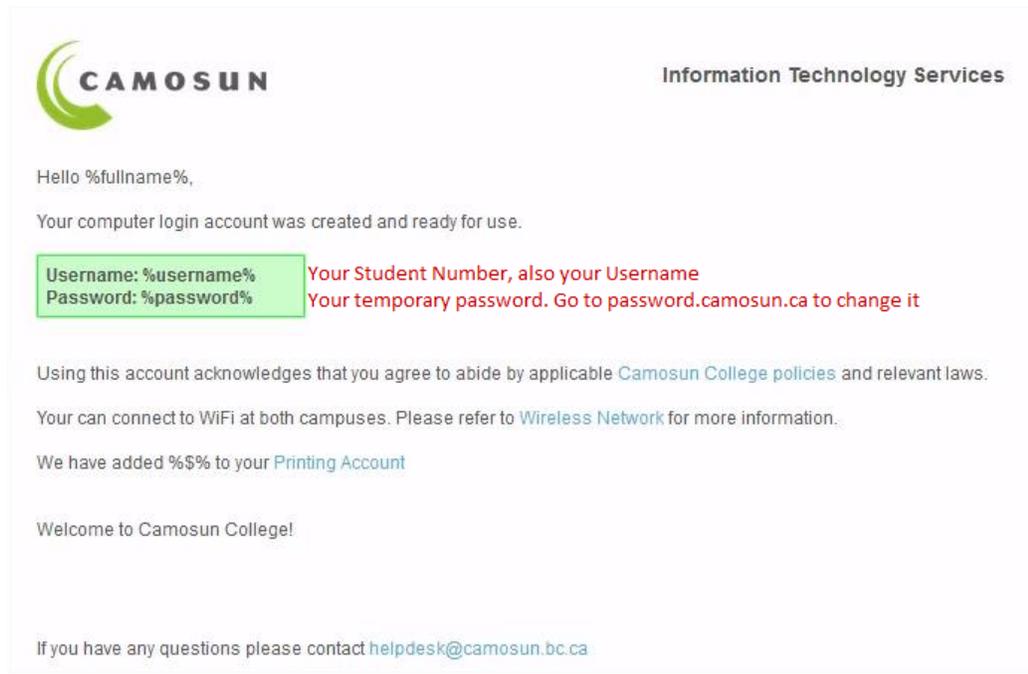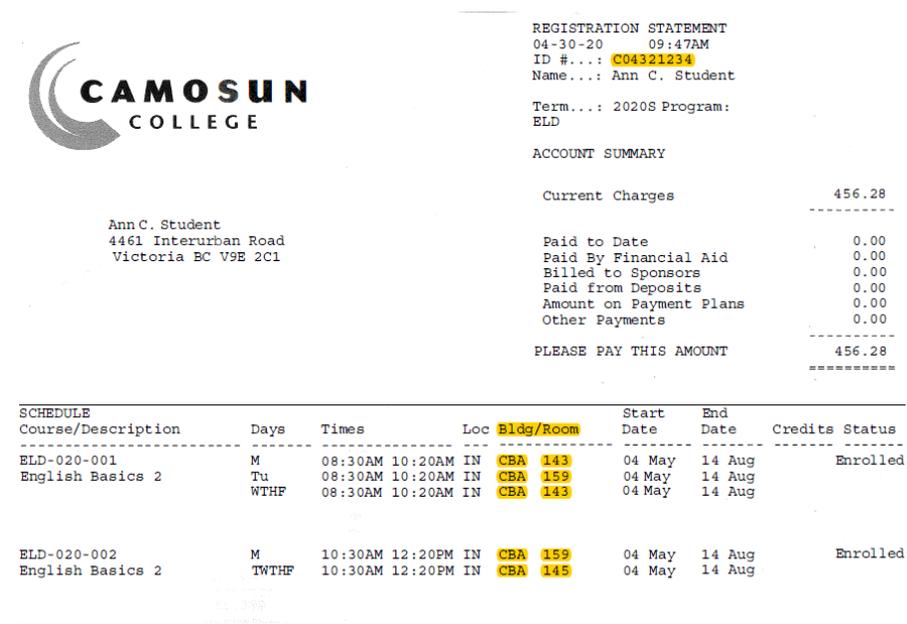## Help! I can't find my student number?

