

Password Reset with Two-Factor Authentication

Overview

The College is adding two-step verification (also called [two-factor authentication](#)) when resetting passwords, as an added security step.

To use the two-step process, you must first update your cell phone number and personal email address on the My Profile page.

The new process will send you a security code (via text message to your cell phone or e-mail to your personal email address) as part of the password reset process. You must enter that security code to reset your password.

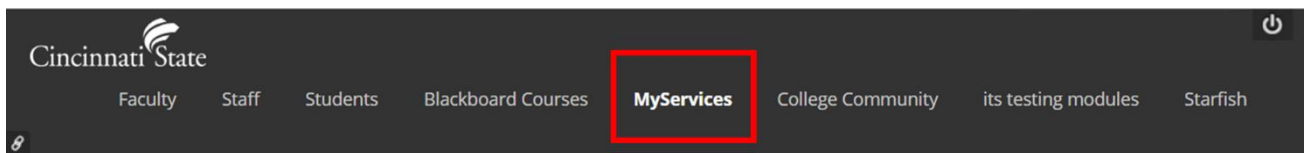
Starting February 10, 2020, you will not be able to reset your password without a current cell phone or personal email address saved in your system profile.

- [Students: My Profile Update Instructions](#)
- [Employees: My Profile Update Instructions](#)

My Profile Update Instructions for Students

Follow the steps below to update your cell phone and personal e-mail address on the My Profile page.

1. Login to **MyCState**
2. Click **MyServices** from the main tab across the top



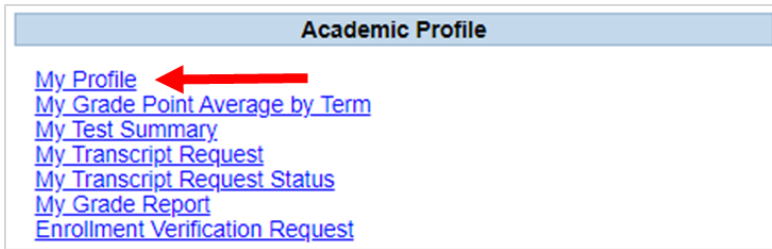
3. Click **Continue to MyServices** (or **MyServices** when using mobile devices)

Continue to MyServices

4. Click **MyServices for Students**



5. Click **My Profile** from the Academic Profile section

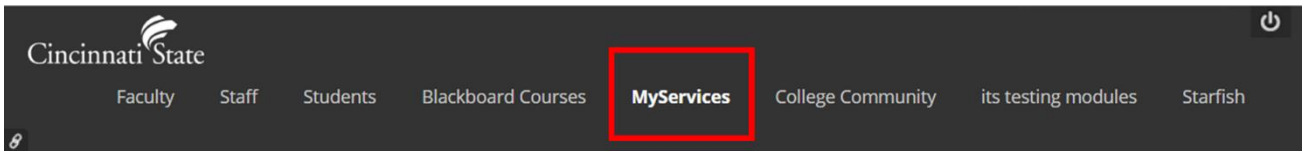


6. Update your cell phone and personal e-mail address. **** Do not use your college e-mail address as your personal e-mail.**
7. Click the **Submit** button

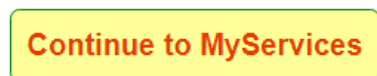
My Profile Update Instructions for Employees

Follow the steps below to update your cell phone and personal e-mail address on the My Profile page.

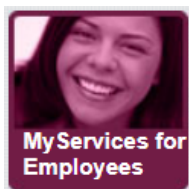
1. Login to **MyCState**
2. Click **MyServices** from the main tab across the top



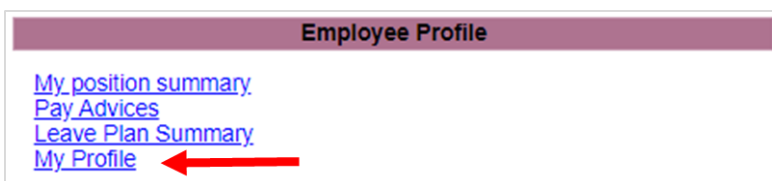
3. Click **Continue to MyServices** (or **MyServices** when using mobile devices)



4. Click **MyServices for Employees**



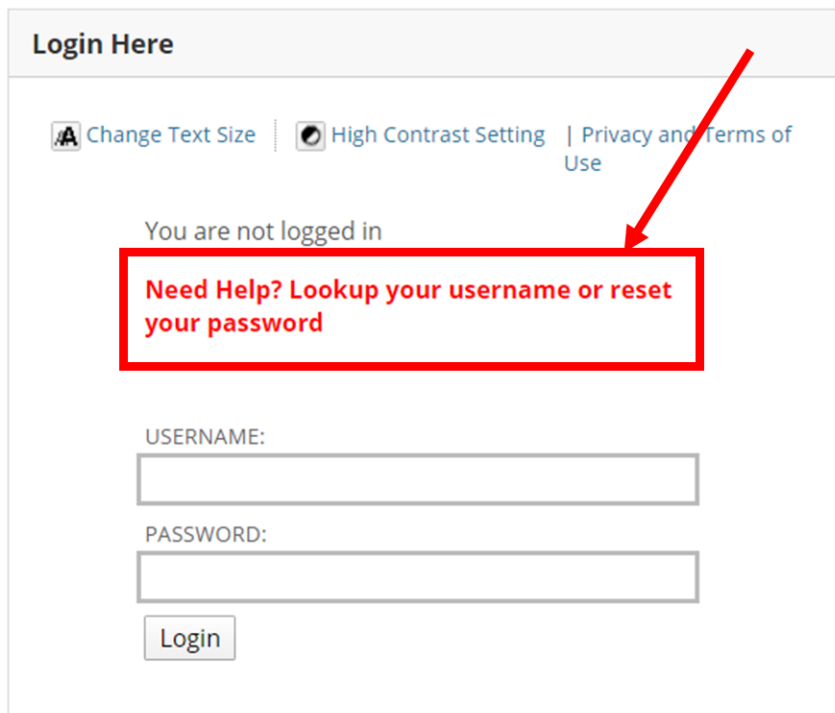
5. Click **My Profile** from the Employee Profile section



6. Update your cell phone and personal e-mail address. **** Do not use your college e-mail address as your personal e-mail.**
7. Click the **Submit** button

February 10, 2020

On February 10, 2020, you will use the normal Password Reset Tool from the login page of MyCState/Blackboard. That tool will walk you through the process to reset your password.



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You are not logged in

Need Help? Lookup your username or reset your password

USERNAME:

PASSWORD:

Login