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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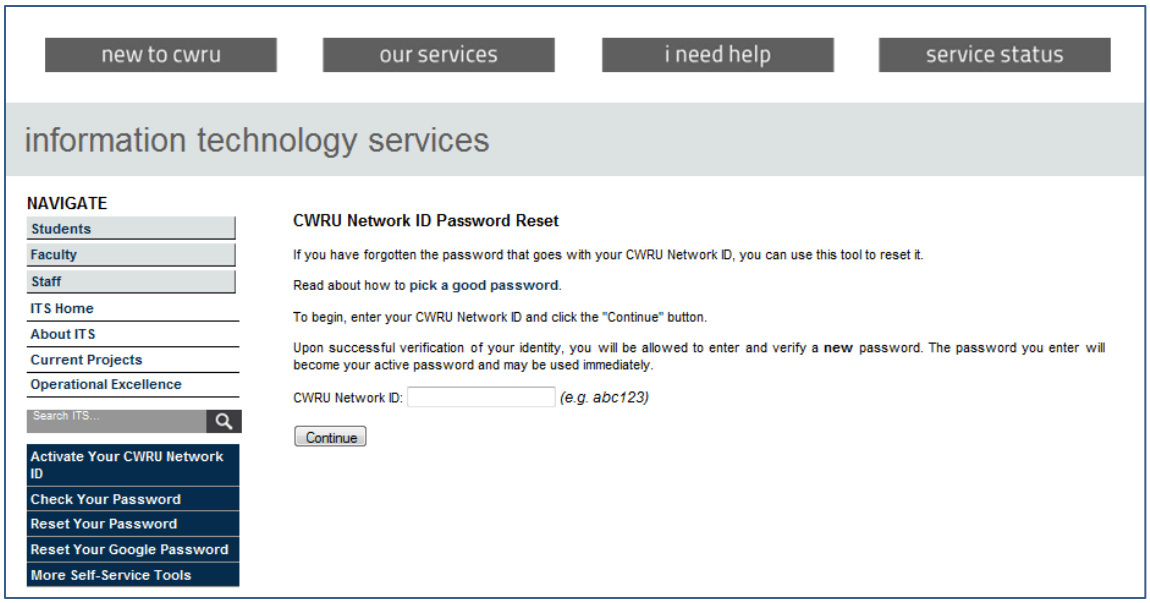
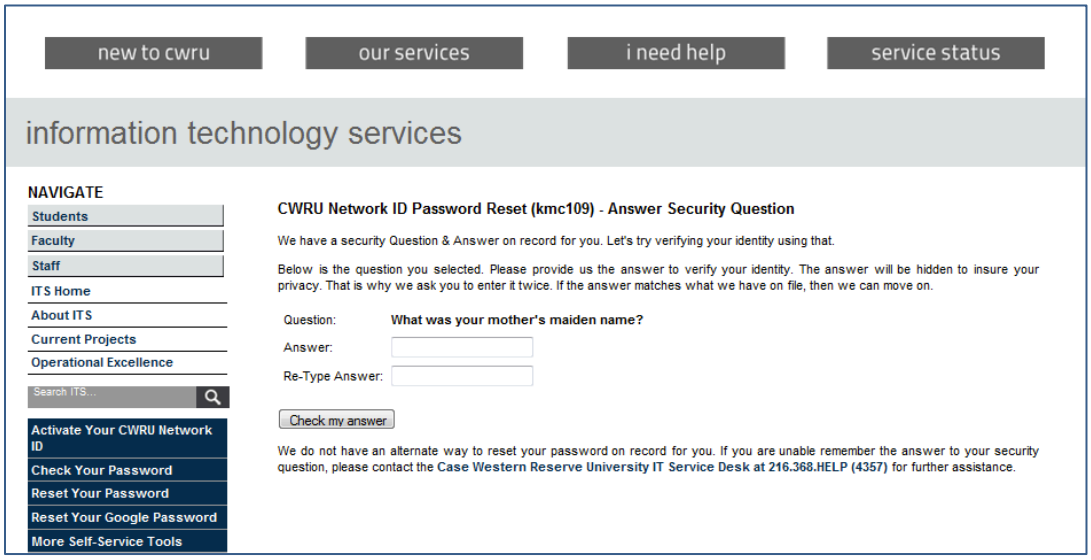
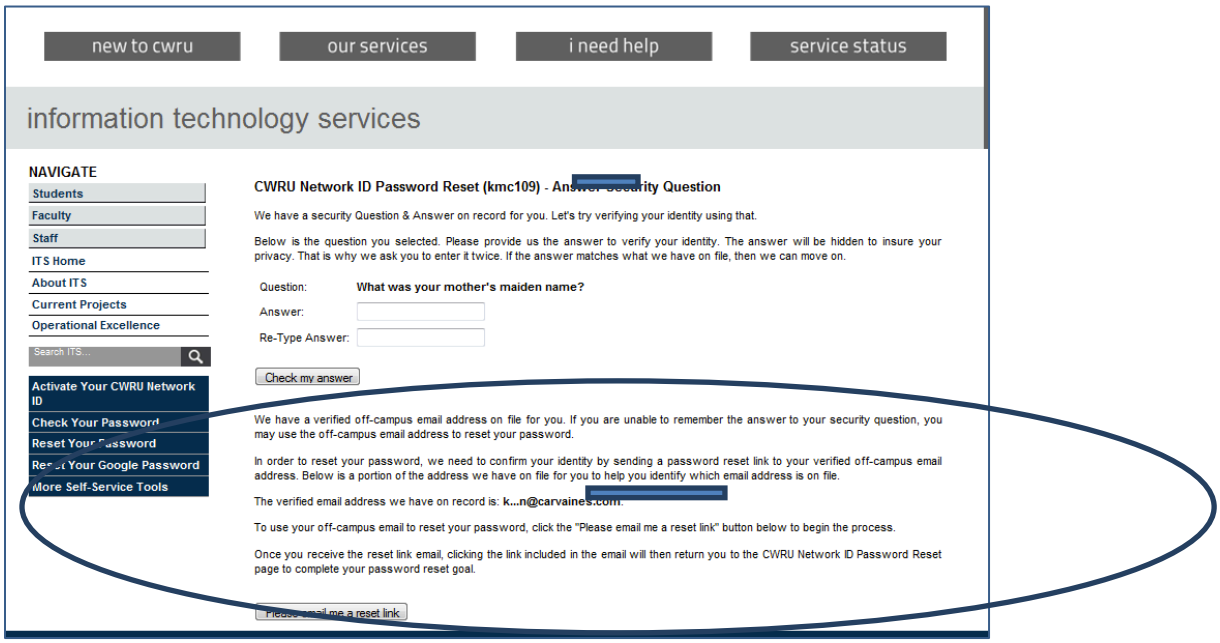


