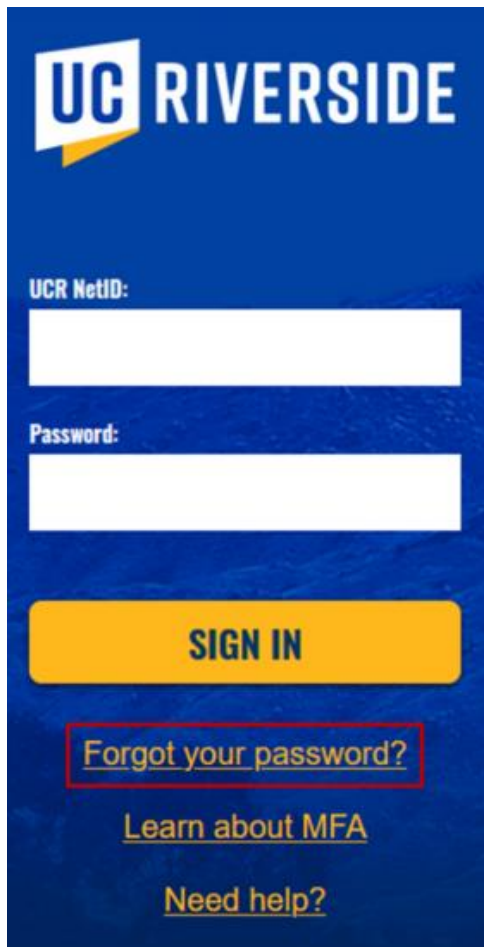

NetID: New Users and Password Reset

New Users & Password Reset:

New users receive an email that provides a link to reset the temporary password associated with their NetID. If they don't complete this process within the allocated timeframe, the link in the email will no longer work.

In this case, the user can have a password reset email sent to them by completing the following steps.

On the CAS screen, select the **Forgot your password** link:



UCR RIVERSIDE

UCR NetID:

Password:

SIGN IN

[Forgot your password?](#)

[Learn about MFA](#)

[Need help?](#)

This will open the MyAccount page. A new user should enter the non-UCR email associated with their account using **Option 2** on the MyAccount page:

Password Reset

1

Select your password reset option

Note: **Please select Option 2 if A)** you do not remember your UCR NetID and/or the answers to your security questions **OR B)** you are a UNEX student. **You must have a personal (non-UCR) email account on file with the University to use Option 2.** For additional guidance, please see [Password Reset Support](#)

Option 1: Enter the information below to answer your security questions and reset your password.

UCR NetID, SID, or Applicant ID

Date of Birth (mm/dd/yyyy)

Option 2: Enter the non-UCR email account you have on file to have a reset link emailed to you.

Example: pat@example.com

Please note: The email address they provide must match the email used to setup their UCR account.

Once the email is entered, a new link to reset the password will be sent to the user at the specified email address.

If they do not receive the email or if the link within the new email does not work, they should call BearHelp at 951-827-4848 during normal business hours for password reset assistance.

Password resets are not currently done in IAMRiverside. A password reset can be accomplished using [MyAccount](#):

- Instructions: [MyAccount – I Forgot my Campus Password or NetID](#)
- Access the password reset form: [MyAccount Password Reset](#)

If you are still having trouble changing your password, contact ITS Support:

- Call (during business hours): 951-827-4848
- [Submit a ticket](#)