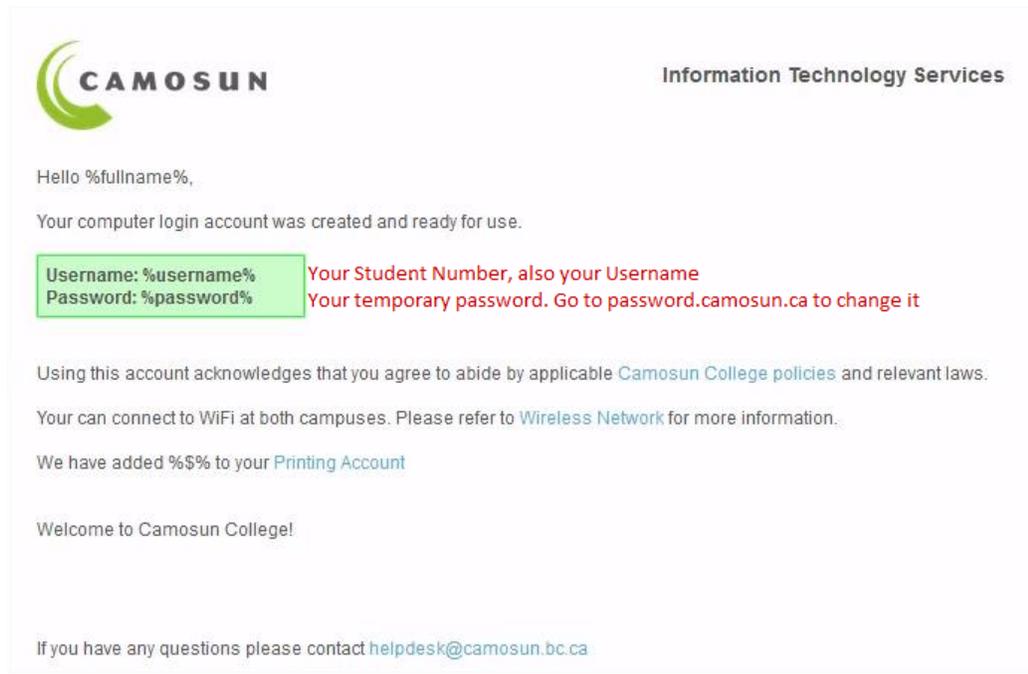


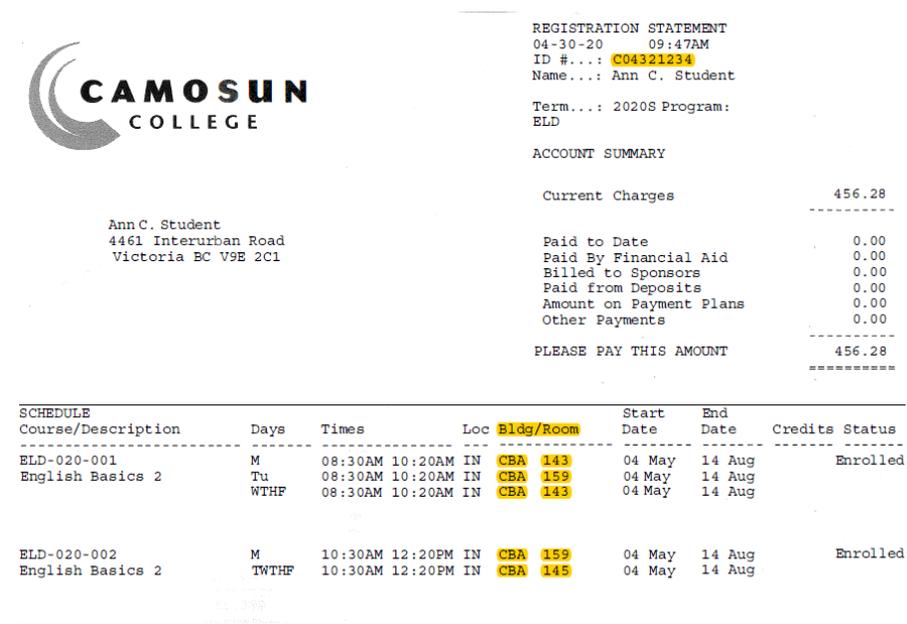
Help! I can't find my student number?

