

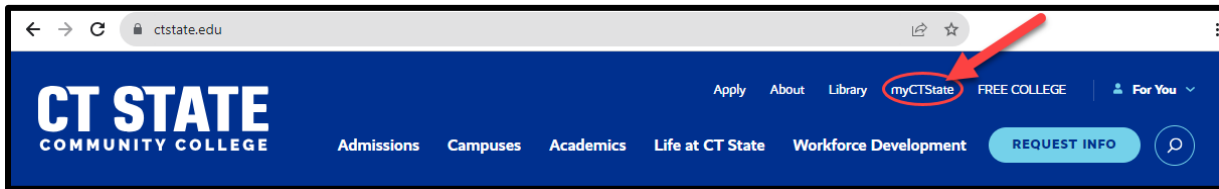
# myCTState Login Instructions and How to Access Office 365/Email

[myCTState](https://my.ctstate.edu) is the information portal for CT State students, faculty, and staff. Students can check the status of financial aid, search for courses, register for classes, access student orientation, access college email, complete coursework in Blackboard and manage college finances, with one single sign-on.

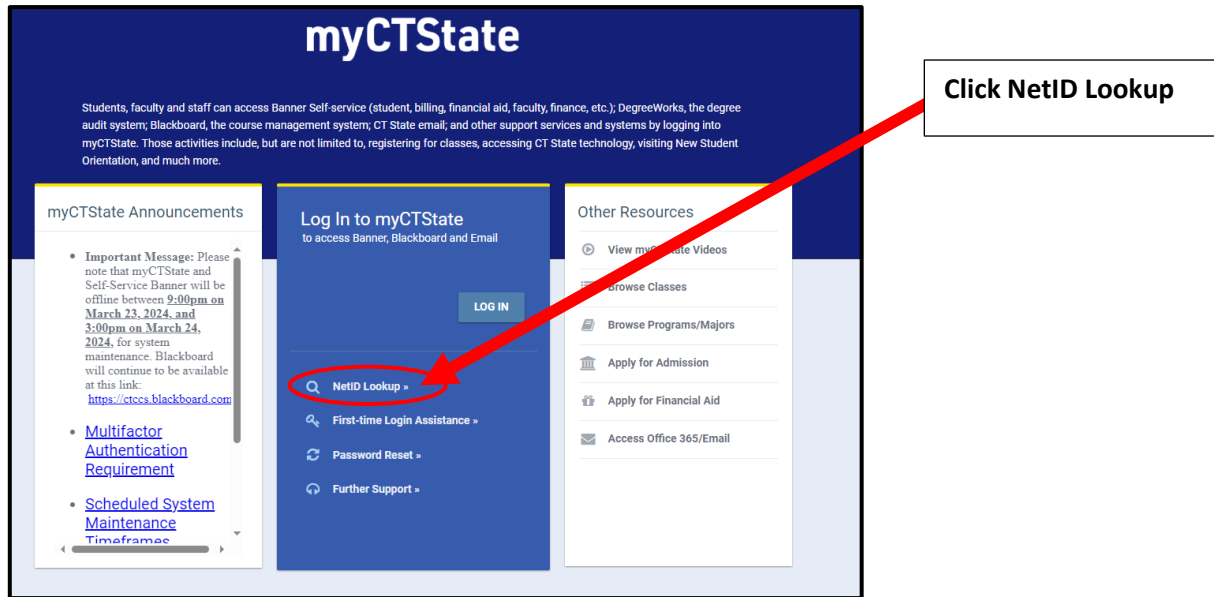
**Disclaimer:** New content and instructions will continue to be released overtime. The myCTState accessible cards are dependent on the user's profile type.

## Steps to log in to myCTState:

1. Go to [myCTState](https://my.ctstate.edu)
  - Webpage: <https://my.ctstate.edu> OR visit <https://ctstate.edu> and click on the **myCTState** icon



2. You will need your NetID to get started, click on NetID lookup. If you know your NetID skip to step 6.
  - CT State Community College Admissions Students: Information on how to retrieve your NetID and how to create a password was provided to you in your admissions acceptance email. Please call 860-723-0221 if you do not have that information.
  - CT State Community College Workforce Development & Continuing Education Students: When a non-credit student registers for a course in the workforce development and continuing education office, a staff member will reach out to provide student ID Information and instructions on how to log into myCTState as a first-time student.



3. Click on NetID Lookup

**NetID Lookup Utility**

Last Name:

Birth Date:  Month  Day

SSN [last 4 digits]

