

## NETID FIRST TIME INSTRUCTIONS

1. Make sure you have your correct NetID username (reference the email you received) You may also look up your username using the [Student Directory](#) (everything before @ in your email address is your NetID username).
2. Go to [netid.uwosh.edu/changePassword](http://netid.uwosh.edu/changePassword) (keep these instructions open as well)
3. On the page linked above, click the circle next to "First time activation"
4. Enter your NetID username into the first box (do not include "@uwosh.edu)
5. Enter your 7-digit UWO ID number in the second box.
6. Type your new password in the third box.
  - Your password must meet the requirements shown on the password change page.
  - Your password cannot contain any part of your name or birthday
  - Do not use any suggestions from your browser - you are more likely to forget it
  - Once your password meets the requirements, an "acceptable password" message will appear to the right of the box.
7. Re-type your password, making sure that "passwords match" (message will appear to the right of the text box).
8. Click "Change Password." You should then receive a message that says password change was successful.
  - **If you receive Error 1:** You may have entered incorrect information. Double check that your username and ID number are typed correctly (reference the email we sent you with that information)
  - **If you receive Error 4:** You have already created a password for your NetID. If you forgot this password, you must reset using the instructions for returning students below.
9. After your NetID password is changed successfully, you should return to the CAPP Registration page and sign up for Self-Service password reset.

If you are still receiving an error after double checking these instructions, you must call the Help Desk for assistance. The student must be the one to call, the Help Desk does not communicate with parents, teachers, or counselors.

The Help Desk is available Mon-Fri from 7:30am-4:30pm at 920-424-3020.

The CAPP Office is unable to assist with any NetID issues that are not address in the above instructions.