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.



The screenshot shows an email from Camosun College's Information Technology Services. The email greets the user and informs them that their computer login account has been created. A green box highlights the 'Username: %username%' and 'Password: %password%' fields. To the right of this box, red text states: 'Your Student Number, also your Username' and 'Your temporary password. Go to password.camosun.ca to change it'. The email also includes links to Camosun College policies, the Wireless Network, and the Printing Account, and provides contact information for the helpdesk.

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.



The screenshot displays a registration statement and a class schedule from Camosun College. The registration statement includes the student's name (Ann C. Student), ID number (C04321234), and program (ELD). The account summary shows current charges of 456.28 and a total amount to be paid of 456.28. The schedule lists two classes: English Basics 2, with three sections (M, Tu, WTHF) and English Basics 2, with one section (TWTHF). Each section includes the days, times, location (CBA 143 or 145), and enrollment dates (04 May to 14 Aug).

Course/Description	Days	Times	Loc	Bldg/Room	Start Date	End Date	Credits	Status
ELD-020-001 English Basics 2	M	08:30AM 10:20AM	IN	CBA 143	04 May	14 Aug		Enrolled
	Tu	08:30AM 10:20AM	IN	CBA 159	04 May	14 Aug		
	WTHF	08:30AM 10:20AM	IN	CBA 143	04 May	14 Aug		
ELD-020-002 English Basics 2	M	10:30AM 12:20PM	IN	CBA 159	04 May	14 Aug		Enrolled
	TWTHF	10:30AM 12:20PM	IN	CBA 145	04 May	14 Aug		

Username and Password tips

1. In your username, use a capital **C**0432123 not small **c**0432123
2. In your username, use number zeroes not letter Os **C**0432123 not **C**O432123
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

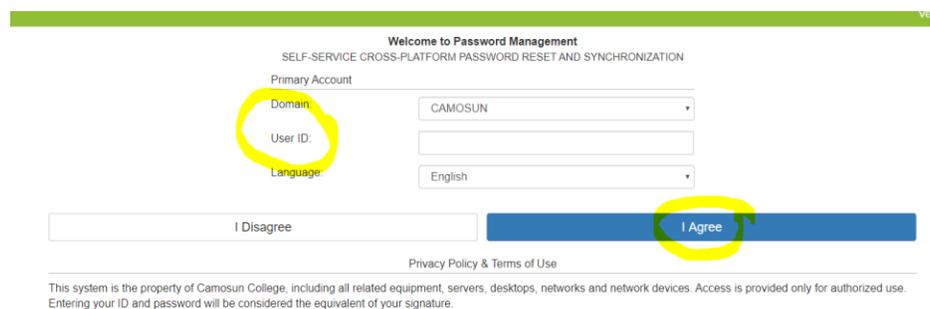
4. For capital (big or upper case) letters, do not use **Caps Lock** key on your computer. Use **Shift**. Caps lock will change your password.

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".



Welcome to Password Management
SELF-SERVICE CROSS-PLATFORM PASSWORD RESET AND SYNCHRONIZATION

Primary Account

Domain: CAMOSUN

User ID:

Language: English

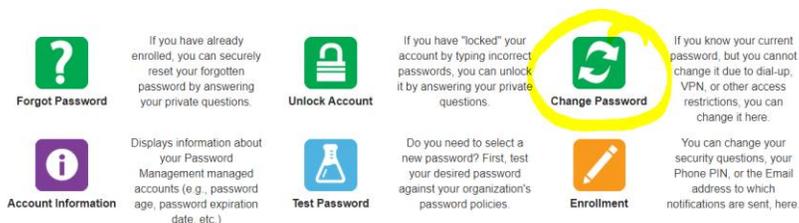
I Disagree I Agree

Privacy Policy & Terms of Use

This system is the property of Camosun College, including all related equipment, servers, desktops, networks and network devices. Access is provided only for authorized use. Entering your ID and password will be considered the equivalent of your signature.

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**

Change Password

Enter your old password, and a new password. When you click 'continue' your password will be changed.

Old Password:

New Password:

Confirm:

Strength:

Cancel

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

Change Password(s) for CAMOSUNIC0001715

System Description	Target User	Result
✓ CAMOSUN	C0001715	✓ Password changed

Sign Out

Help! My Account is locked!

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

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