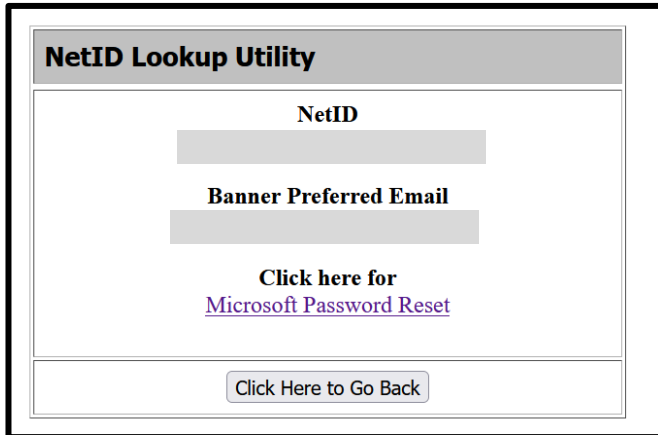
-or- 8-digit BannerID - @

**Type your Last Name, Birth Date, and SSN or Banner ID# here**

**Click: Click Here to Search**

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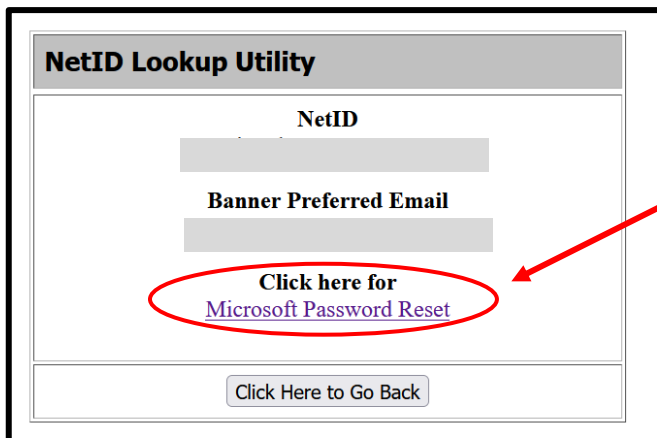
You will be provided with your NetID.



The screenshot shows a web form titled "NetID Lookup Utility". It contains two input fields: "NetID" and "Banner Preferred Email". Below these fields is a link that says "Click here for Microsoft Password Reset". At the bottom of the form is a button labeled "Click Here to Go Back".

#### 4. Enter your Password and click Sign in

- CT State Community College Admissions Students: if it's your first-time logging in you will need to create a password. Please click on "Microsoft Password Reset" to take you to set your password if you are not a returning user. *NOTE: The Microsoft Password Reset page indicates "Get back into your account" but you will use this to initially set-up or reset your password. You will need to enter your NetID on the password page where it requests your email or username, then follow the Microsoft instructions for setting the password.*
- CT State Community College Workforce Development & Continuing Education Students: When a non-credit student registers for a course in the workforce development and continuing education office, a staff member will reach out to provide student ID Information and instructions on how to log into myCTState as a first-time student.

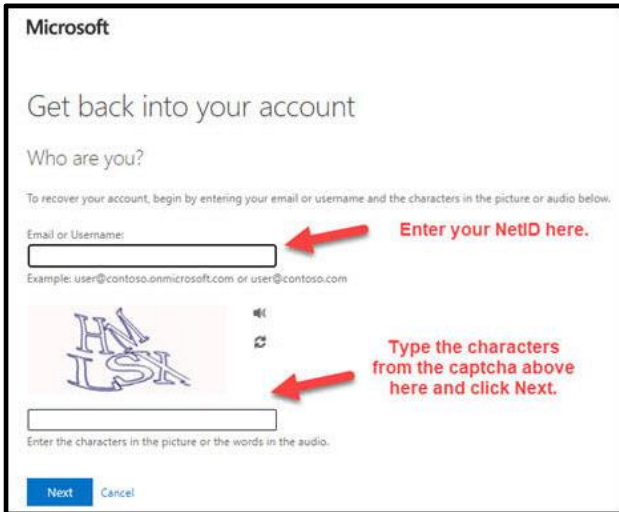


This screenshot is identical to the one above, but the link "Click here for Microsoft Password Reset" is circled in red. A red arrow points from a text box on the right to this link.

**Click: Microsoft Password Reset to create your password.**

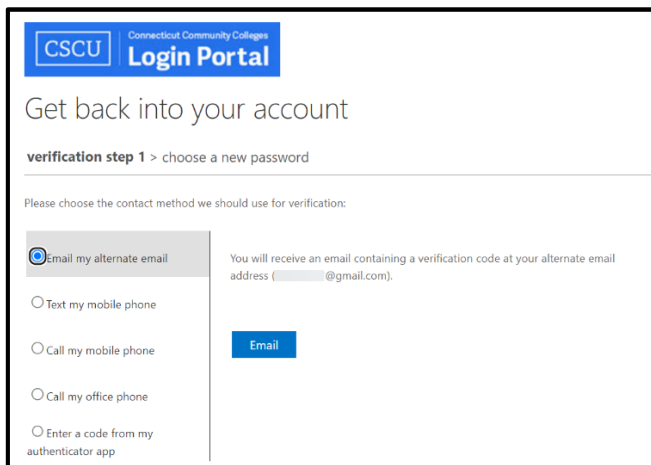
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Once you enter the required information and click 'Next', if your Security Info methods are setup, you will be redirected to the "Get back into your account" page.



