How to Set up Your Password and Reset the Password

To register for classes, access on-line registration, academic record, grades, time entry, class schedule, transcript, degree progress report, Blackboard etc., a student must have a User ID, and a Password. The information below provides a student with detailed instruction on how set up password and set up a network account. These instructions should also be used to reset the password. Please read the instructions carefully.

How to set up a password:

Step 1

To set up your password, log onto the University’s website, www.coppin.edu. Click EagleLinks, located on the top right side of the homepage.

Step 2

Use the mouse and click Account Manager, which is located on the left side of this page.

Revised November 12, 2010
Step 3

Use the mouse and click **Password Reset**. The system will default to the **CSU Identity Self-Service Kiosk** screen.
Step 4

Type your User ID in the Identity User Name box (Example: J Doe00) and click Submit. You will be prompted to answer 3 questions. These questions are:

1. What is your zip code? (Use the name of your home address on file at the University).
2. What is your EagleLinks ID number? (This is your 7-digit Identification ID Number listed in your letter).
3. What is your birth date (mm/dd/yyyy)? (You must enter a zero (0) before single digits and a forward slash between the month, date, & year, example: 01/03/1979).

Now click Submit at the bottom of the screen.

The following screen should appear if you’ve answered the 3 questions correctly:

*************************************************
Welcome Jane Doe –
You can choose to perform one of the following operations. What would you like to do?

- Reset password for a system or a group of systems.
- Setup Security questions or modify answers to security questions.

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Step 5

Revised November 12, 2010
1. You must first click on the circle next to the “Setup Security” option, so that you can establish 2 security questions, then click Submit.

2. Locate the “Add” button on the left at the bottom of the screen. **Click the “Add” button twice,** type in two (2) user defined security questions and the answers to the questions. **You must type in two different questions,** or you will experience technical problems.

3. Click the 2 small boxes on the left of both questions.
4. Click “Update” at the bottom of the screen.

The following screen should appear if you’ve successfully established your security questions:

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****************************************************************************
Message: Security questions updated successfully.
Welcome Jane Doe –
You can choose to perform one of the following operations. What would like to do?
   o Reset password for a system or a group of systems.
   o Setup Security questions or modify answers to security questions.
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**Step 6**

Revised November 12, 2010
1. **Click on the circle next to the “Reset Password” option and click Submit.**
2. On the Password Reset Page, **Click the small box** to the left of “Group Name Default” at the top of the screen.
3. **Type your Password, Confirm the Password** by retyping the Password and then click Submit at the bottom of the screen.

   Please do not use your FIRST or LAST Name.

   Your Password must meet the following requirements:
   - 8 or More Characters
   - At least 1 Lower Case Letter
   - At least 1 Capital Letter
   - At least 1 Number

   Examples: 56789Ten ravens23 LoveU2much CSU2006csu 1Summer23 Winter99

The following screen should appear if you’ve successfully established your password:

******************************************************************************
Message: Successfully reset password for user (J Doe00) in (EagleLINKS and Blackboard).
Message: Successfully reset password for user (J Doe00) in (Network Account).
Click the “Return to Kiosk Login” button and return to the Coppin State University homepage to access your Student Email, EagleLINKs, and Blackboard accounts.

IMPORTANT: Passwords expire every 120 days. Within 14 days of the expiration date, a notification that the password will expire appears when a student log onto computers on campus or his/her CSU e-mail.
Now That You Have Set Up Your Password, You Can Access The Following:

- **COPPIN STATE UNIVERSITY (CSU) EMAIL**: A student’s CSU e-mail is official electronic messaging system used for communicating with staff, faculty, and students.

  To access your e-mail:
  1. Log onto [www.coppin.edu](http://www.coppin.edu)
  2. Click Email *(located at the top of the screen and then click Student E-mail)*
  3. Enter your User Name and @student.coppin.edu address, example, [JSmith02@student.coppin.edu](mailto:JSmith02@student.coppin.edu)
  4. Enter Password and then click Log On

- **STUDENT CENTER**: The Student Center allows a student to access the following information:
  - Academic schedule
  - Grades
  - Financial Information
  - Demographic Data
  - Holds (Academic and Financial)
  - Transfer Credits

  To access your Student Center
  1. Log onto [www.coppin.edu](http://www.coppin.edu)
  2. Select EagleLINKs
  3. Enter your User Name and Password
  4. Select Student Center

- **EAGLELINKS**: EagleLINKs is the University’s student information system. Your EagleLINKs allows you to access On-Line Self-Service Registration, Academic Record, Grades, Class Schedule, Unofficial Transcript, Degree Progress Report, Student Center, etc. If you encounter a problem logging into EagleLINKs, please contact the Student Help Desk at 410-951-3872.

- **BLACKBOARD**: Blackboard allows a student to access On-Line Course Information.

  To access Blackboard:
  1. Log onto [www.coppin.edu](http://www.coppin.edu) click Blackboard Site (on the right),
  2. Enter your USER Name and Password. If you encounter problems, please log onto the following URL [http://eaglebb.coppin.edu](http://eaglebb.coppin.edu) or contact the 24hr Help Desk: (866) 886-4911).
Locations of On Campus Computer Labs and Hours of Operation:

I.T. Open Computer Lab
Location: Grace Jacobs Bldg, Rooms: MC-24 and MC-25
Fall & Spring: Monday – Thursday 8:00am – 10:00pm Friday 8:00am – 5:00pm Saturday 10:00am – 5:00pm
Summer & Winter: Monday – Thursday 9:00am – 7:00pm Friday 9:00am – 5:00pm Saturday CLOSED

Location: Health & Human Services Bldg, Room: 205 (NEW Computer Lab)
Fall & Spring: Monday – Thursday 8:30am – 9:30pm Friday 8:30am – 4:30pm Saturday CLOSED
Summer & Winter: Hours TBA

I.T. Student Service Center
Location: Grace Jacobs Bldg, Rooms: MC-16
Fall & Spring: Monday – Thursday 8:00am – 8:00pm Friday 8:00am – 5:00pm Saturday CLOSED
Summer & Winter: Monday – Thursday 9:00am – 7:00pm Friday 9:00am – 5:00pm Saturday CLOSED

Parlette Moore LIBRARY
Computer Lab Tentative Hours - 1st Floor/Reference and Basement Level)
Fall/ Spring: Mon – Thurs 8:00am -2:00am Friday 8:00am – 5:00pm Sat 10:00am – 4:30 Sun 2:00pm-7:00pm
Summer & Winter: Contact the Library to confirm hours of operation (410-951-3400).