my CAYUGA

The first step in helping a student log into myCayuga is to determine if they are **registered** or **not registered** for classes. The second step is to help find their **Cayuga Username**.

If a student **has an email account set up**, they are considered registered. If the student has an email account and is registered for a class, the student is considered **Single Sign-On (SSO)**.

If the student does not have an email account and is not registered for a class, the student is considered **Non-Single Sign-On (Non-SSO)**.

You can find out if a student has an email account by logging into your **INB account** and using the **SPAIDEN** form.

You can find the Cayuga Username by viewing the **First Time Student Password Help** option in your myCayuga **Employee Services** tab.

The student can also call the **Help Desk** by e-mailing HelpDesk@cayuga-cc.edu or by calling **315-294-8568**.

The First Time Student Password Help button.

Helping a student log into myCayuga for the FIRST TIME

First time students will receive a "**password letter**" from Cayuga with instructions on how to log in and will include their **temporary password**. It indicates they should log into myCayuga with their **Social Security Number**.

Non-Single Sign-On Student (not registered)

1. Go to https://my.cayuga-cc.edu and click the **Login to myCayuga** button.

2. Enter in *Social Security Number* and *password* found in Admissions letter and click the **Login** button to continue.

3. At the "Change Password" screen, re-enter their *temporary password* and then enter their *new permanent password* (twice). Click the **Login** button to continue.

4. At the "Security and Question Answer" screen, they will need to *confirm their new password* (as set up in step 4) and either choose a pre-defined security question or create their own question and answer. Click the **Submit** button to continue.

5. They should now be logged into myCayuga.

6. They need to find their Cayuga Username by clicking the **Personal Information** tab, and then by clicking the **My Credentials** button.

7. Have the student remember their Cayuga Username and their C-Number as indicated on the screen.

Single Sign-On Student (registered and with email)

1. Go to https://my.cayuga-cc.edu and click the **Login to myCayuga** button.

2. Enter in *Social Security Number* and *temporary password* and click the **Login** button to continue.

3. The "Your Password Has Expired" screen will appear. They will need to *re-enter their Social Security Number* and click **Submit** to continue.

4. At the next screen they will need to verify who they are by entering their *birthdate* and click **Submit** to continue.

5. They will be shown their Cayuga Username. Have the student remember this – they will need it later. Then **click the link** provided to continue.

6. At the "SSO Manager" screen, they will need to set up their security questions and answers. **Click the link provided** in Step 2 (they already have done Step 1).

7. They may be prompted to re-enter their Cayuga Username and temporary password in a dialog box.

8. At the "Setup Security Questions" screen, they should click the **Next** button to continue.

9. For security reasons, the student will need to *re-enter their temporary password*. Click **Next** to continue.

10. At the "Setup Security Questions" screen, they will need to *answer all three security questions with an answer*. Have the student remember the answers – they will be asked these questions in a later step. Click the **Next** button to continue.

11. On the next screen it will indicate they are now registered with the SSO Manager and will **need to click the provided link** to take them back to the main screen.

12. They now need to reset their password by doing Step 3 - "Reset Password." The student will need to enter in their Cayuga Username in the text field provided and click the **Next** button.

13. At the "Verify Your Identity" screen, they must answer the three security challenge questions (Step 10 above) and click the **Next** button to continue.

14. At the "Password Reset" screen, they enter their *new permanent password* (twice). Click the **Next** button to continue.

15. At the "Success" screen, the student should **click the provided link** to take them to the myCayuga login page.

16. At the myCayuga login screen, they should now use their Cayuga Username and new password, and click the **Login** button to continue.

17. They should now be logged into myCayuga.

18. They can find their Cayuga Username, Email address and C-number by clicking the **Personal Information** tab, and then by clicking the **My Credentials** button.

19. Have the student remember their Cayuga Username, Email address and their C-Number as indicated on the screen.