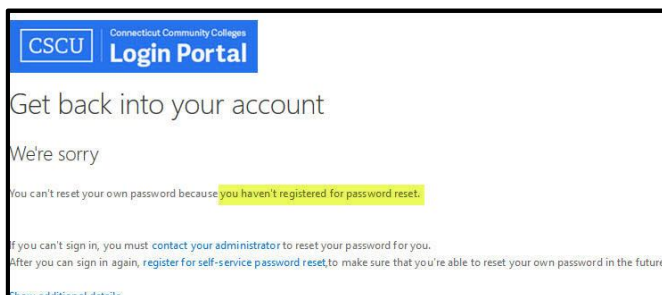
The screenshot shows the Microsoft 'Get back into your account' page. At the top, it says 'Microsoft' and 'Get back into your account'. Below that, it asks 'Who are you?' and provides instructions: 'To recover your account, begin by entering your email or username and the characters in the picture or audio below.' There are two input fields. The first is labeled 'Email or Username' and has a red arrow pointing to it with the text 'Enter your NetID here.' Below this field is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. The second input field is for a captcha image showing the letters 'HMSX' and has a red arrow pointing to it with the text 'Type the characters from the captcha above here and click Next.' At the bottom, there are 'Next' and 'Cancel' buttons.

This is where you can select the method you would like to use to verify your account and reset your password. Notice how this sample user has multiple methods and can choose between them based on what may be convenient at the time.



The screenshot shows the CSCU Login Portal 'Get back into your account' page. It is labeled 'verification step 1 > choose a new password'. Below this, it asks 'Please choose the contact method we should use for verification:'. There are five radio button options: 'Email my alternate email', 'Text my mobile phone', 'Call my mobile phone', 'Call my office phone', and 'Enter a code from my authenticator app'. The 'Email my alternate email' option is selected. To the right of the options, it says 'You will receive an email containing a verification code at your alternate email address ( [redacted]@gmail.com).'. Below this text is an 'Email' button.

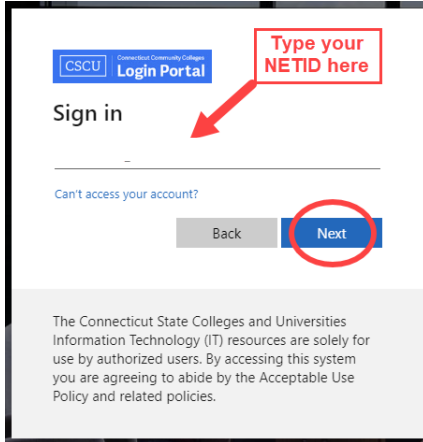
If you get the following message after clicking 'Next': It is because you did not setup your Security Info methods, or because they are no longer valid. Please call 860-723-0221 for assistance.



The screenshot shows the CSCU Login Portal 'Get back into your account' page with an error message. It says 'We're sorry' and 'You can't reset your own password because you haven't registered for password reset.' Below this, it says 'If you can't sign in, you must contact your administrator to reset your password for you. After you can sign in again, register for self-service password reset, to make sure that you're able to reset your own password in the future.' At the bottom, there is a link that says 'Show additional details'.

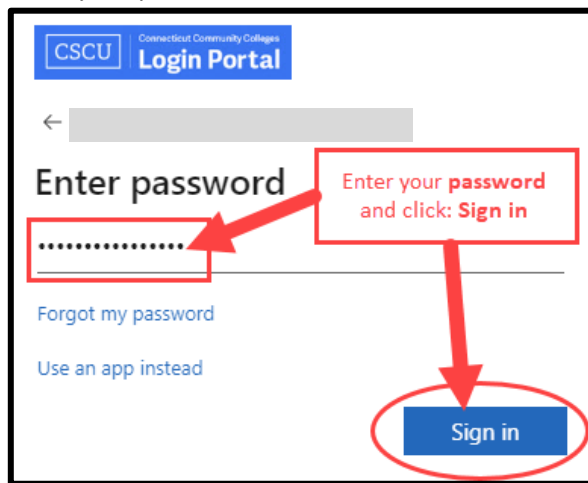
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5. After you get your NetID and set your password, you can login to the myCTState portal



The screenshot shows the 'CSCU Login Portal' sign-in page. At the top left is the CSCU logo and 'Connecticut Community Colleges Login Portal'. Below the logo is the text 'Sign in' and a text input field. A red box with the text 'Type your NETID here' has an arrow pointing to the input field. Below the input field is the text 'Can't access your account?' and two buttons: 'Back' and 'Next'. The 'Next' button is circled in red. At the bottom, there is a disclaimer: 'The Connecticut State Colleges and Universities Information Technology (IT) resources are solely for use by authorized users. By accessing this system you are agreeing to abide by the Acceptable Use Policy and related policies.'

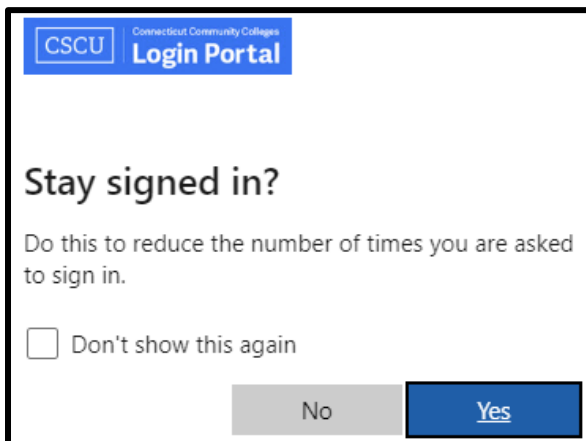
6. Enter your password



The screenshot shows the 'CSCU Login Portal' password entry page. At the top left is the CSCU logo and 'Connecticut Community Colleges Login Portal'. Below the logo is a back arrow and a text input field. The text 'Enter password' is displayed. A red box with the text 'Enter your password and click: Sign in' has an arrow pointing to the password input field. Below the input field are links for 'Forgot my password' and 'Use an app instead'. At the bottom is a blue 'Sign in' button, which is circled in red.

7. You will be asked if you want to remain signed in.

- Select: Yes or No. *If using a public computer or laptop we recommend selecting No.*

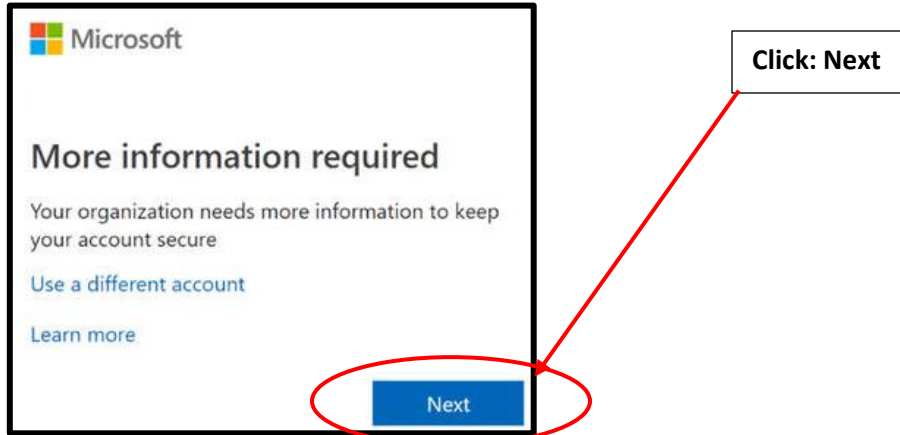


The screenshot shows the 'CSCU Login Portal' 'Stay signed in?' prompt. At the top left is the CSCU logo and 'Connecticut Community Colleges Login Portal'. Below the logo is the text 'Stay signed in?' and a sub-header 'Do this to reduce the number of times you are asked to sign in.' Below this is a checkbox labeled 'Don't show this again'. At the bottom are two buttons: 'No' and 'Yes'.

8. If this is your first-time logging in, you will be directed to set up [Multifactor Authentication](#).

## myCTState Login Instructions and How to Access Office 365/Email

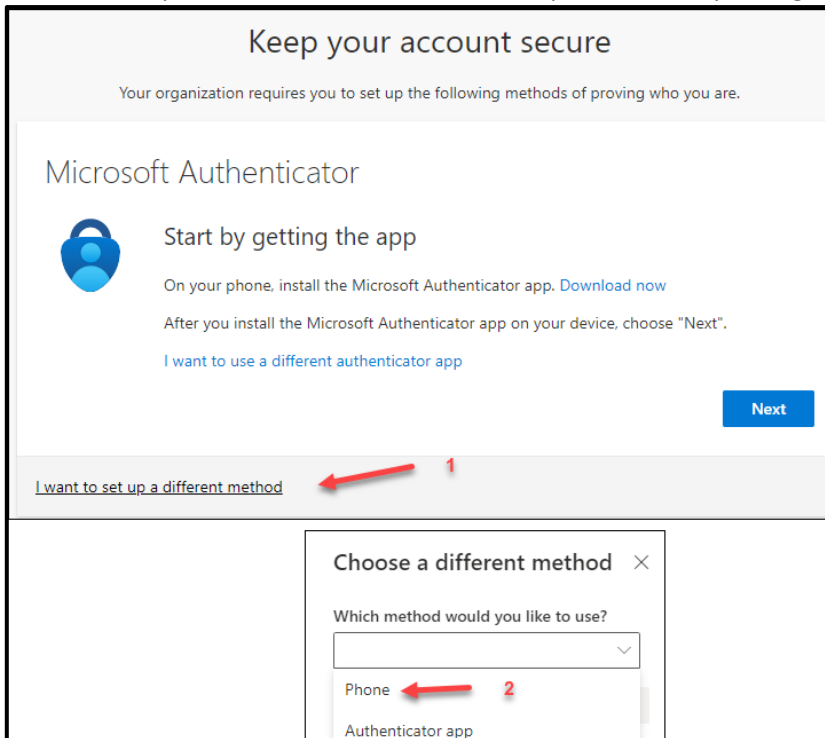
9. A More Information Required screen will appear, click **Next**.



- **We STRONGLY recommend** you initially set up the **phone** methods BEFORE you set up the Microsoft Authenticator app.
- We've seen the most success when you have the phone method already configured before you add the authenticator app.
- You will want to make sure you do not have any issues with your authenticator before using the auth app as your default sign-in method.

