

**If you DO NOT know your current password, do the following:**

- A. Go to [columbiastate.edu](http://columbiastate.edu) and click “MyCN” to open the Sign On page. Then click “Forgot Password.”
- B. OR go directly to [columbiastate.okta.com](http://columbiastate.okta.com) and click “Forgot Password” on the Sign On page. (Please type columbiastate.okta.com in your Internet browser’s address bar and do not let the browser auto-fill it. Also, do not click a suggested link the browser brings up. Type the web address completely and make sure it says “columbiastate.okta.com” before you hit “enter” on your keyboard to go to the website. You should see the Columbia State logo on the logon page if you are at the correct website.)

- 1. After clicking “Forgot Password,” enter your username and choose how you want to verify. (One of the authentication methods you set up.)
- 2. Answer your security question.
- 3. Change the password to something you have not used before. (Note the password requirements that are listed there. New password cannot contain your name or birth date.)
- 4. You will get a brief pop-up message “Password Changed Successfully.”
- 5. **IMPORTANT! Wait 5 to 10 minutes before attempting to login to Columbia State email. Our Outlook Exchange email takes a little longer to synchronize with the new password. ALSO be sure to update your password for Columbia State Wifi or you will get locked out when your device tries to connect to Wifi with the old password.**