

CWRU Network ID - Employees

What is a CWRU Network ID?

Your CWRU network ID allows you to gain access to most of the restricted resources at Case Western Reserve University, including the campus network and email. They are distributed to active students, faculty and staff.

Your CWRU ID, also called your login name or username, will be provided to you by Human Resources along with an Employee number. Your CWRU ID is made up of your initials followed by a three digit number. If your middle initial is not on file or you do not have a middle name, your CWRU Network ID will have an “x” as the middle letter.

Example: kmc109

The Employee number, also called a PeopleSoft ID, allows activation of your CWRU Network ID without requiring sensitive personal information. It is seven numbers in length and is typically located on or within your new hire packet.

If you were not supplied a CWRU ID or PeopleSoft ID or have lost or forgotten them, please contact the CWRU Information Technology Services (ITS) Service Desk at 216.368.HELP (4357).

Resetting your CWRU ID

In the event you forget the password that corresponds to your CWRU ID, you may visit <https://its-services.case.edu/my-case-identity/password/reset/> to reset your password.

1. To begin, enter your CWRU ID and click, “**Continue.**”

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CWRU Network ID Password Reset

If you have forgotten the password that goes with your CWRU Network ID, you can use this tool to reset it.

Read about how to [pick a good password](#).

To begin, enter your CWRU Network ID and click the "Continue" button.

Upon successful verification of your identity, you will be allowed to enter and verify a **new** password. The password you enter will become your active password and may be used immediately.

CWRU Network ID: (e.g. abc123)

2. Enter the answers to your **security question** (link).

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CWRU Network ID Password Reset (kmc109) - Answer Security Question

We have a security Question & Answer on record for you. Let's try verifying your identity using that.

Below is the question you selected. Please provide us the answer to verify your identity. The answer will be hidden to insure your privacy. That is why we ask you to enter it twice. If the answer matches what we have on file, then we can move on.

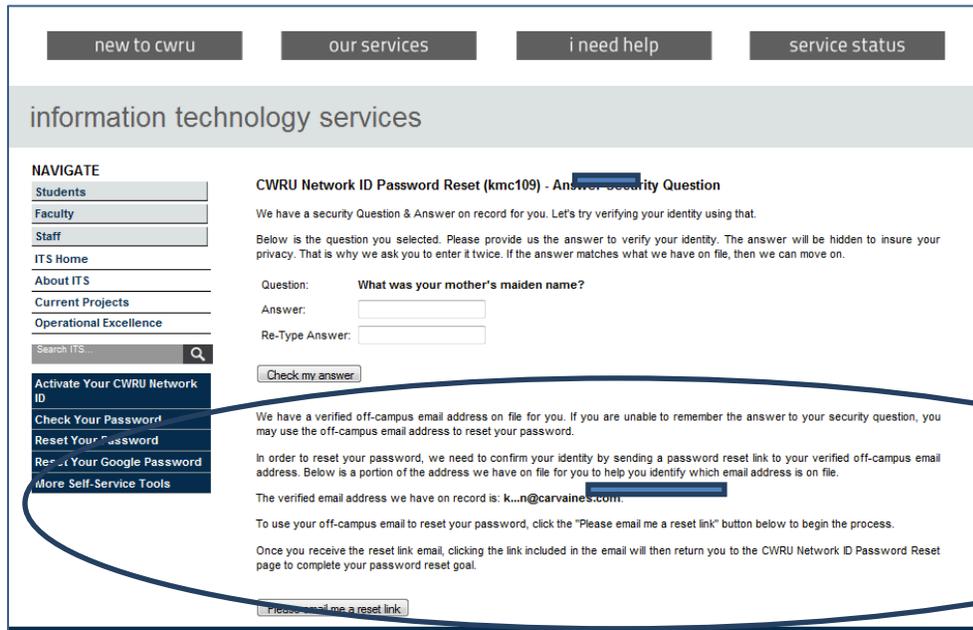
Question: **What was your mother's maiden name?**

Answer:

Re-Type Answer:

We do not have an alternate way to reset your password on record for you. If you are unable remember the answer to your security question, please contact the Case Western Reserve University IT Service Desk at 216.368.HELP (4357) for further assistance.