1. Look in your email for a welcome message from Camosun College. Use the email address you gave to Camosun when you registered. Check your Spam or Junk folder if you can't find it. Your Student Number and temporary password are in the green box.

2. Look in your email for your registration form, sent from ELDregistration@camosun.bc.ca Your Student Number (username) is in the top right corner.
You see classroom numbers on your registration form. DO NOT GO to the rooms. Your class is online only.

Username and Password tips

1. In your username, use a capital C0432123 not small c0432123
2. In your username, use number zeroes not letter Os C0432123 not CO432123
3. Type carefully. If your password has 10 characters, then you see 10 dots. Count the dots.

> Arnold\$654 = · · · · · · · · · ·
>
> 1 2 3 4 5 6 7 8 9 10 = 1 2 3 4 5 6 7 8 9 10

4. For capital (big or upper case) letters, do not use **Caps Lock** key on your computer. Use **Shift.** Caps lock will change your password.

   For example: **Arnold\$654** becomes **ARNOLD\$^%\$**

Help! My Password does not work and I can't get in to D2L

1. Open Google Chrome or Firefox web browser.
2. Go to **password.camosun.ca**

3. In the User ID box, type your Camosun student number, capital **C** followed by **7 numbers.** Example: **C0654321**. Put the number zero "0", not the letter "o".
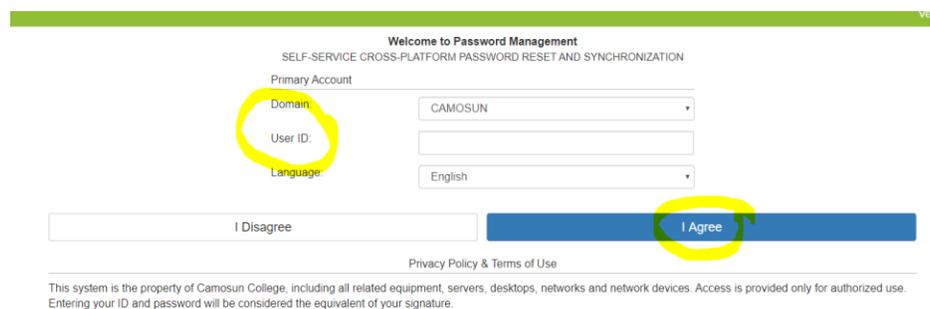
4. Click the blue box **I Agree**

5. Click on the **Change Password** box
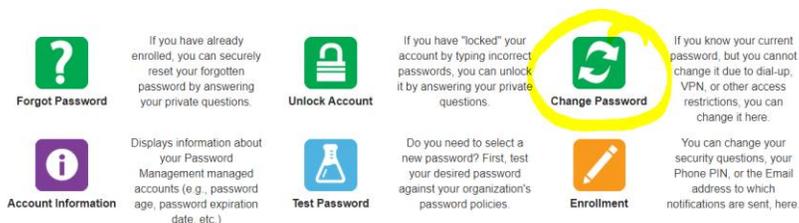
6. In the **Old Password** box, type OLD password
    In the **New Password** box, type your new password.
    Follow the rules for creating passwords

    7 to 10 numbers with a minimum of
    -   1 capital letter (A) = upper case
    -   1 small letter (a) = lower case
    -   1 special character (examples: ! @ # $ % ^ & *)

    In the **Confirm** box, type your new password AGAIN exactly the same

    Click the blue box **Continue**

7. When you see Password changed, click on the blue **Continue** button

Help! My Account is locked!

You need a temporary password. Phone Computer Support at 250 370 3064 or email itsservicedesk@camosun.bc.ca and they will give you a temporary password.

Go to password.camosun.ca and follow Steps 3-7 above.