10. On the “Keep your account secure” screen:

- Click on the link in the lower left “**I want to set up a different method**”
- From the drop down, select “**Phone**” and use phone call as your sign-in method

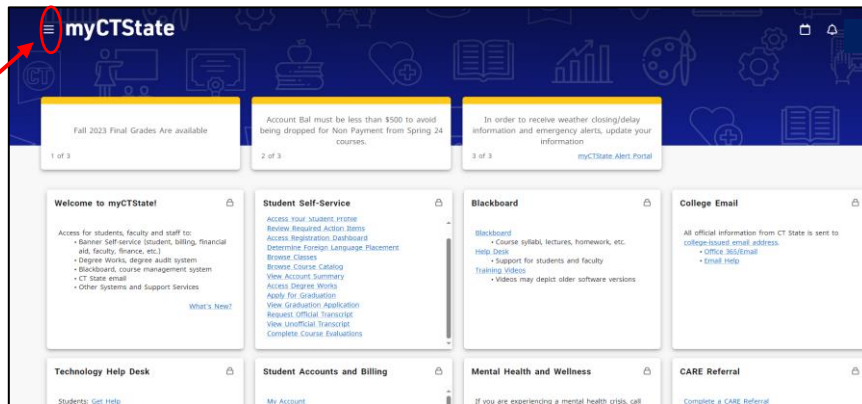


- Configure the authenticator app only after the phone method is configured by visiting: <https://mysignins.microsoft.com/security-info>
- **Set up the Authenticator app using this documentation:** [Setting up MS Authenticator for MFA](#)
- If you have trouble, see this KB article: [Troubleshooting the Authenticator App](#)

## myCTState Login Instructions and How to Access Office 365/Email

- You are strongly encouraged to add Security Questions & Answers and a personal e-mail address. If you forget your cell phone, this will allow you to reset your NetID password at a self-service kiosk.
- Once you setup the methods that you want to use, you will be able to use the Microsoft Password Reset Tool.

11. Once you are logged in, you will be directed to the **myCTState Homepage**.

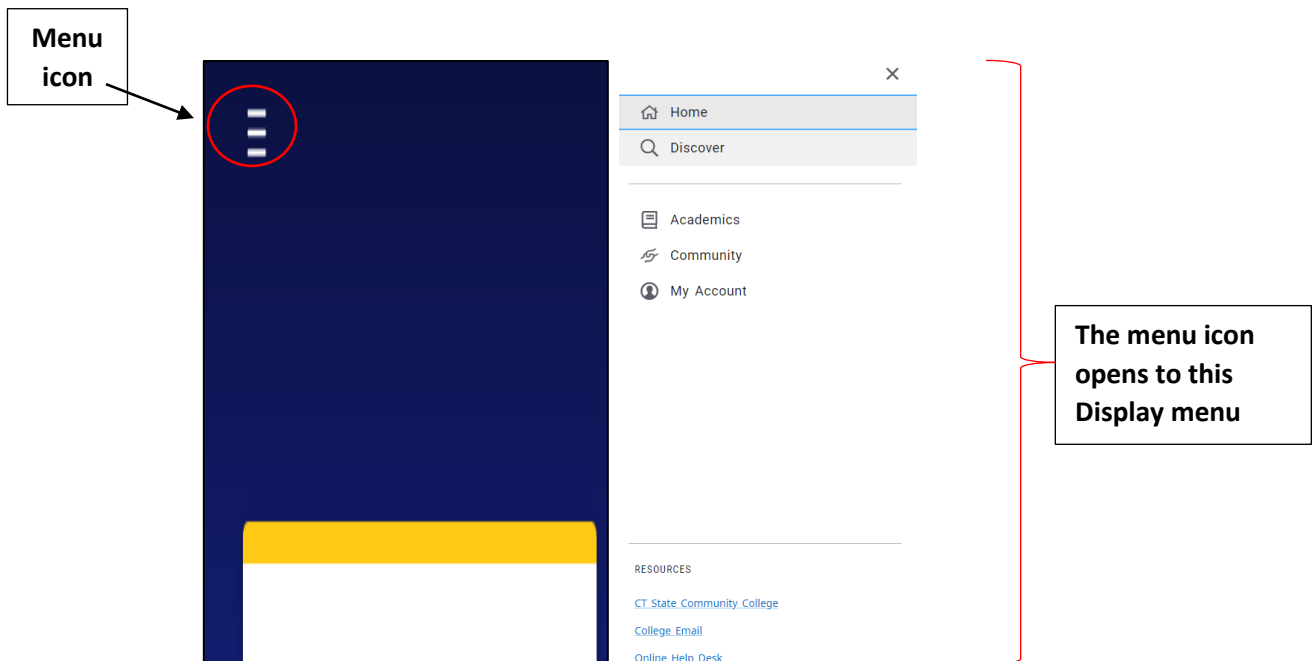


12. There are myCTState cards related to:

- College Email
- Student Self-Service
- Financial Aid
- Student Orientation
- Advisors
- And more...

The accessible cards are dependent on each user's profile.

You can click on each card for more information or click on the Main Menu to view the Display menu Options.