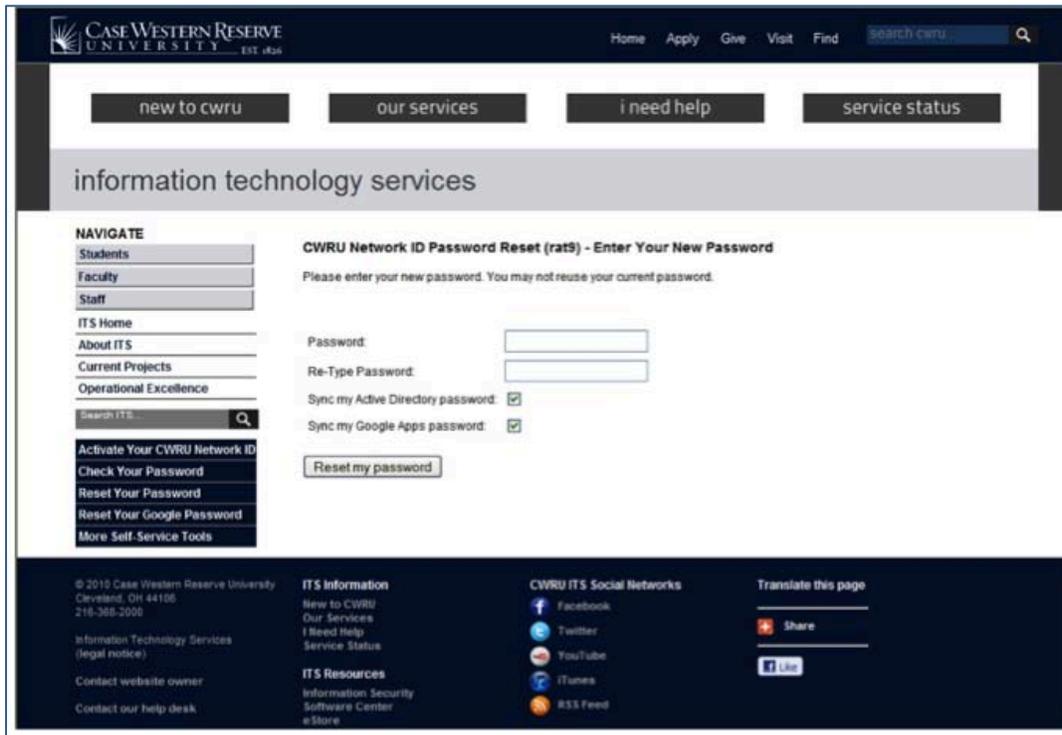
- a. **Please note:** If you **DO NOT** remember your security question, it is possible to have your password information sent to an alternate email address (links out to alternate email address page) provided that one is on file by clicking, **“Please email me a reset link.”**



The screenshot shows the 'CWRU Network ID Password Reset (kmc109) - Answer Security Question' page. The page has a navigation bar with links for 'new to cwr', 'our services', 'i need help', and 'service status'. Below this is a header for 'information technology services'. A left sidebar contains a 'NAVIGATE' menu with links for Students, Faculty, Staff, ITS Home, About ITS, Current Projects, Operational Excellence, and a search bar. The main content area is titled 'CWRU Network ID Password Reset (kmc109) - Answer Security Question'. It contains instructions for verifying identity and a security question: 'What was your mother's maiden name?'. There are input fields for 'Answer:' and 'Re-Type Answer:', and a 'Check my answer' button. Below this, there is a section for off-campus email addresses. It states: 'We have a verified off-campus email address on file for you. If you are unable to remember the answer to your security question, you may use the off-campus email address to reset your password.' It then says: 'In order to reset your password, we need to confirm your identity by sending a password reset link to your verified off-campus email address. Below is a portion of the address we have on file for you to help you identify which email address is on file.' The verified email address is shown as 'k...n@carvaines.com'. It then says: 'To use your off-campus email to reset your password, click the "Please email me a reset link" button below to begin the process.' The 'Please email me a reset link' button is circled in blue.

- b. Upon clicking the, **“Please email me a reset”** link, an email will be sent to the alternate email address that you previously provided.
- c. Click the link within the email. You will be asked to enter your username only.
- d. If an alternate email address is **NOT** on file, you will not be presented with this option and may contact the ITS Service Desk at 216.367.HELP (4357) for further assistance.