2. Enter the answers to your **security question** (link).



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.**"

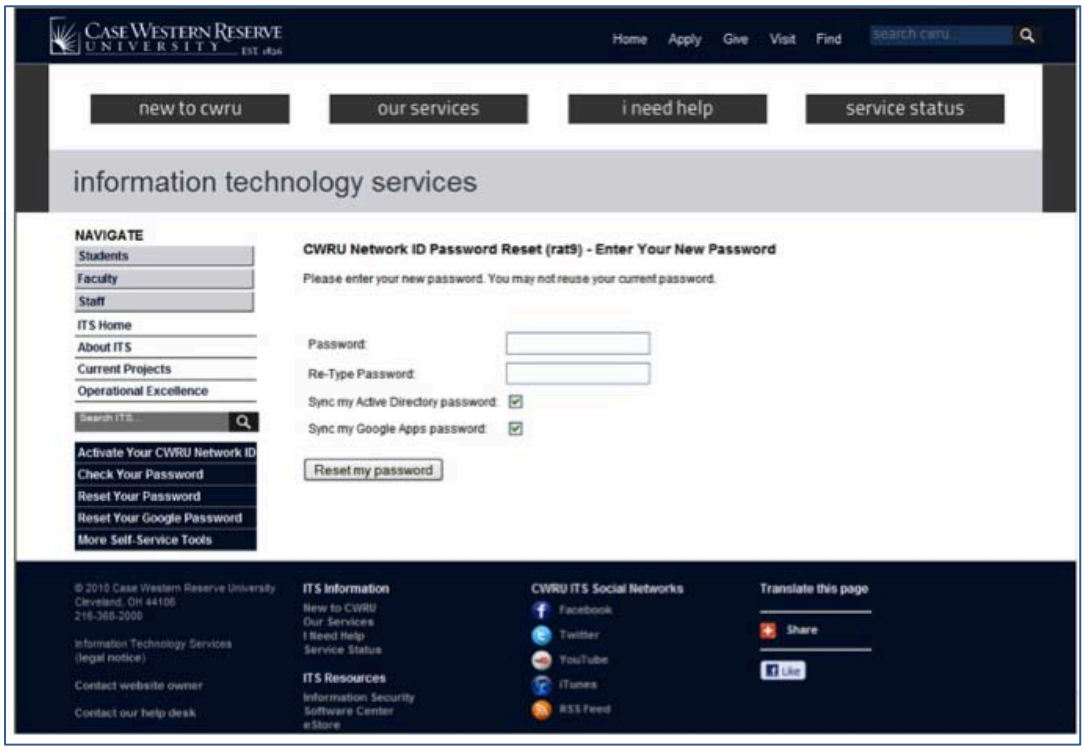


b. Upon clicking the, "**Please email me a reset**" link, an email will be sent to the alternate email address that you previously provided.

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**."

