

# Creating and managing your NetID and password and NetID+

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# Tips for good password

- **Longer is stronger.** The best passwords are at least 10 characters in length. Include some capitalization and punctuation.
- **Use a phrase.** Pass phrases are easy to remember, but difficult to guess. If the service will allow, use spaces as special characters for added strength. This also makes the phrase easier to type.
- **Misspell a word or two.** Make a note of what was misspelled until typing the pass phrase becomes a habit (usually within a few days).
- **Consider** using a nursery rhyme, movie quote, or song lyrics, and then put a twist on it. Here are some examples (*DO NOT USE THESE EXAMPLES, or any phrase you find directly on the internet*):
  - *Nursery rhyme example: The green cow jumped over the moon!*
  - *Twisted movie quote: The films became miniscule? (twist on Sunset Boulevard quote)*
  - *Twisted song lyric: Infant, We Will Race (twist on "Born to Run" lyric)*
- A good password is one that is easy for you to remember, but difficult to guess.

# Email instructions will send you here:

The screenshot shows the UA NetID Management portal at [netid-portal.iam.arizona.edu](https://netid-portal.iam.arizona.edu). The page features three main columns of options:

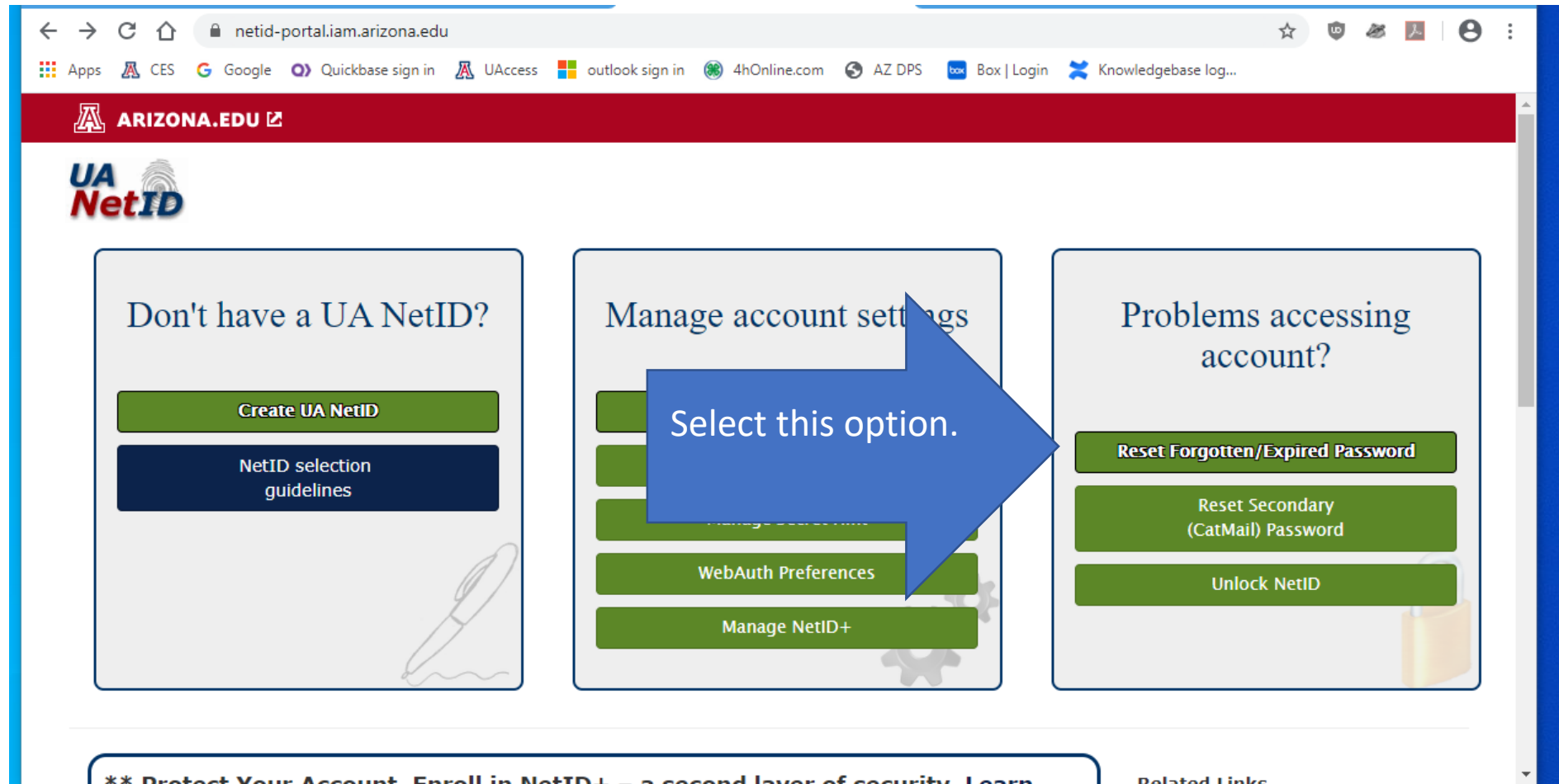
- Don't have a UA NetID?**
  - Create UA NetID
  - NetID selection guidelines
- Manage account settings**
  - Change Password
  - Manage Passcode Setting
  - Manage Secret Hint
  - WebAuth Preferences
  - Manage NetID+
- Problems accessing account?**
  - Reset Forgotten/Expired Password
  - Reset Secondary (CatMail) Password

