-up will appear at the top of the screen. Select the green “Click Here” button to continue your password self-service enrollment.



The screenshot shows a pop-up message with a white background and a dark border. It starts with the text "Welcome! This portal offers you the power of password self-service!". Below this is a list of two bullet points: "Password Reset: Securely reset your machine password without help desk assistance." and "Account Unlock: Unlock your account when you get locked out without help desk assistance." At the bottom left, there is a blue icon of a person. At the bottom right, there is a green button with the text "Click Here".

3. Select “Email Verification” and click “Next.”



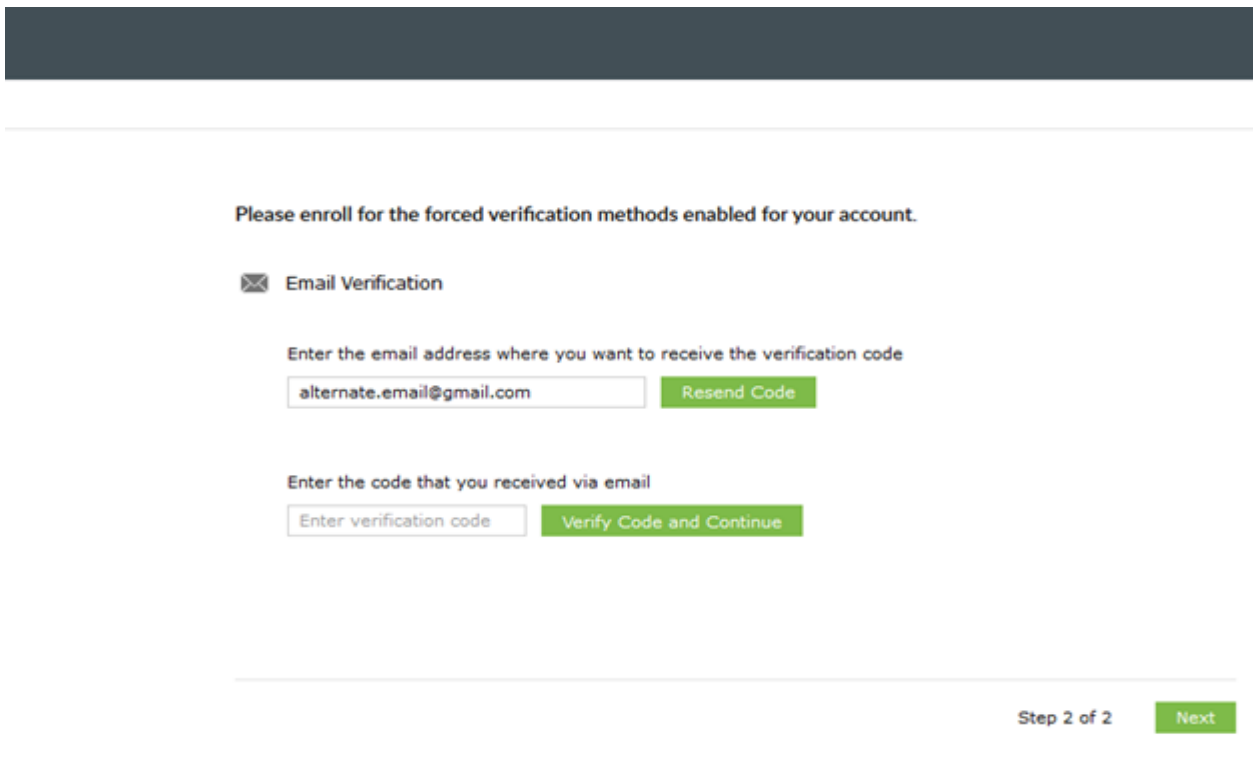
Please enroll for the forced verification methods enabled for your account.  
Select any one of the following authenticators to proceed with enrollment

Email Verification


Step 1 of 2 [Next](#)

4. Enter a personal email and click “Resend Code.” Open your personal email and copy/paste the code into the field below. Click “Verify Code and Continue.”

\* You may have to check your spam folder for the email with the verification code.



Please enroll for the forced verification methods enabled for your account.

 Email Verification

Enter the email address where you want to receive the verification code

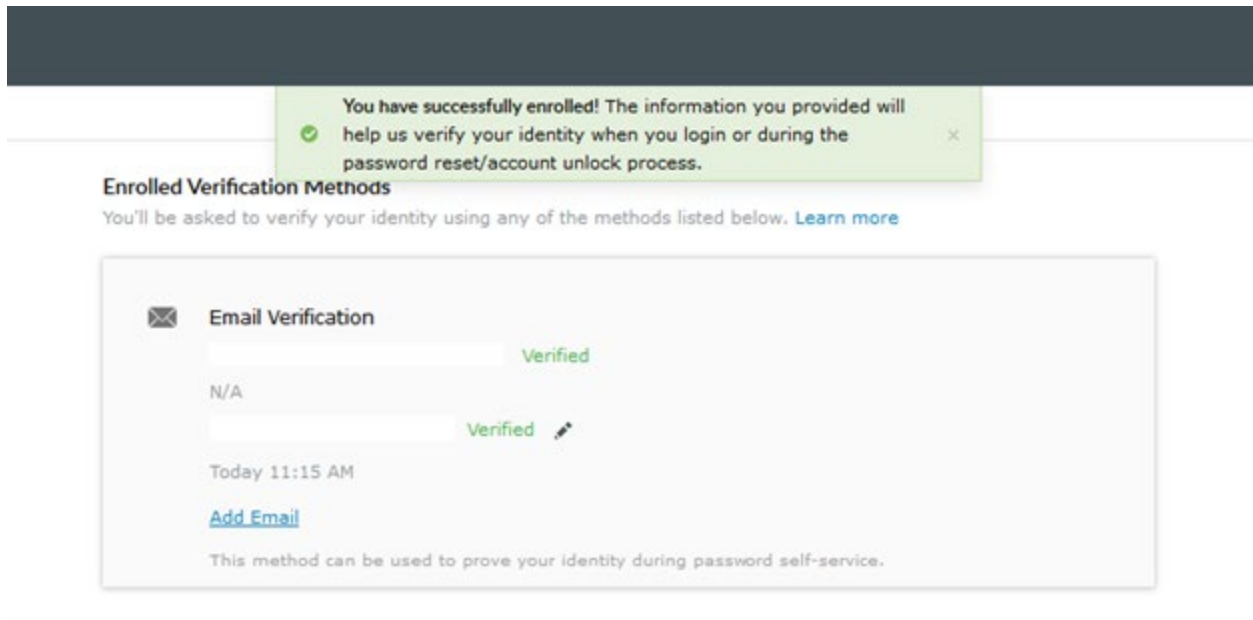
[Resend Code](#)

Enter the code that you received via email

[Verify Code and Continue](#)

Step 2 of 2 [Next](#)

5. Once you have been successfully enrolled you will get the following screen. On the top left select the “Change Password” tab.



6. In the “Old Password” field, enter the password you used to login to the self-service page. Then enter a new password, and fulfil all of the criteria below. When each criteria is met, a green check mark will appear. Enter the password a second time and click “Change Password.”

CONCORDIA UNIVERSITY

Change Password Enrollment

Change Password ?

Old Password

New Password

Confirm New Password

- ✓ Minimum length should be atleast 8
- ✓ Number of special characters to include 1
- ✓ Must contain both upper and lowercase characters
- ✓ Number of numerals to include 1
- ✓ Must not contain restricted patterns [List](#)

Change Password Cancel

7. If the password was changed successfully, the following pop-up will appear:

