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

myCTState 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
   - Webpage: https://my.ctstate.edu OR visit https://ctstate.edu and click on the **myCTState** icon
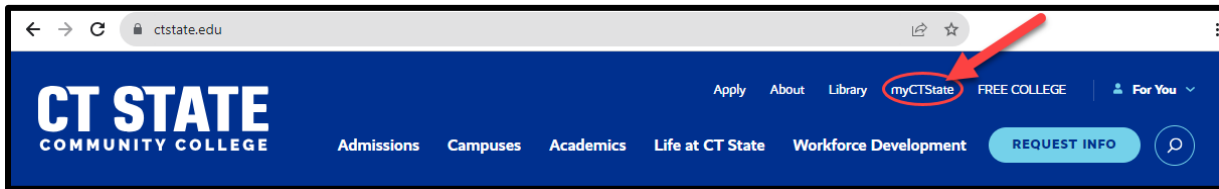
2. You will need your NetID to get started, click on NetID lookup. If you know your NetID skip to step 6.
   - <u>CT State Community College Admissions Students</u>: Information on how to retrieve your NetID and how to create a password was provided to you in your admissions acceptance email. Please call 860-723-0221 if you do not have that information.

   - <u>CT State Community College Workforce Development & Continuing Education Students:</u> 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.
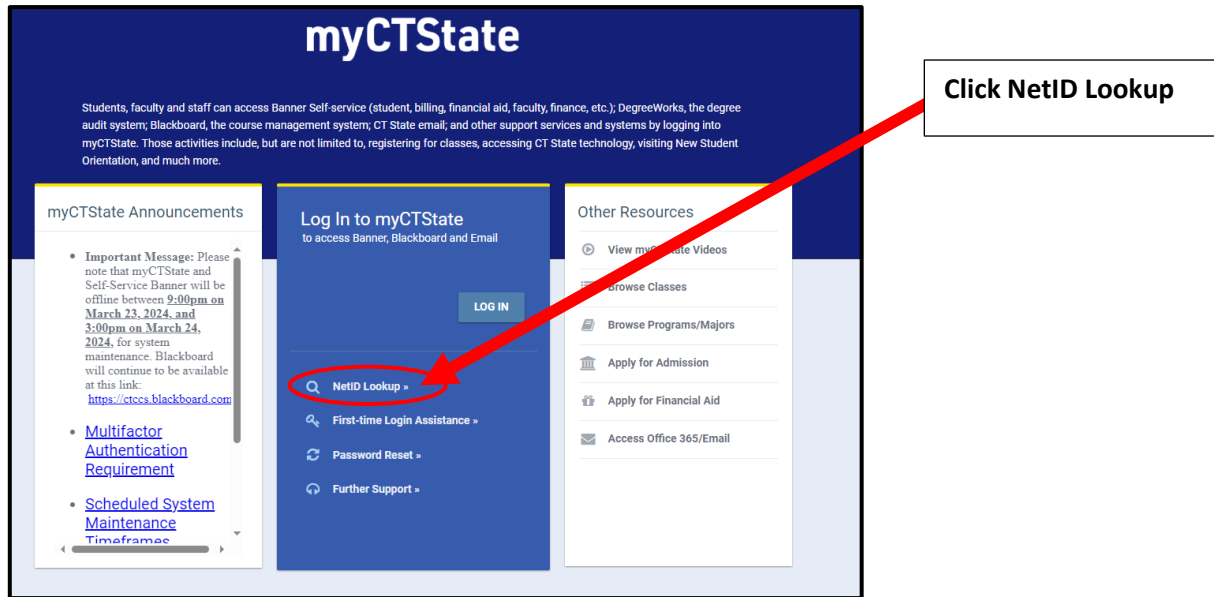
Click NetID Lookup

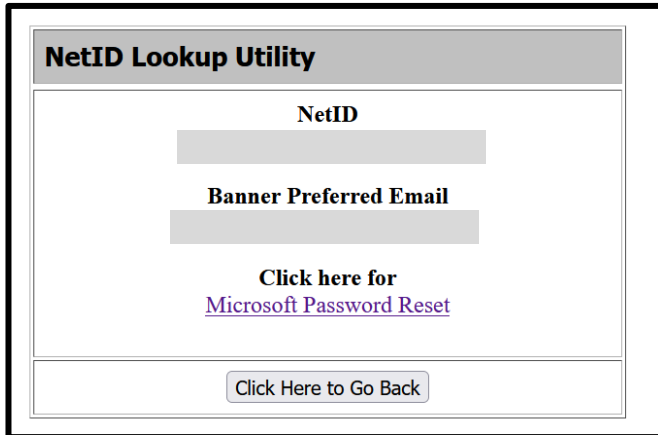3. Click on NetID Lookup

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

Click: Click Here to Search

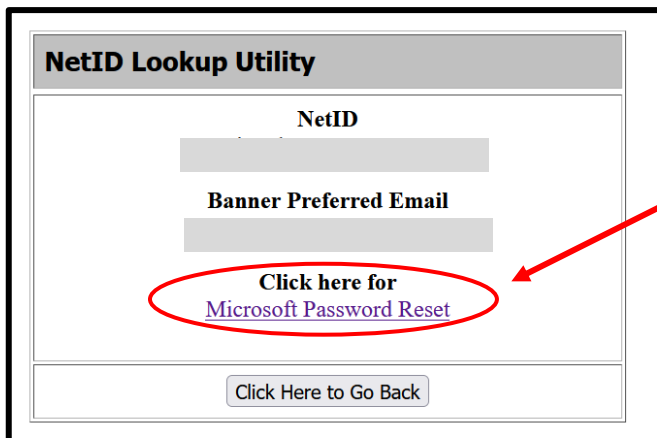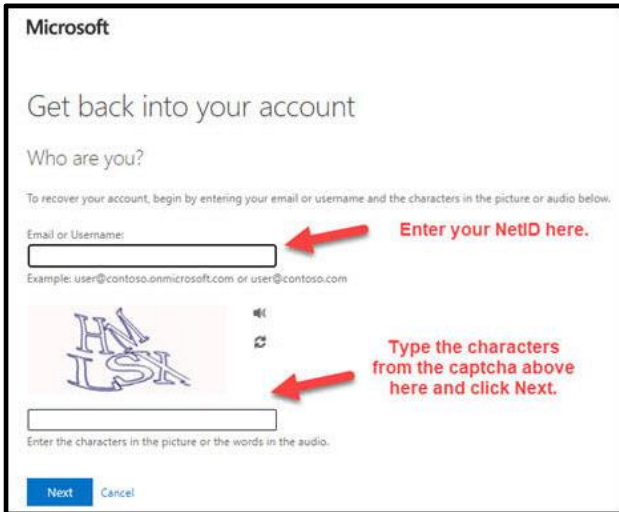# myCTState Login Instructions and How to Access Office 365/Email

You will be provided with your NetID.

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.

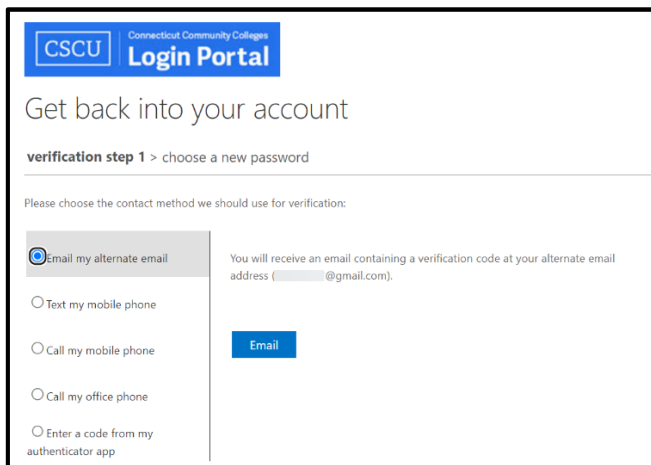
Click: Microsoft Password Reset to create your password.

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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.
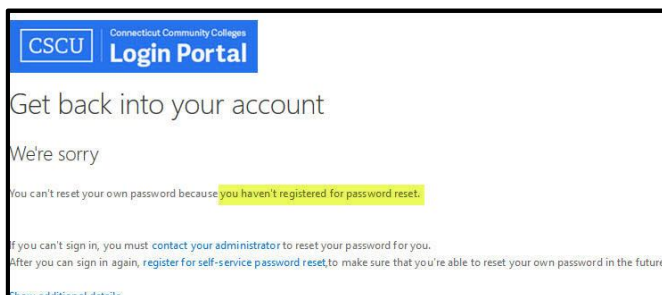

This is where you can select the method you would like to use to verify your account and reset your password. Notice how this sample user has multiple methods and can choose between them based on what may be convenient at the time.
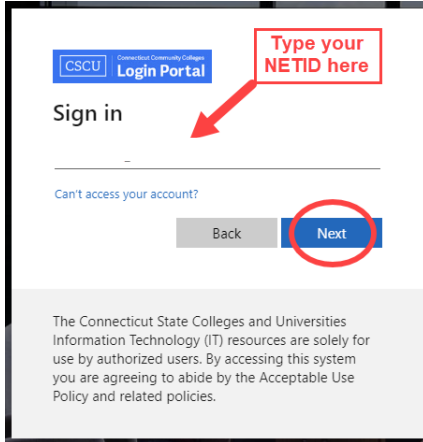

If you get the following message after clicking **'Next':** It is because you did not setup your Security Info methods, or because they are no longer valid. Please call 860-723-0221 for assistance.
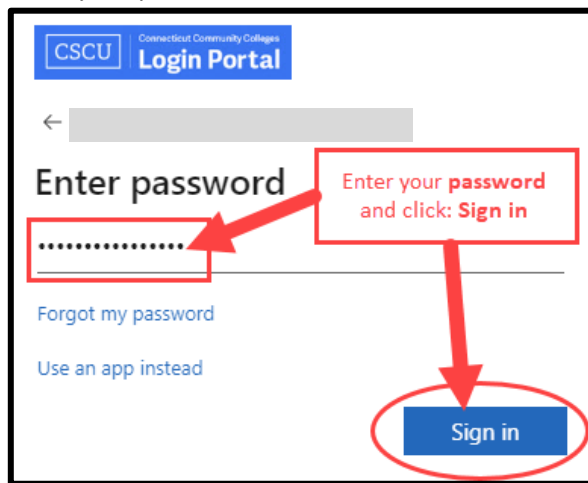
5. After you get your NetID and set your password, you can login to the myCTState portal