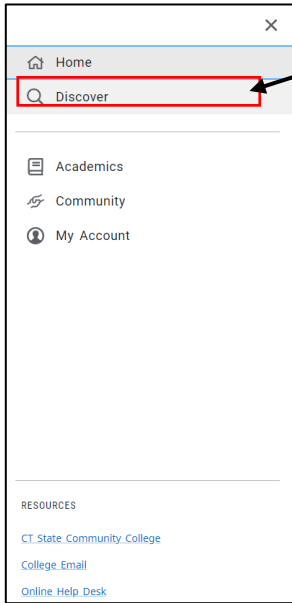


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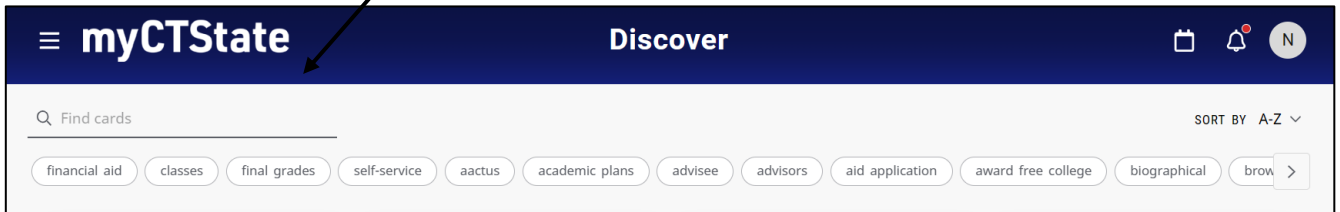
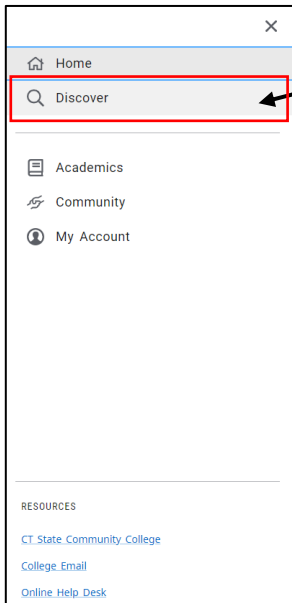
13. Click on Discover to search for information within myCTState. You will be able to view additional cards that may be pertinent to your time at CT State.

Update image

Click on: Discover



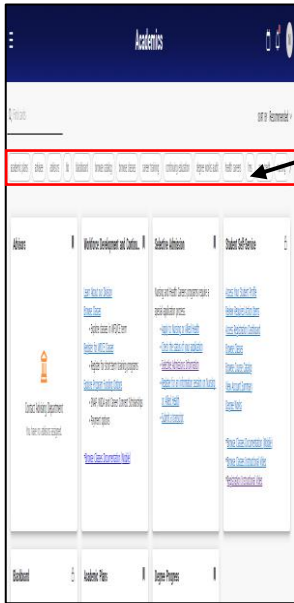
Click on: Discover & Search for information



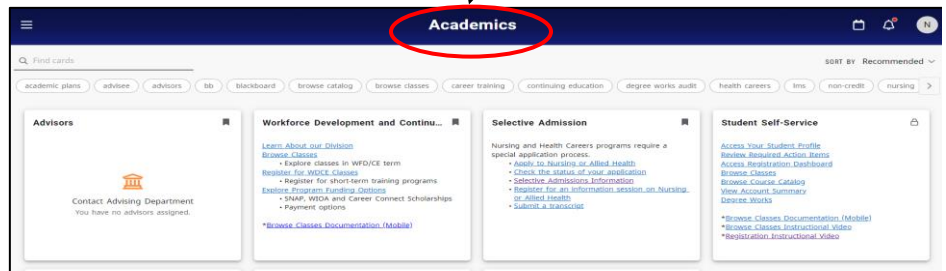
# myCTState Login Instructions and How to Access Office 365/Email

