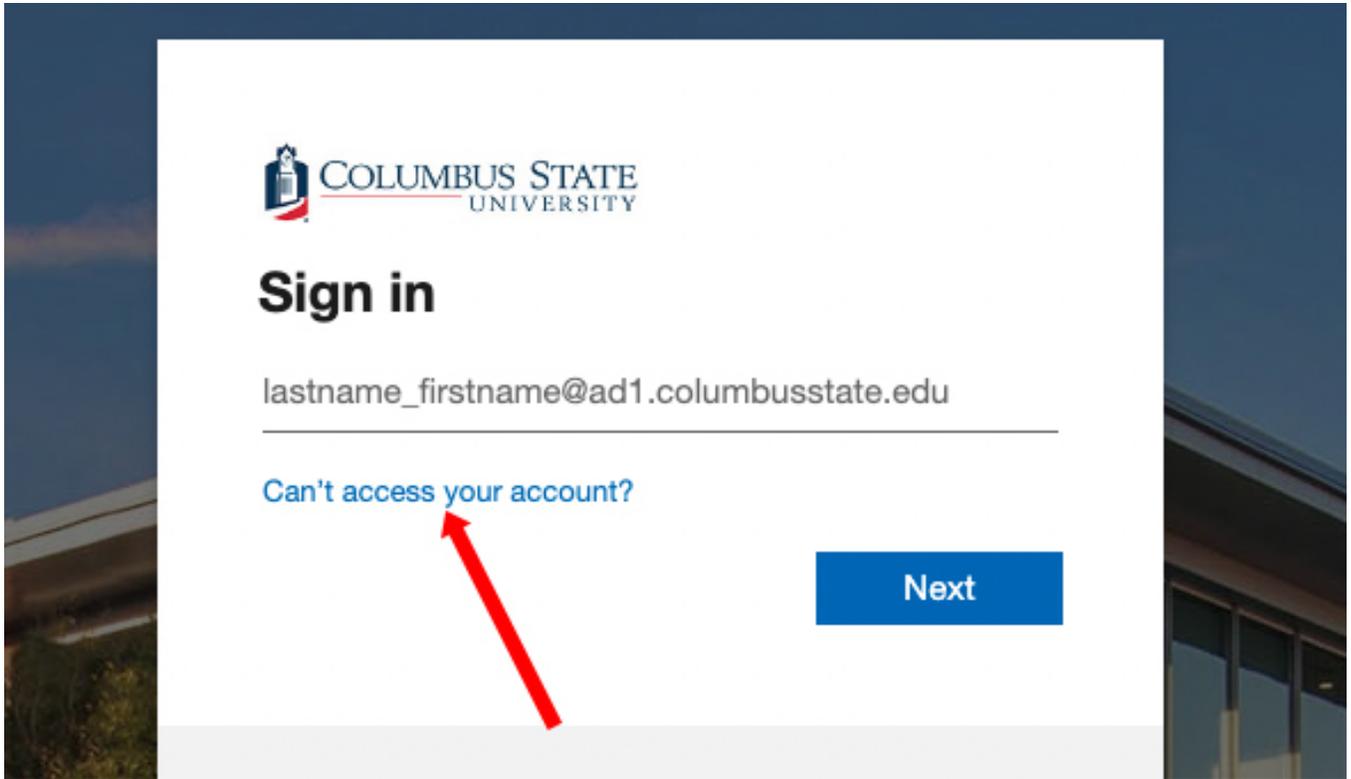