3. Enter a new password and click, **“Reset my password.”**

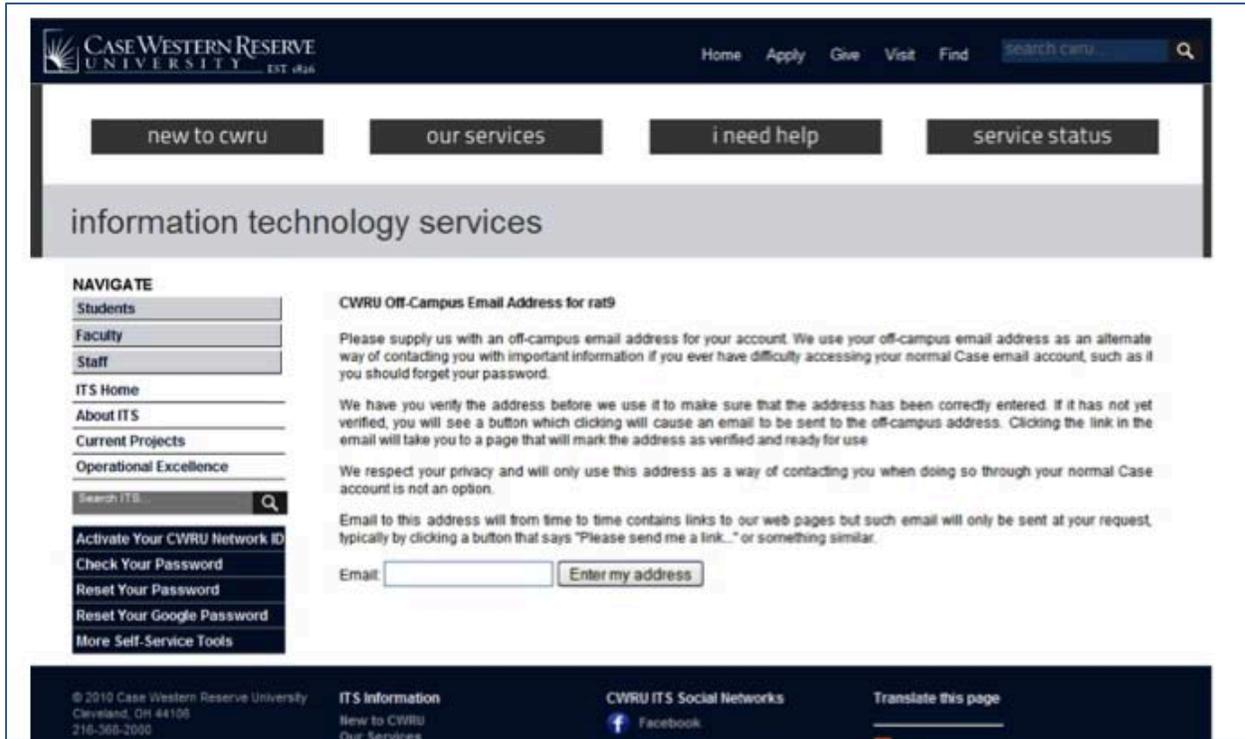


Registering an Off-Campus Email Address

While an off-campus email address is not required, it is helpful in the event your password and security question are forgotten, providing ITS with an alternate method of sending password reset information to you. An alternate email address can be submitted during the CWRU ID activation process or through the Off-Campus Email Tool.

If you have already activated your CWRU ID but do not have an alternate email address on file, you may enter one by visiting <https://its-services.case.edu/my-case-identity/external-email/edit>

1. Enter the desired alternate email address and click, **“Enter my Address.”**



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CWRU Off-Campus Email Address for rat9
 Please supply us with an off-campus email address for your account. We use your off-campus email address as an alternate way of contacting you with important information if you ever have difficulty accessing your normal Case email account, such as if you should forget your password.
 We have you verify the address before we use it to make sure that the address has been correctly entered. If it has not yet verified, you will see a button which clicking will cause an email to be sent to the off-campus address. Clicking the link in the email will take you to a page that will mark the address as verified and ready for use.
 We respect your privacy and will only use this address as a way of contacting you when doing so through your normal Case account is not an option.
 Email to this address will from time to time contains links to our web pages but such email will only be sent at your request, typically by clicking a button that says "Please send me a link..." or something similar.
 Email:

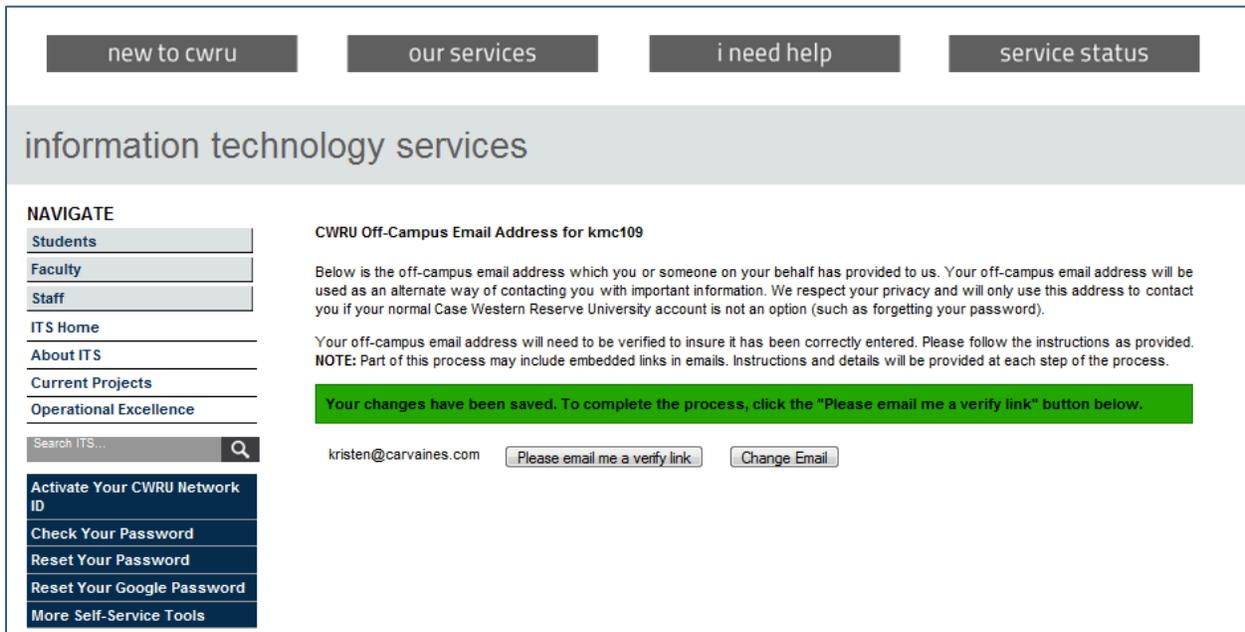
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 216-368-2000

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2. If the email address entered is correct, click, **"Please email me a verify link."**



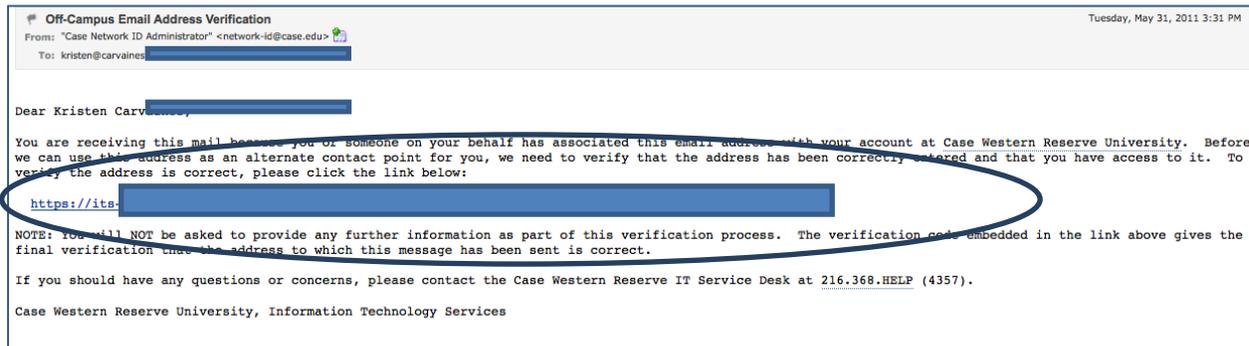
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CWRU Off-Campus Email Address for kmc109
 Below is the off-campus email address which you or someone on your behalf has provided to us. Your off-campus email address will be used as an alternate way of contacting you with important information. We respect your privacy and will only use this address to contact you if your normal Case Western Reserve University account is not an option (such as forgetting your password).
 Your off-campus email address will need to be verified to insure it has been correctly entered. Please follow the instructions as provided.
NOTE: Part of this process may include embedded links in emails. Instructions and details will be provided at each step of the process.
Your changes have been saved. To complete the process, click the "Please email me a verify link" button below.
 kristen@carvaines.com

3. You will receive an email from Case Network ID Administrator to the email address that you provided. Before associating the off-campus email with your account at Case Western Reserve University, you must verify the off-campus address by clicking the link within the verification email.



4. After clicking the link, you will receive a message indicating that your email address has been verified.