14. To view your Academic Profile, click on: Academics:

Click on: Academic & View Academic Information



**Academic Information:**  
Student Self-Service  
Selective Admissions  
Academic Plans  
Degree Programs

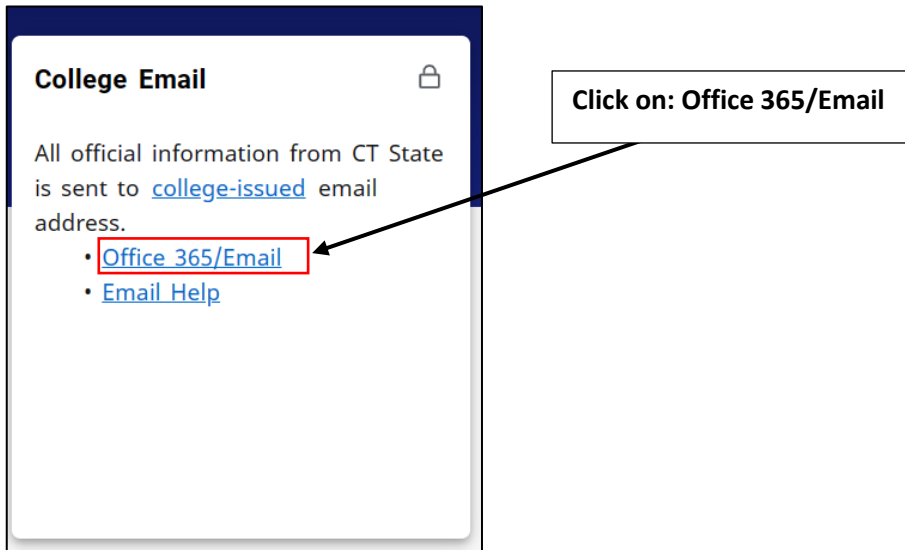




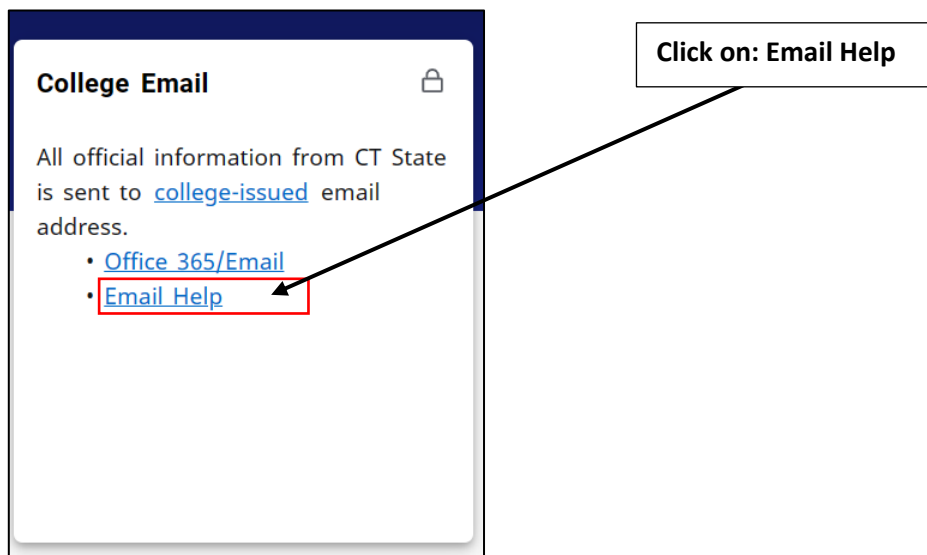
# myCTState Login Instructions and How to Access Office 365/Email

## Email Access to Office 365/Email:

1. Click on the College Email Tile and click on: **Office 365/Email**



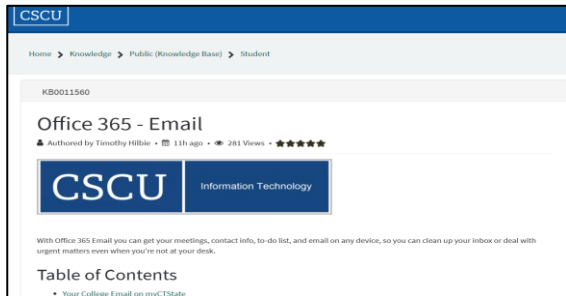
2. You will be **redirected to your Office 365/Email**
3. If you need assistance accessing College Email select: **Email Help**
  - You will be redirected to the **CSCU IT Help Page**



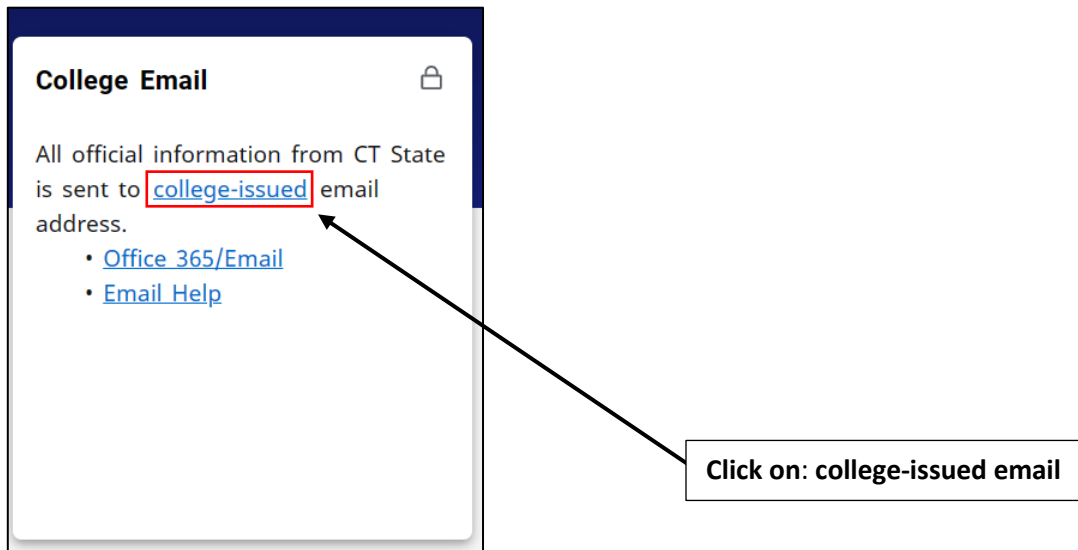
# myCTState Login Instructions and How to Access Office 365/Email