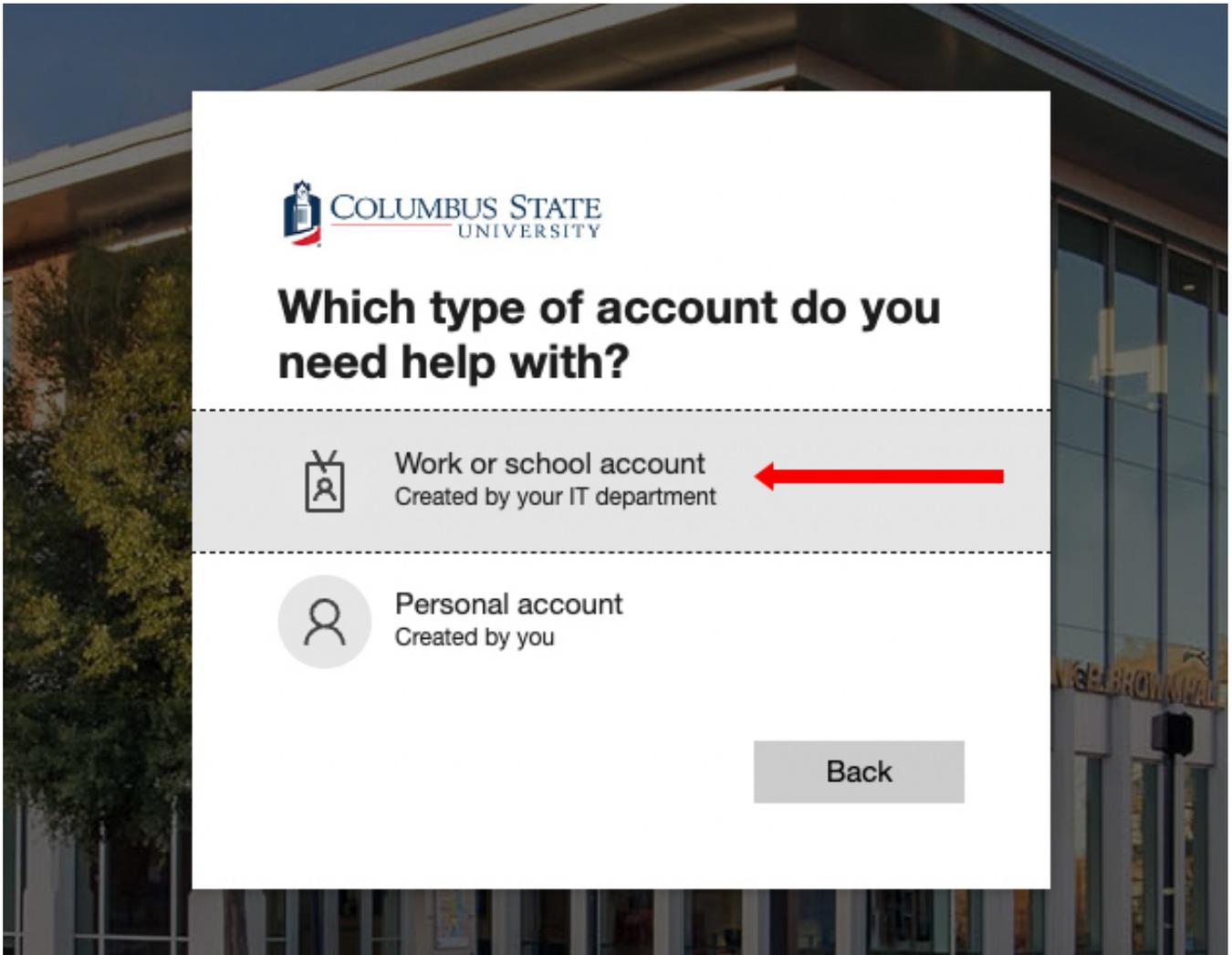# First-Time MyCSU Users

