AD Manager Self-Service Password Reset
INSTRUCTIONS

CSU IT has recently deployed a self-service password reset tool for all on campus and off campus users. You can now use this tool to reset your passwords for CSU COMPUTER LOGIN, CSU EMAIL, OFFICE 365, NETWORK ACCESS, BANNER 9, VPN ACCESS, and future CSU applications.

**STEP 1:** Users must signup/register at [https://csu-admanager.ces.edu/showLogin.cc](https://csu-admanager.ces.edu/showLogin.cc):

![Password Reset Tool](image1.png)

**STEP 2:** Click on “Microsoft Authenticator” when prompted.
Users will have several verification options to choose from; however, CSU IT recommends using Microsoft Authenticator, which automatically generates a passcode via your cell phone.

![Microsoft Authenticator](image2.png)
**Step 3:** Download the recommended Microsoft Authenticator app (Android or iPhone). After selecting “Microsoft Authenticator,” you will be taken to the page shown below. Please follow the instructions to install the Microsoft Authenticator app on your Android or iOS mobile device.

![Microsoft Authenticator installation steps](image)

**Step 4:** Set Up Security Questions when prompted:

![Security Questions form](image)
**Step 5: Reset Password or Unlock Account**

Once you are registered, you may return to https://csu-admanager.ces.edu/showLogin.cc anytime to reset your password or unlock your account on your own. There is no need to call CSU IT anymore to have this done! Click one of the options below and answer the security questions or use the recommended **Microsoft Authenticator** by logging in and following the steps provided. Each time you reset your password or unlock your account, you will receive a numerical code via the **Microsoft Authenticator** app on your cell phone for verification. Enter this code where prompted on your computer to reset your password or unlock your account.