6. Enter your password

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.***

8. If this is your first-time logging in, you will be directed to set up **Multifactor Authentication**.

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

Click: Next

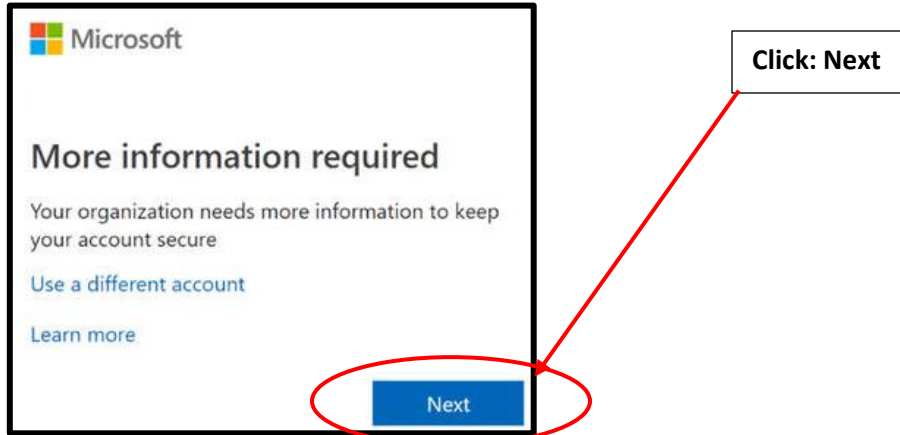- **We STRONGLY recommend** you initially set up the **phone** methods _BEFORE_ you set up the Microsoft Authenticator app.
- We've seen the most success when you have the phone method already configured before you add the authenticator app.
- You will want to make sure you do not have any issues with 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
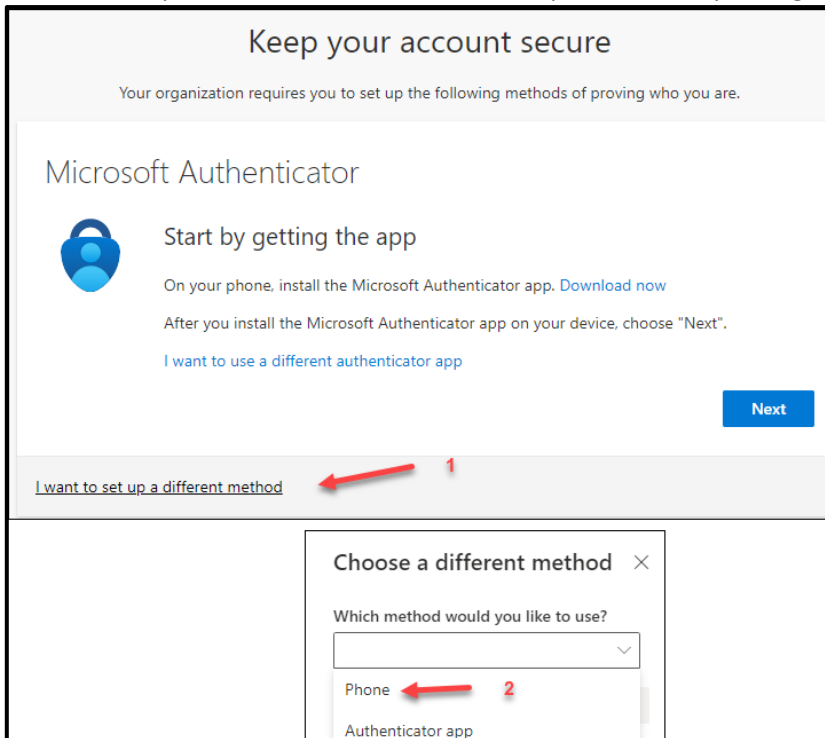
   - Configure the authenticator app only after the phone method is configured by visiting: https://mysignins.microsoft.com/security-info
   - **S**et **up the Authenticator app using this documentation:** Setting up MS Authenticator for MFA
   - If you have trouble, see this KB article: Troubleshooting the Authenticator App

- 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.**

Menu icon: Display menu
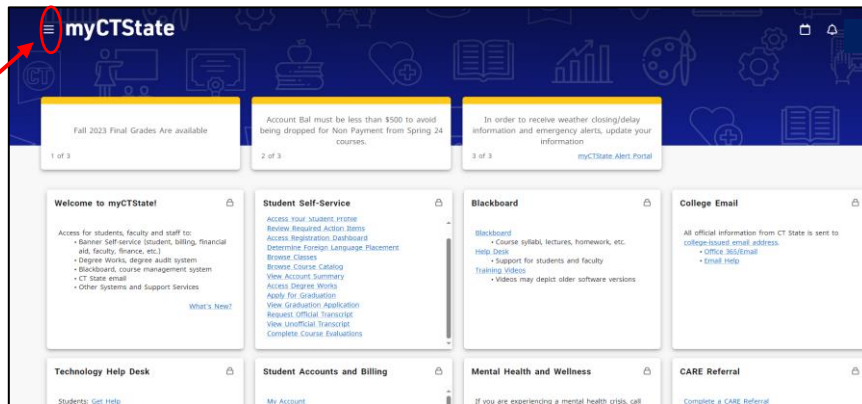
12. There are myCTState cards related to:
   - College Email
   - Student Self-Service
   - Financial Aid
   - Student Orientation
   - Advisors
   - And more…

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.
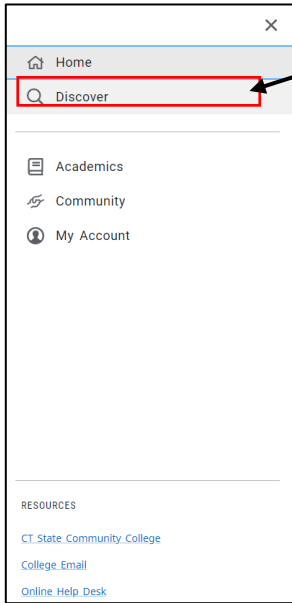
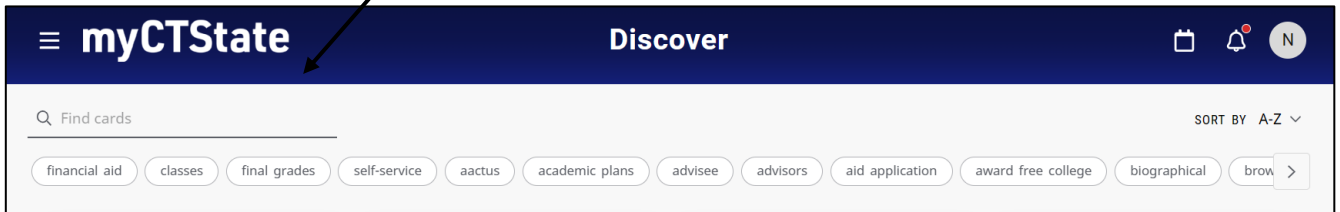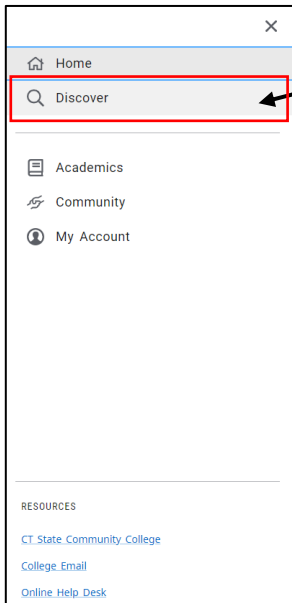

Menu icon

The menu icon opens to this Display menu
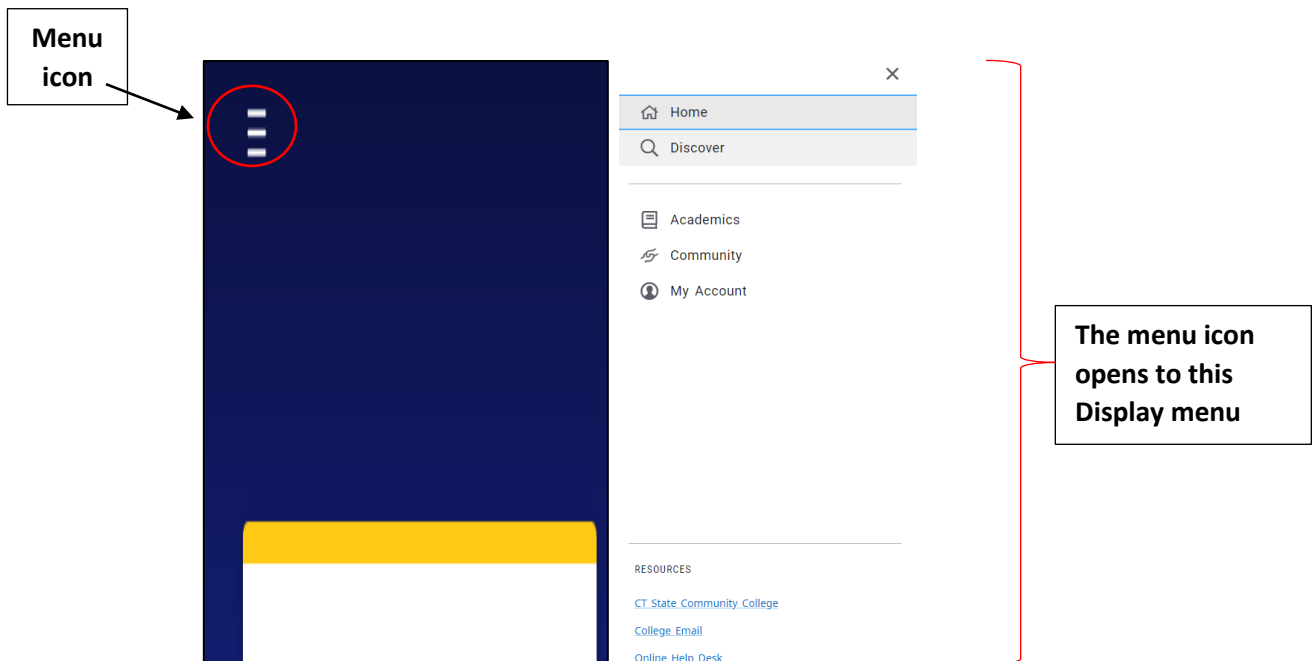
13. **Click on Discover to search for information within myCTState**. You will be able to view additional cards that may be pertinent to your time at CT State.
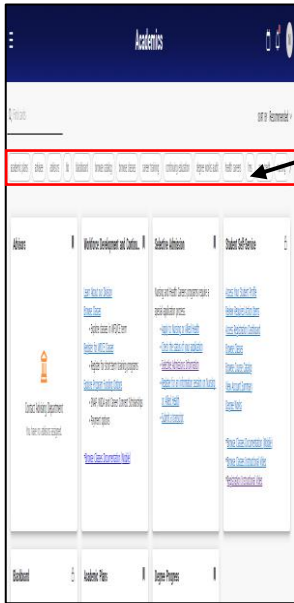
<mark>Update image</mark>

