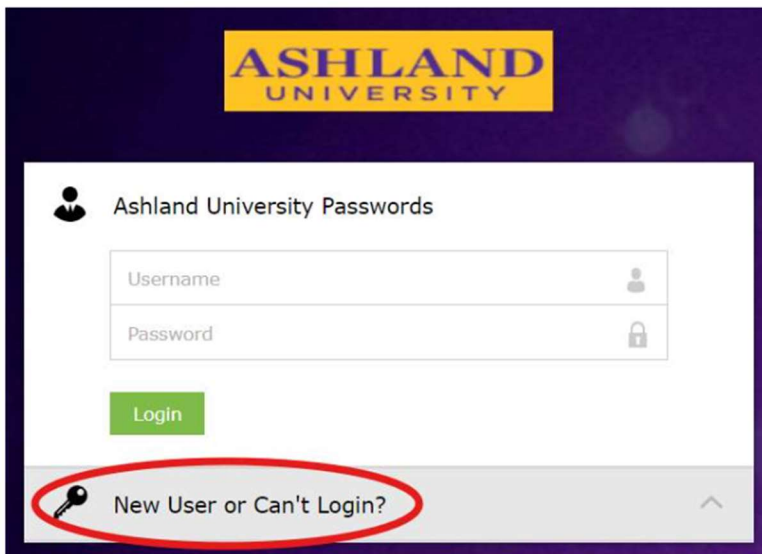


Student Account Activation

Shortly after receiving your acceptance email (approximately 2-7 days afterwards), you should have received an email with your AU username and student ID number.

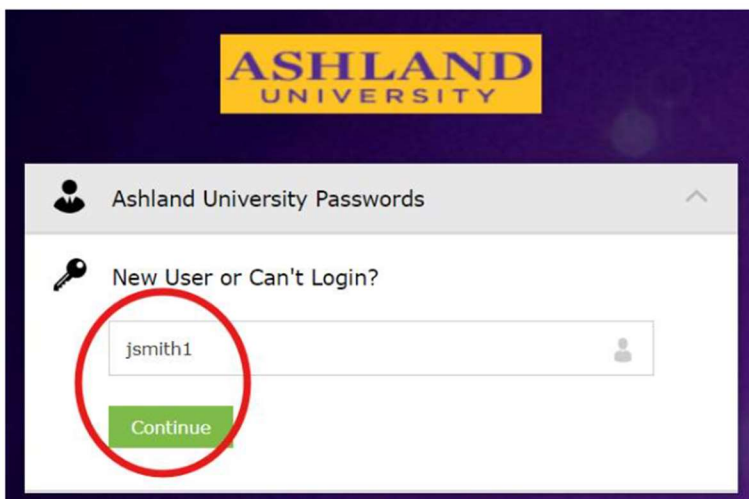
- **Your AU Username:** A combination of your first initial and part or all of your last name (sometimes including numbers), assigned by the IT Department.
- **Your AU ID Number:** A 7-digit number that you'll need for identifying yourself when contacting some AU departments and placing textbook orders. Keep it safe.
- Here's an example of a student's username and student ID number:
 - **Name:** Jacob Smith
 - **Username:** jsmith1
 - **Email:** jsmith1@ashland.edu
 - **AU ID:** 1234567



Password Reset Tool Website: pass.it.ashland.edu

Step #1

On the password reset tool website, <https://pass.it.ashland.edu> click the button that reads "New User or Can't Login".



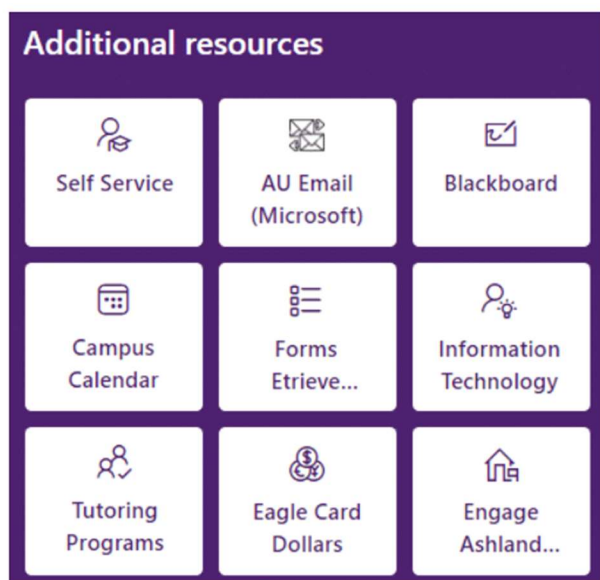
Step #2

Enter your AU username and click the *Continue* button.

Then, follow the directions on the screen to set your password.



ashland.edu



Bookmarks within the Portal

Step #3

With this new password you can head to www.ashland.edu. Once there, click on the **MY AU** (AKA, "the portal") and log in with your AU username and the password you just created.

Inside the Portal

On this new page, you will see icons to access your AU email, Self Service, Blackboard, and more.



Student Multi-Factor Authentication Starting 1/20/25:

As of 01/20/2025, all Ashland University student accounts will require Multifactor Authentication (MFA), in which you will need to receive a code on a second device, like a smartphone, to log into your AU account.

[How to Set Up Multifactor Authentication](#)

For account setup or technical problems, contact IT at 419-289-5405 or au-tsc@ashland.edu.

- **Parents cannot contact IT on behalf of students due to the federal privacy law, FERPA.**
- Identify yourself with your full name, 7-digit AU ID number, and let them know you are a CCP student.
- Be polite and specific about your needs.
- Mention what steps you have already taken to address the problem and to help them understand where you are in the process.
- If emailing, outline your issue in clear terms by composing your message in complete sentences with proper punctuation and capitalization.