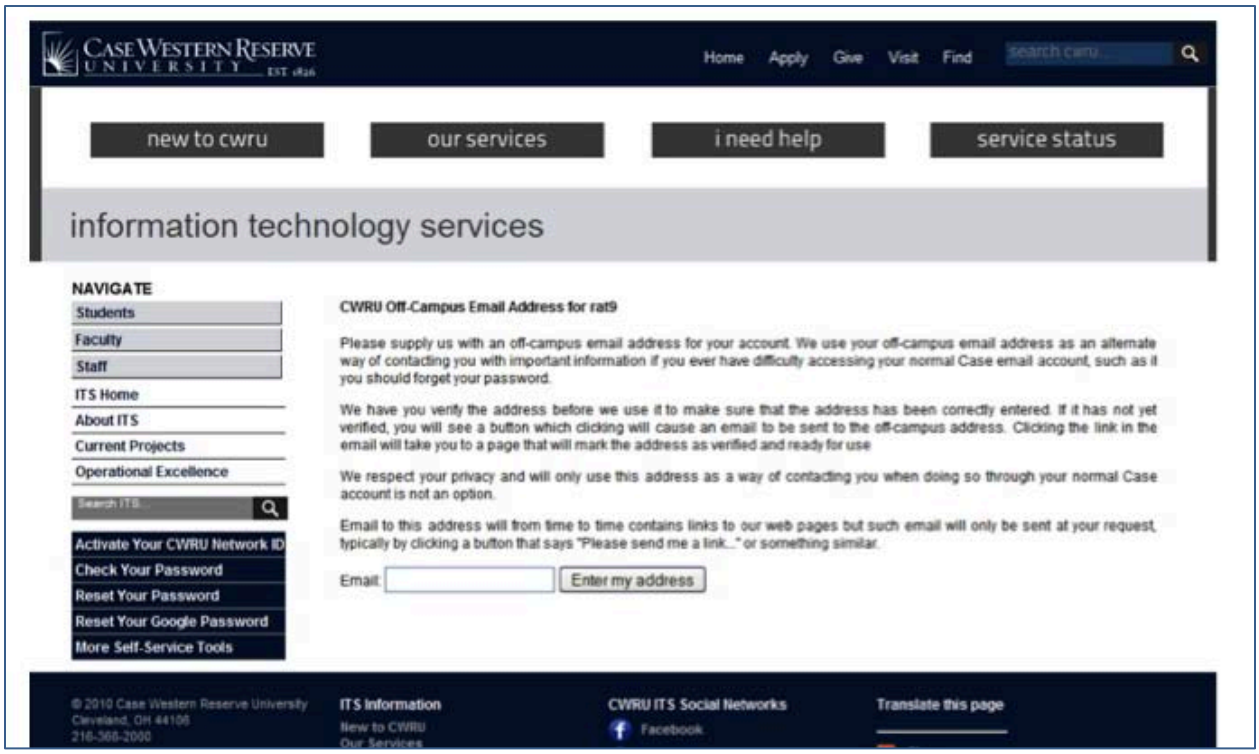


Registering an Off-Campus Email Address

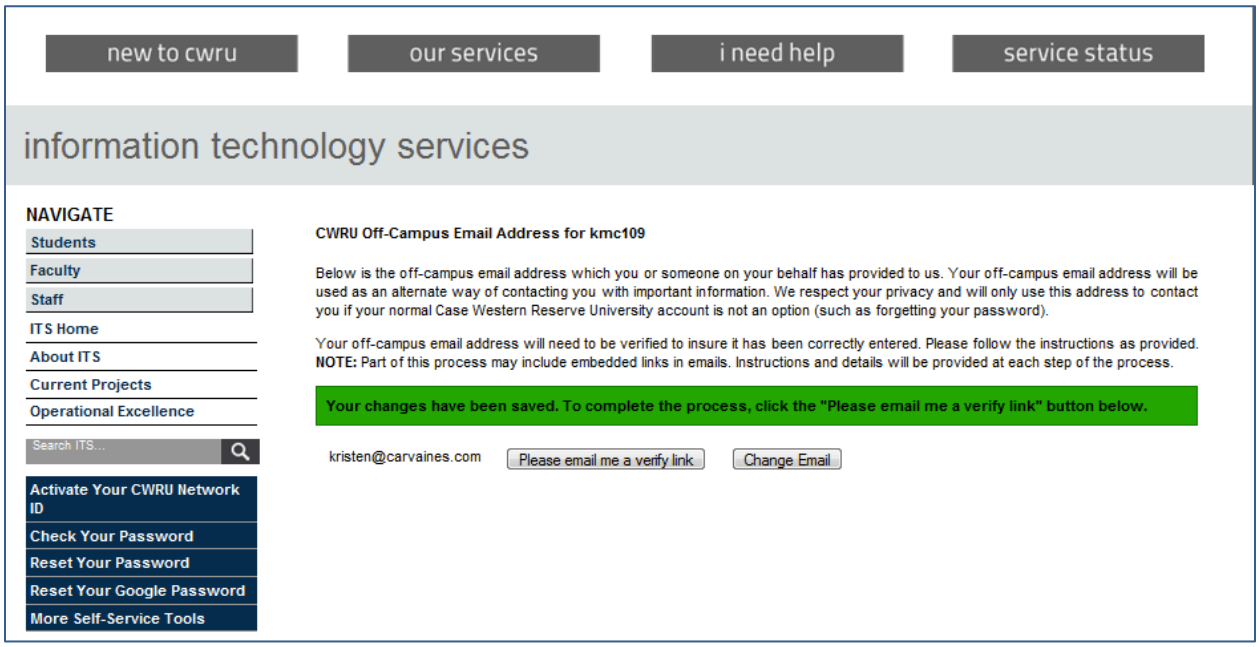
While an off-campus email address is not required, it is helpful in the event your password and security question are forgotten, providing ITS with an alternate method of sending password reset information to you. An alternate email address can be submitted during the CWRU ID activation process or through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