Click on: Discover

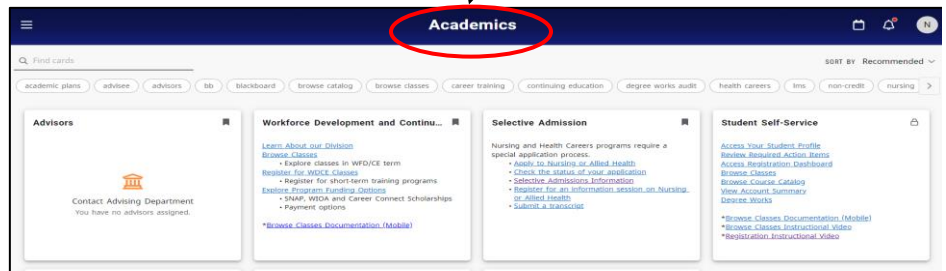Click on: Discover & Search for information

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

Click on: Academic & <u>View Academic Information</u>

Academic Information:

Student Self-Service

Selective Admissions

Academic Plans

Degree Programs

Email Access to Office 365/Email:

1. Click on the College Email Tile and click on: **Office 365/Email**
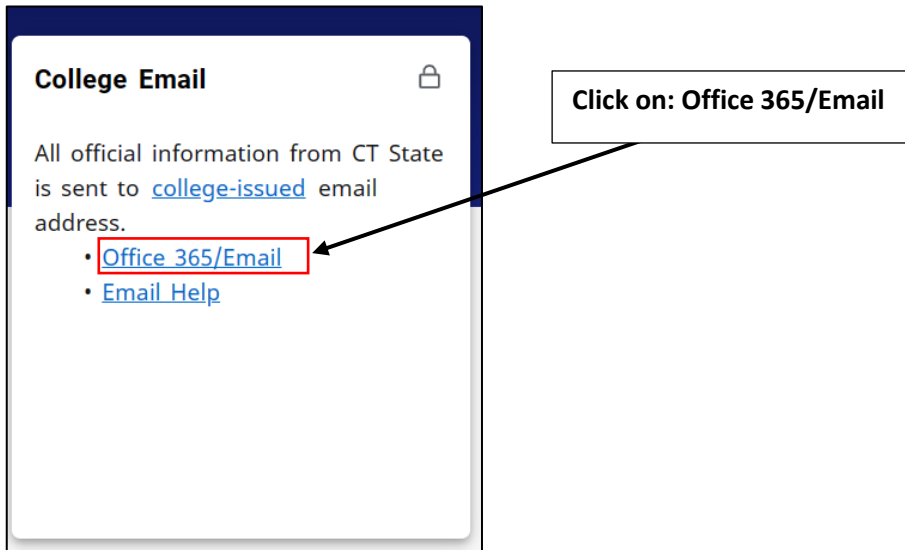
2. You will be **redirected to your Office 365/Email**
3. If you need assitance accessing College Email select: **Email Help**
   - You will be redirected to the **CSCU IT Help Page**
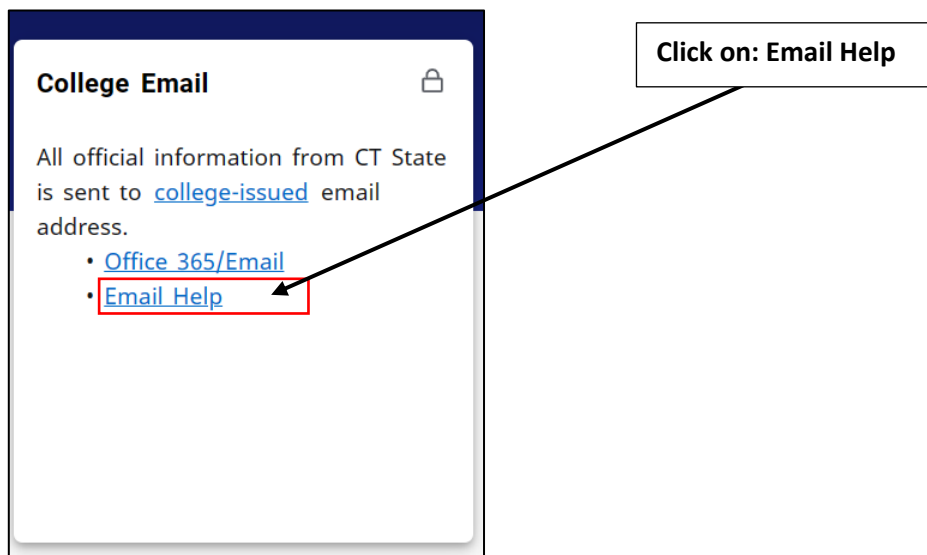
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How to Access Office 365/Email:

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
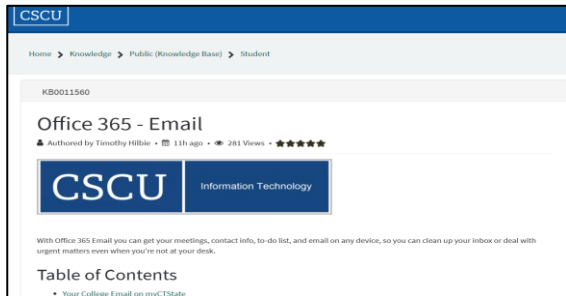
4. To view your college-issued email address click on**: college-issued**
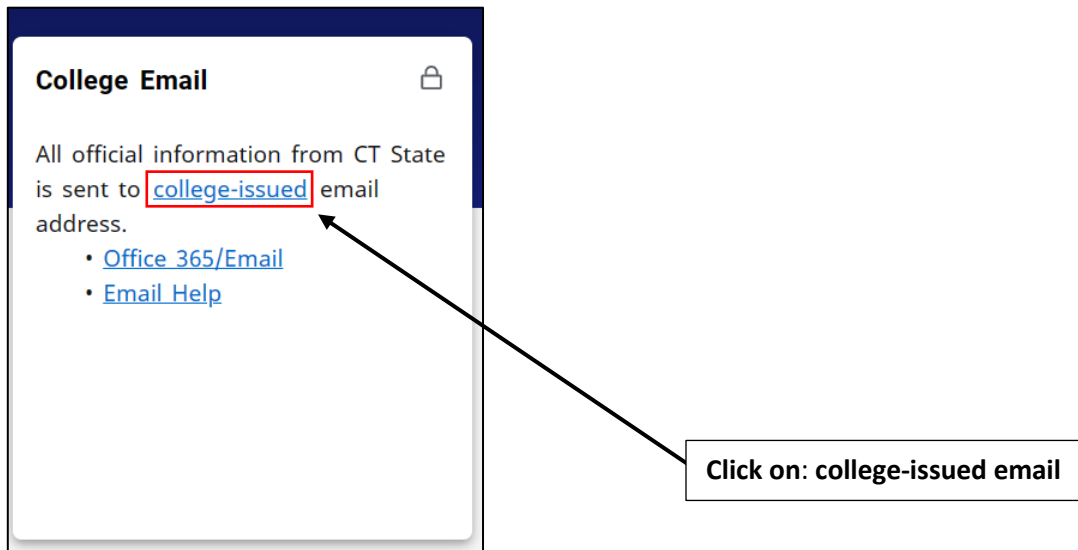
5. **Your college email account information will appear as shown below:**
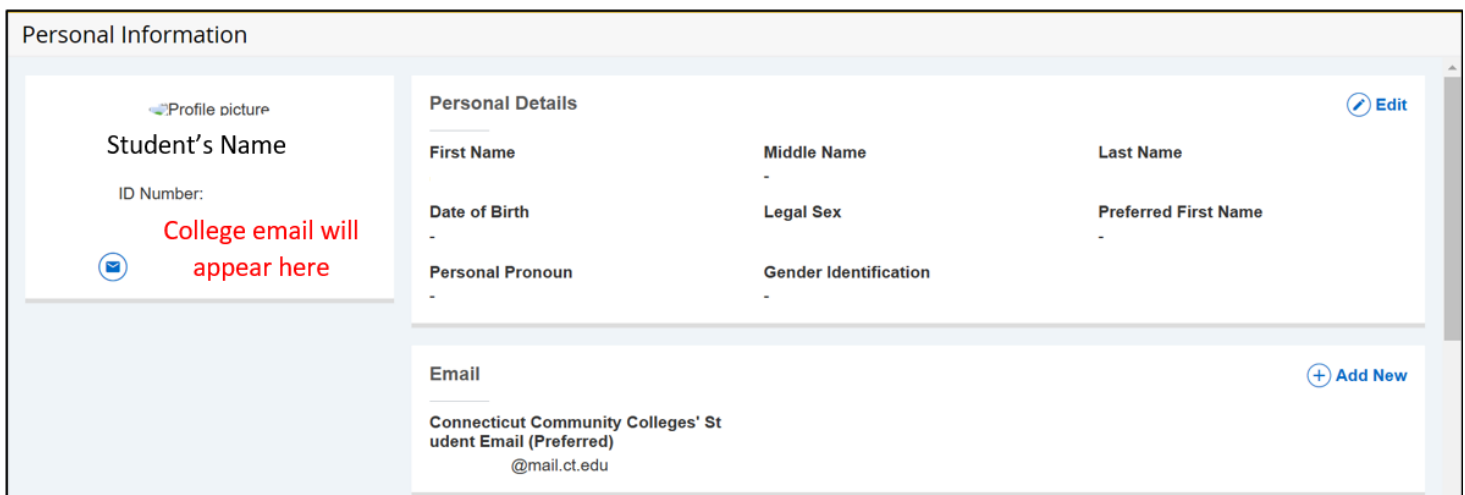
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myCTState Resources:

