

NetID Instructions for Students

Your **NetID** is your student **BannerID** (8 digit number without the @ sign) followed by @student.commnnet.edu

Example: 00023456@student.commnnet.edu (not case-sensitive)

The **initial NetID password** is a combination of:

- 1st three characters of your birth month with only the first letter CAPITALIZED
- Ampersand character (&)
- Last 4 digits of your Social Security Number

Example: Oct&6789 (case-sensitive)

You will be required to change your password the first time you login. You will have two minutes to create and confirm your new password. If you exceed this time you will need to start over.

Password Requirements

- At least eight characters (8)
- Use three or four of these types of characters:
 - uppercase letters (A,B,C)
 - lowercase letters (a,b,c)
 - numbers (1,2,3)
 - symbols (!, \$, #, %)
- Periods are not allowed (.)
- Must not contain all or part of your NetID account or your name

Please Note: Your password cannot include any part of your Banner ID and must differ from previous passwords. You will be forced to change your password every 90 days.

Examples: **Egg123Salad** **#750Chase** **Red&Sox05**

Need Help?

1) Forgot Your Password?

Use NetID kiosks located throughout the NCC campus to access the website to reset your password **or** go to the www.commnnet.edu/netid website. Prior to resetting a password, you will need to know your Birth Date and Social Security Number.

Resetting a forgotten password is a four-step process.

- a. User verification by entering your NetID.
- b. Identity verification by entering personal information. (See above)
- c. Provide the answer to your Security Question.*
- d. Creation of a new password (Your current, forgotten password will not be revealed).

2) Don't Know Your Banner ID? Can't Reset Your Password?

If you do not know your BANNER ID visit the Records Office. Be prepared to verify your identification with a picture ID. This can only be done in person.

Regular Office Hours: Mon – Thurs 9 am to 5 pm Fri 9 am to 4 pm

3) Still Need Help?

If you cannot reset your password at a kiosk, AND you know your Banner ID, come to the GE Lab with your photo ID and the Lab Monitor will assist you in troubleshooting your account.

* Your new Secret Question must be set up in advance using ONLINE, CCC's Self-Service Student Information System. If you have not visited ONLINE since 8/1/06, please log in at www.online.commnnet.edu and follow the prompts to set your new Secret Question. Here are your choices:

- "Who is your favorite author?"
- "What is the first and last name of your first boyfriend or girlfriend?"
- "Which phone number do you remember most from your childhood?"
- "What was your favorite place to visit as a child?"
- "Who is your favorite actor, musician, or artist?"

After five incorrect password entries you will be locked out of your account for a period of 30 minutes!!