## How to Access Office 365/Email:

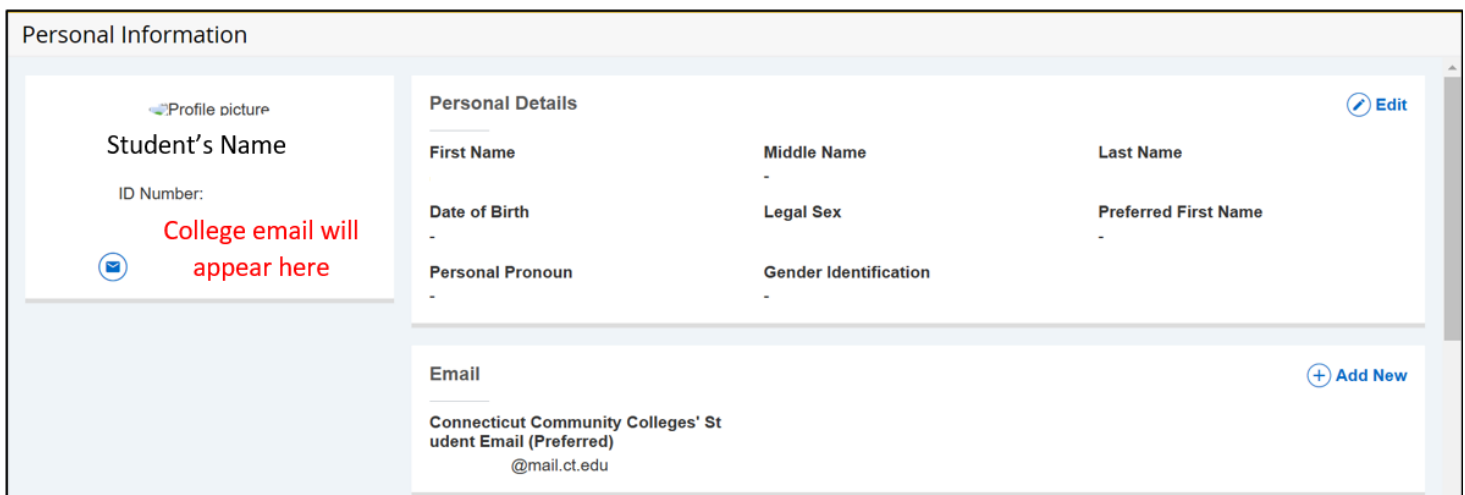
All official information from CT State is sent to your college-issued email address.  
For additional instructions on how to access your college email address click on the link provided:  
[https://cscu.service-now.com/sp/?id=kb\\_article\\_view&sysparm\\_article=KB0011560](https://cscu.service-now.com/sp/?id=kb_article_view&sysparm_article=KB0011560)



4. To view your college-issued email address click on: **college-issued**



5. Your college email account information will appear as shown below:



# myCTState Login Instructions and How to Access Office 365/Email

## myCTState Resources:

[myCTState](#) Help Resources for NetID Lookup, First-time Login Assistance, Password Reset and further support are available on the Login Screen. Additional Resources such as [myCTState](#) videos, Browse Classes, Programs/Majors, Apply for Admissions, Apply for Financial Aid, and Office 365/Email are helpful quick links.

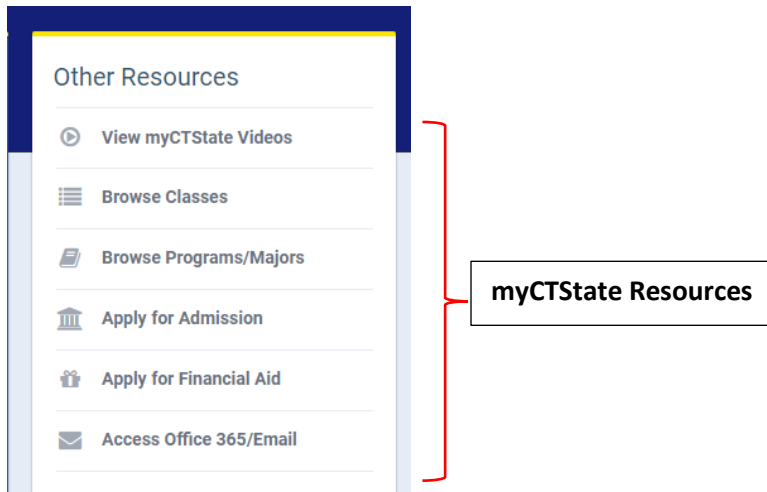
Other Resources can be found on the login screen.

- Setting Up Microsoft Security Information Methods: [https://cscu.service-now.com/sp/?id=kb\\_article\\_view&sysparm\\_article=KB0010955](https://cscu.service-now.com/sp/?id=kb_article_view&sysparm_article=KB0010955)
- Preparing for MFA (Multifactor Authentication) (video): [https://experience.elluciancloud.com/ctstate/page/myctstate\\_videos](https://experience.elluciancloud.com/ctstate/page/myctstate_videos)

## Helpful Resources:



## Additional Resources:



## myCTState Login Instructions and How to Access Office 365/Email

To log out: Click on your **profile name** on the top right corner.