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.
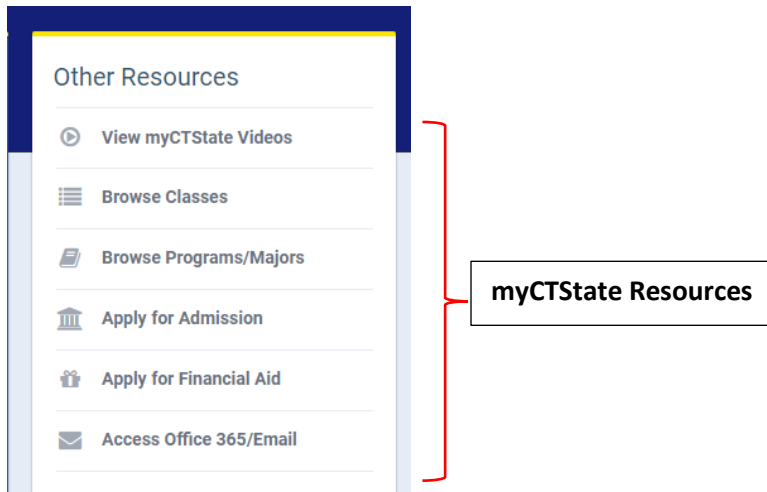
Other Resources can be found on the login screen.

- Setting Up Microsoft Security Information Methods: https://cscu.service-now.com/sp/?id=kb_article_view&sysparm_article=KB0010955

- Preparing for MFA (Multifactor Authentication) (video): 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.