

# NetID Claim Instructions

**Overview :** A Fairfield University NetID is a username/password combination providing access to on/offline resources (e.g. my.Fairfield, Email, Desktop Computers). Your NetID is obtained by going through the claim process as instructed below. This document can be found online at <https://wiki.fairfield.edu:8443/x/FQCD>

Claiming your NetID involves three (3) required steps:



1. Verifying/validating your identity (Fairfield issued ID number is required)
2. Creating a Password
3. Responding to at least five (5) of ten Challenge Questions

Important Information :


- The NetID claim process need only be completed once. Once claimed, your NetID is yours indefinitely, provided you maintain good standing with the university.
- NetID passwords expire every four (4) months, and can be changed at any time.
- Your NetID name cannot be changed unless:
  - You have a legal name change documented by either Human Resources (for employees) or the Office of the Registrar (for students).
  - Your automatically generated NetID is inadvertently offensive

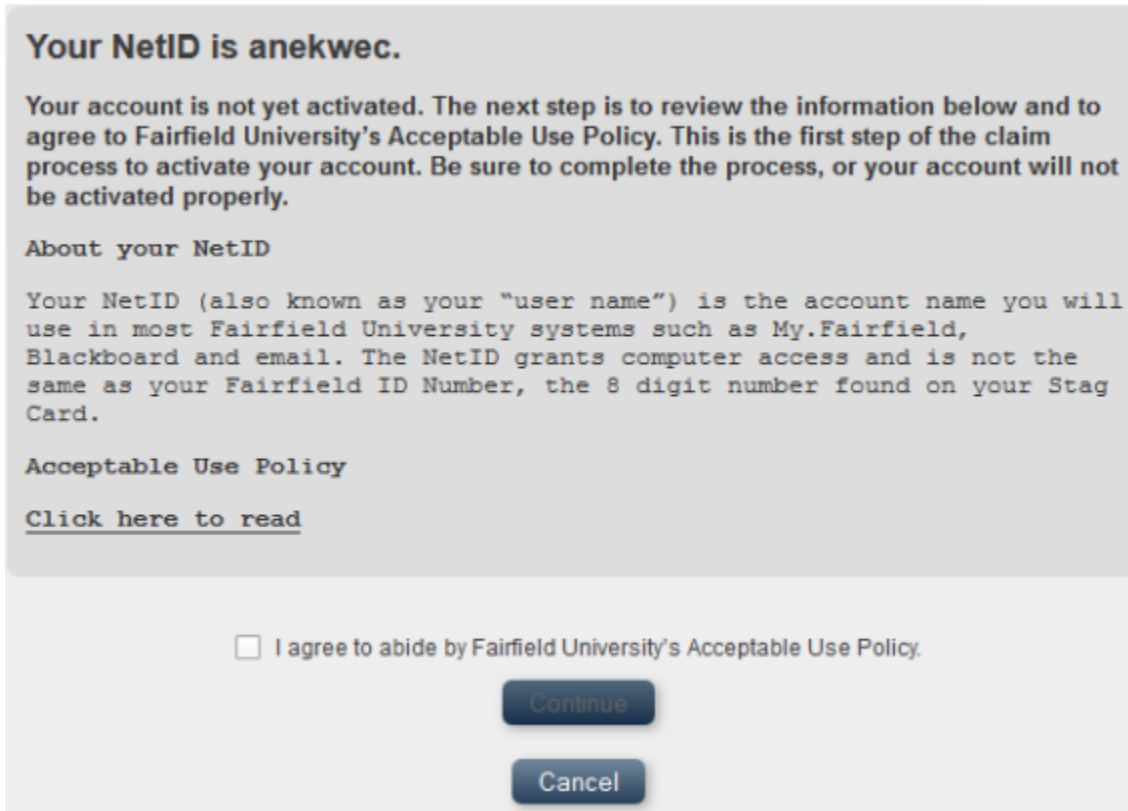
## Claiming NetID Instructions

1. **Prepare:** During the claim process, you will need the following information, as it exists in the University database:
  1. Legal first name
  2. Legal last name
  3. Your date of birth
  4. Your Fairfield ID# (on your Stag Card, as provided to employees by Human Resources, or via email to students from the University)
  5. The first five digits of your residential postal/zip code (including any spaces). If your residence does not have a postal/zip code, you will use five zeros (00000) when filling out that prompt.
2. **Claiming:** PLEASE DO NOT USE YOUR BROWSER'S BACK BUTTON DURING THE CLAIM PROCESS AS IT WILL DISRUPT THE CLAIM PROCESS, CAUSING SIGNIFICANT DELAYS IN ACCESSING RESOURCES. IF YOU DO WISH TO START OVER, PLEASE USE THE CANCEL BUTTON.

1. Go to [www.fairfield.edu/netid](http://www.fairfield.edu/netid) and click on the  button towards the bottom of the page.
2. Enter your first name, last name, postal/zip code, date of birth (mm-dd-yyyy) and your eight (8) digit Fairfield ID number. Click the  button when all fields have been entered.

### 3. Post Claiming:

1. After you have clicked the  button, your information will be checked in our system. If it matches, you will see a claim confirmation page.
2. Your newly claimed NetID will be displayed at the top of this page. Please make note of it.
3. After reading the **Acceptable Use Policy**, check the box to acknowledge this. Then, click the ' **Continue** ' button.



