

Resetting Your OneCSU Password

Columbus State University will **NEVER** ask for your password or MFA information. **Do not** provide this information to anyone.

Be aware of phishing attempts asking for this information. Columbus State University will never ask you to verify or cancel account changes through an external form or suspicious links. **Please do not click any links or respond to these message.** Common phishing attempts to gain access to this information include threats of account termination/deletion or prompts to click a link to provide this information.

OneCSU is your login to many campus resources. Your OneCSU credentials are used to access MyCSU, email, CougarVIEW, computers on campus, and more.

You will be prompted to reset your password every 180 days since your previous password reset.

Reset Your Password

In order to reset your password, you must use our password reset portal. Using the link below, you will be asked to enter your username.

Your username for purposes of resetting your password is your normal OneCSU username/email address in the following format (including any numbers after your name):

Students: username@students.columbusstate.edu

Faculty/Staff: username@columbusstate.edu

Please note: Your password can only be changed once per **24-hour** period. Please be sure to save your password in a **secure location**.

[Reset Your OneCSU Password](#)

Resetting Your Password for the First Time?

In order to reset your password, you will need to first register with our self-service password reset to set up your security questions and answers. Please visit our [first-time users self-service password reset page](#) to get started. Your username will be in the format listed in the notice above.

Password Requirements

- Password must meet minimum complexity (at least three of the following categories):
 - At least two lower case and one capital letter
 - At least two numerical digit
 - At least two of these special characters: ~ ! @ # \$ % ^ & * _ - + = ` | () { } [] ; : " ' < > , . ? /
- At least 12 characters
- Passwords should be difficult to guess. Do not use derivatives of user-IDs, common character sequences (ABC123), a spouse's name, your birth date and the like.
- Password history is enabled and configured to disallow the same password used in the past 24 times and 30 days.

Running Into Issues?

Contact the CSU HelpDesk by phone at [706-507-8199](tel:706-507-8199) or by email at helpdesk@columbusstate.edu.