

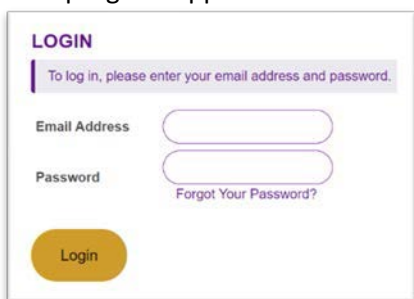
# How to Activate Your AU Account

1

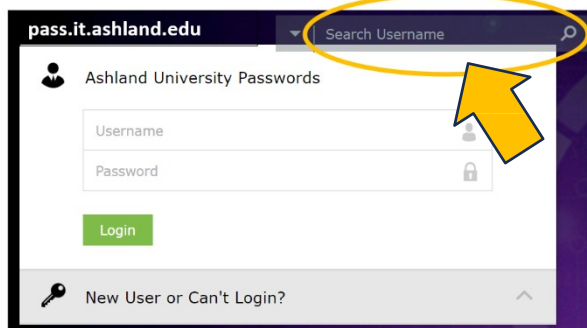
## Look Up Username & Student ID#

There are two methods; "a" is preferred:

- Find your username and ID# on your application status page at [apply.ashland.edu/apply/status](http://apply.ashland.edu/apply/status), using the credentials from your CCP program application.



- You can also go to "Pass I.T." to search for your username, but your ID# won't be listed here.

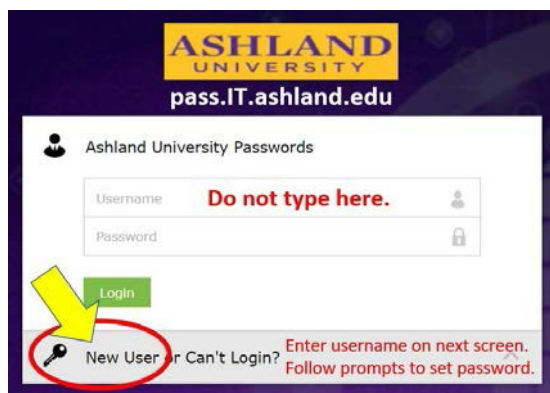


**Method B - CAUTION:** With a common name, multiple search results may appear, making identification challenging. Click "More" and check the Creation Date, looking for a date close to your acceptance to the program. If uncertain, opt for method "a" instead.

2

## Set Your Password at "Pass I.T."

- Go to [pass.it.ashland.edu](http://pass.it.ashland.edu).
- Click *New User* (Don't type in the 1<sup>st</sup> box!)



- Enter your username in the next box.
- The system will email you a code; choose your PERSONAL email address from the dropdown box.

The Password Reset Tool ("Pass I.T.") requires **TWO forms of authentication**. The first is automatic, using the email from your CCP application. Upon first use of Pass I.T., you are prompted to set up an additional method, preferably Microsoft Authenticator. Install the app on your phone, tap the + button, scan the QR code, and follow on-screen instructions to authenticate. (Do not sign into the app directly.)

If you choose not to use Authenticator, you will need another unique email address to authenticate your account. If you try to use the same email address from your application, you will get an error message.

## LOG IN WITH YOUR AU CREDENTIALS:

**YOUR AU EMAIL = [username@ashland.edu](mailto:username@ashland.edu)  
[outlook.office.com](mailto:outlook.office.com) (Microsoft365.com)**

*IT prefers that you login on your browser.  
You may use the Outlook app; however,  
IT does not provide app support.*

## SELF SERVICE

[selfservice.ashland.edu](http://selfservice.ashland.edu)

- View your **course schedule**.
- View final grades in your courses.
- If you used method "b" to look up your username in Step #1, find your student ID# by viewing your profile section here.
- You cannot register yourself here!

## BLACKBOARD

[ashland.blackboard.com](http://ashland.blackboard.com)

- Access courses** and digital books.
- You can't access courses until the 1<sup>st</sup> day.

## MyAU PORTAL

[myau.ashland.edu](http://myau.ashland.edu)

- Campus news, directory, forms, etc.

For account issues, contact IT at 419-289-5405.  
Provide student ID# for identity confirmation.  
(Parents cannot call for students due to FERPA.)

## OTHER IMPORTANT CCP SITES:

[ashland.edu/ccp-orientation](http://ashland.edu/ccp-orientation)  
[ashland.edu/next-steps](http://ashland.edu/next-steps)  
[ashland.edu/ccp-registration](http://ashland.edu/ccp-registration)

## CONTACT CCP ADVISORS:

[collegecreditplus@ashland.edu](mailto:collegecreditplus@ashland.edu)