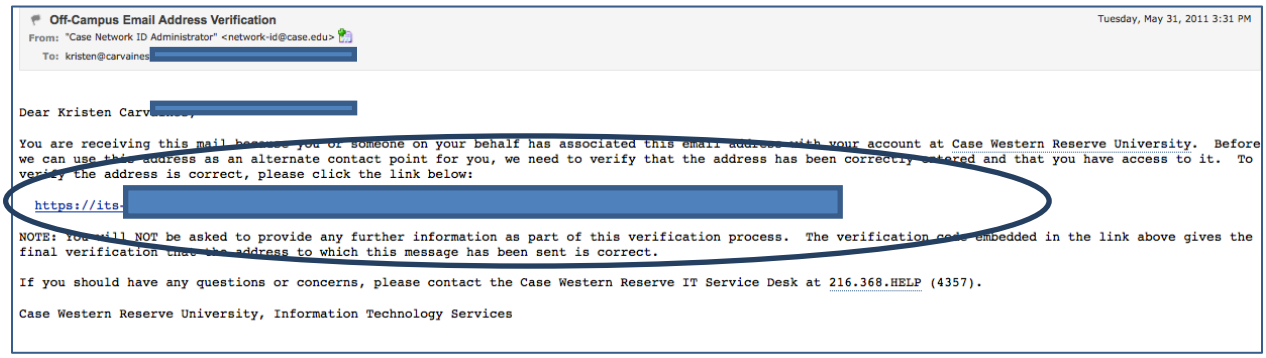
1. Enter the desired alternate email address and click, "**Enter my Address**."



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



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.



Off-Campus Email Address Verification

Tuesday, May 31, 2011 3:31 PM

From: "Case Network ID Administrator" <network-id@case.edu>

To: kristen@carvaines[redacted]

Dear Kristen Carv[redacted]

You are receiving this mail because you or someone on your behalf has associated this email address with your account at Case Western Reserve University. Before we can use this address as an alternate contact point for you, we need to verify that the address has been correctly entered and that you have access to it. To verify the address is correct, please click the link below:

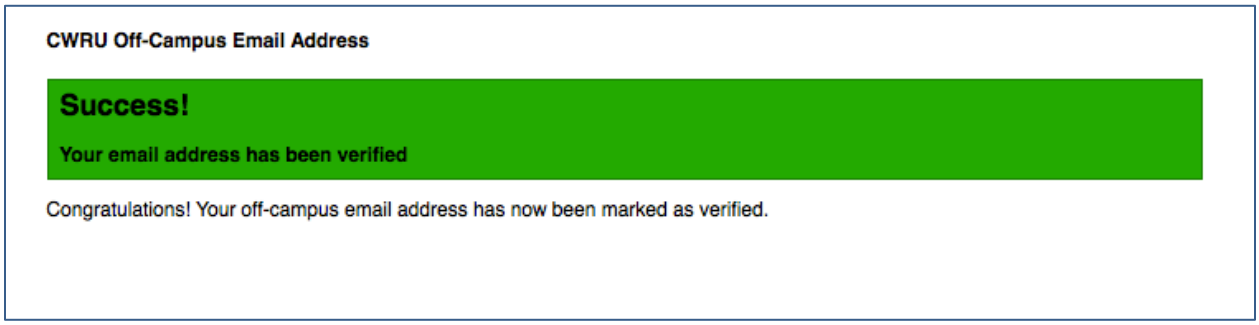
https://its-[redacted]

NOTE: You will NOT be asked to provide any further information as part of this verification process. The verification code embedded in the link above gives the final verification that the address to which this message has been sent is correct.

If you should have any questions or concerns, please contact the Case Western Reserve IT Service Desk at 216.368.HELP (4357).

Case Western Reserve University, Information Technology Services

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



CWRU Off-Campus Email Address

Success!

Your email address has been verified

Congratulations! Your off-campus email address has now been marked as verified.