**Your NetID is anekwec.**

Your account is not yet activated. The next step is to review the information below and to agree to Fairfield University's Acceptable Use Policy. This is the first step of the claim process to activate your account. Be sure to complete the process, or your account will not be activated properly.

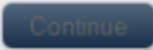
**About your NetID**

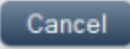
Your NetID (also known as your "user name") is the account name you will use in most Fairfield University systems such as My.Fairfield, Blackboard and email. The NetID grants computer access and is not the same as your Fairfield ID Number, the 8 digit number found on your Stag Card.

**Acceptable Use Policy**

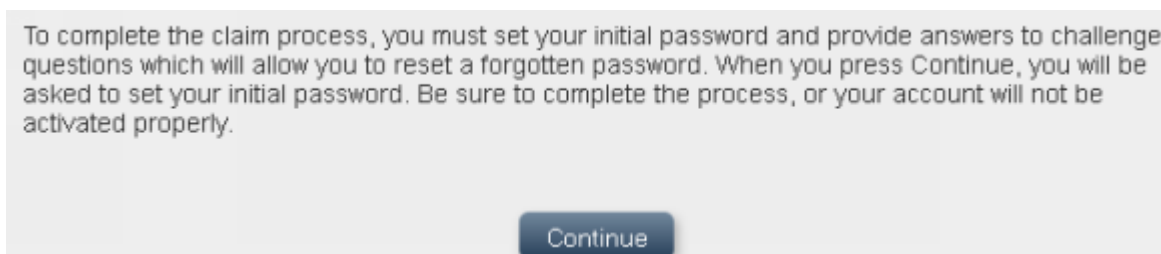
[Click here to read](#)

I agree to abide by Fairfield University's Acceptable Use Policy.






**4. NetID Security : Password and Challenge Questions:** After acknowledging the Acceptable Use Policy you will be see the message below indicating the need to complete the security component of your NetID which includes password creation and Challenge Question responses.



To complete the claim process, you must set your initial password and provide answers to challenge questions which will allow you to reset a forgotten password. When you press Continue, you will be asked to set your initial password. Be sure to complete the process, or your account will not be activated properly.



1. **Password**
  1. Following the rules below you can create your own password by entering it in the '**New Password**' field.
  2. You can also have our system auto-generate a strong password for you by clicking on the 'Auto-generate a new password' link.
  3. Make sure to enter in your password again in the '**Confirm Password**' field.

4. Please use the strongest password possible as noted by our system when entering it.
5. When complete click the '**Change Password**' button

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 20 characters long.
- Must include at least 1 number.
- Must not include any symbol (non letter or number) characters.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include part of your name or username.
- New password may not have been used previously.

**Your password has been changed.**

» [Auto-generate a new password](#)

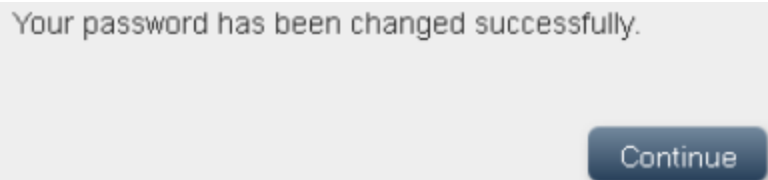
Please type your new password

**New Password**

**Confirm Password**

**Change Password** **Clear** **Show Passwords** **Cancel**

1. If your password meets our requirements you will see the following message:



2. Click on the '**Continue**' button to set up your Challenge Question responses.

#### **5. Challenge Question Responses – Used when a password is forgotten**

1. While three responses to the Challenge Questions is the minimum allowed, it is strongly suggested you provide at least **five** (5).
2. You may also provide your own unique question/response as well.
3. After you have entered your responses, click '**Save Responses**' button.
4. Please Note:

1. Remember these responses. Once saved, they will never be visible to anyone (including you). If you do forget them, you will have to redo the Setup Challenge Question process.
2. Prior to saving, click on the **'Show Responses'** button to confirm you are satisfied with your responses.
3. Once you have confirmed your five (5) or more responses click on the **'Save Responses'** button.

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

You may also supply your own question and answer at the bottom of the page

**You must answer at least 3 of the following questions although the password reset process becomes easier when more questions have been answered. The answers to the challenge questions are case insensitive.**

Please type your security responses

What is your maternal grandmother's first name?

»

What is your paternal grandfather's first name?

»

What is the name of your favorite pet?

»

In what town was your first elementary school?

»

What was the mascot of your first high school?

»

What was the name of your first pet?

»

What is your father's middle name?

»

What was the name of your first stuffed animal?

»

What was the last name of your third grade teacher?

»

You may supply your own challenge question in this field and provide the answer to it below.

»

Save Responses Clear Show Responses Cancel

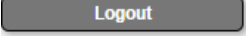
e. After clicking the **'Save Responses'** button you should receive the follow confirmation message:

Your challenge questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

Continue

## 6. Final Steps – Log Out

a. Once you have completed claiming your NetID, created a password, and provided

challenge question responses there is nothing else to do but  and start using your NetID (and newly minted password) to start accessing Fairfield University resources.

**You are now logged out.**

Please close all internet browser windows before you try to login again.

b. You are now able to use your NetID to log into a variety of Fairfield University online systems. Please remember that you will be required to change your password every 4 months or sooner and that NetID passwords should never be shared.

**For further assistance, please visit the ITS4U Help Desk located in NYS 215 or call 203-254-4069 during business hours.**

**Hours can be found here: [ITS4U Help Desk Hours of Operation](#)**