MyCSU is Columbus State University's portal for students, faculty, and staff. MyCSU centralizes access to your records, email, announcements and notifications, and CSU applications and services.

The following guide will walk you through your initial account setup, including resetting your password for the first time and enrolling a device for multi-factor authentication (MFA).

1. Go to MyCSU.
2. Select "**Can't access your account?**" on the sign in page.

3. Select "**Work or school account.**"

4. Input your OneCSU username into the "**Email or Username:**" field and type in the CAPTCHA text in the CAPTCHA field.
   Unsure what your OneCSU username is? Check out our CSU ID/username lookup form.

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

[_____@ad1.columbusstate.edu]

Example: user@contoso.onmicrosoft.com or user@contoso.com

[CAPTCHA: J3P3 HSVK]

[_____]

Enter the characters in the picture or the words in the audio. *

[Next]   Cancel

5. On the next page, you will be prompted to send an email to the alternative email address that you use to apply to CSU. Follow the prompts to send a temporary code to your alternative email address.

Get back into your account

verification step 1 > choose a new password

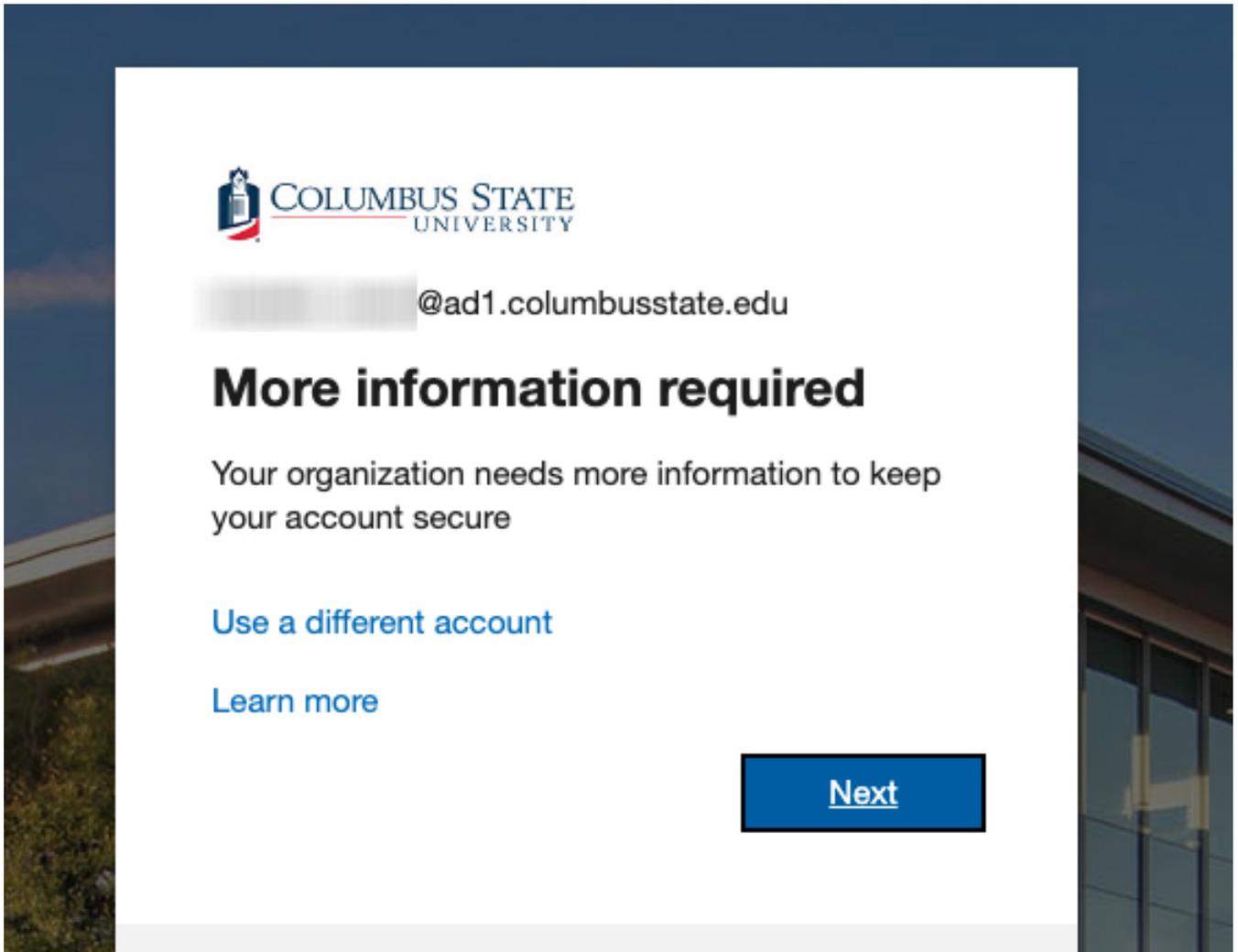Please choose the contact method we should use for verification:

○ **Email my alternate email**   You will receive an email containing a verification code at your alternate email address (   ).

Email

6. Once your account has been verified, you will be able to set your initial password and log in to MyCSU.
    Need help setting your password? View our password reset page for more information.

* Enter new password:

* Confirm new password:

Finish   **Cancel**

7. Upon first login, you will be prompted to set up MFA on your account. Follow the prompts to enroll a device that will be used for MFA.
    Have questions about MFA? Please see our MFA information page.

8. After setting up MFA, you will then be able to log in to MyCSU.

Issues?

If you have trouble setting up your account or are having other technical issues, please contact the CSU HelpDesk by phone at 706-507-8199 or by email at helpdesk@columbusstate.edu.

Resources

- CSU ID/Username Lookup
- MFA Information
- Password Reset Information