At the bottom, there is a section for **\*\* Protect Your Account: Enroll in NetID+ - a second layer of security. Learn** and **Related Links**.

Select this 1st,  
follow instructions

Do this step 2<sup>nd</sup>, you need your  
NetID and password to get in.  
Follow instructions.

# Already have a NetID, but need to reset your password?



The screenshot shows the UA NetID portal at [netid-portal.iam.arizona.edu](https://netid-portal.iam.arizona.edu). The page features three main sections:

- Don't have a UA NetID?**
  - Create UA NetID
  - NetID selection guidelines
- Manage account settings**
  - Manage account settings
  - WebAuth Preferences
  - Manage NetID+
- Problems accessing account?**
  - Reset Forgotten/Expired Password
  - Reset Secondary (CatMail) Password
  - Unlock NetID

A blue arrow points from the "Manage account settings" section to the "Reset Forgotten/Expired Password" button, with the text "Select this option." overlaid on the arrow.

At the bottom of the page, there is a banner: **\*\* Protect Your Account. Enroll in NetID+ - a second layer of security. Learn** and a "Related Links" section.



**CatMail Users**

- This process will also reset your secondary CatMail password, which is used for Catmail on mobile devices.
- Your new CatMail password will be emailed to you.
- Please check CatMail from the Web to retrieve your new CatMail password.

**UAConnect Users**

- Please log out of all email applications, including your phone app, prior to changing your password.
- For more information, please see [Password Reset Best Practices](#).

Are you a student or former student, and cannot locate your Student ID, EMPLID or CatCard Info? [Click Here](#)

Your ID

Your EMPLID or Student ID is an 8-digit number.

Employees: Your PIN was sent to the email you provided on your employment form. If you do not have it, contact the 24/7 IT Support Center at (520) 626-TECH (6234).

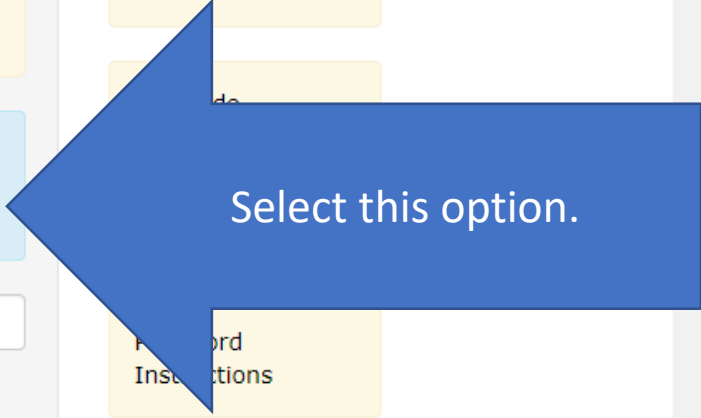
Steps

**Identify Yourself**

Secret Hint

de

ord  
Instructions



Enter your DCC/EmpID number and your birthdate.  
This number is in the emails you got from FSO.Arizona.edu.  
Then select Next.

**ARIZONA.EDU**

**UA NetID**

**CatMail Users**

- This process will also reset your secondary CatMail password, which is used for Catmail on mobile devices.
- Your new CatMail password will be emailed to you.
- Please check CatMail from the Web to retrieve your new CatMail password.

**UAConnect Users**

- Please log out of all email applications, including your phone app, prior to changing your password.
- For more information, please see [Password Reset Best Practices](#).

**Identifier**

Enter one of the following identifiers: Student ID, EMPLID or Social Security Number.

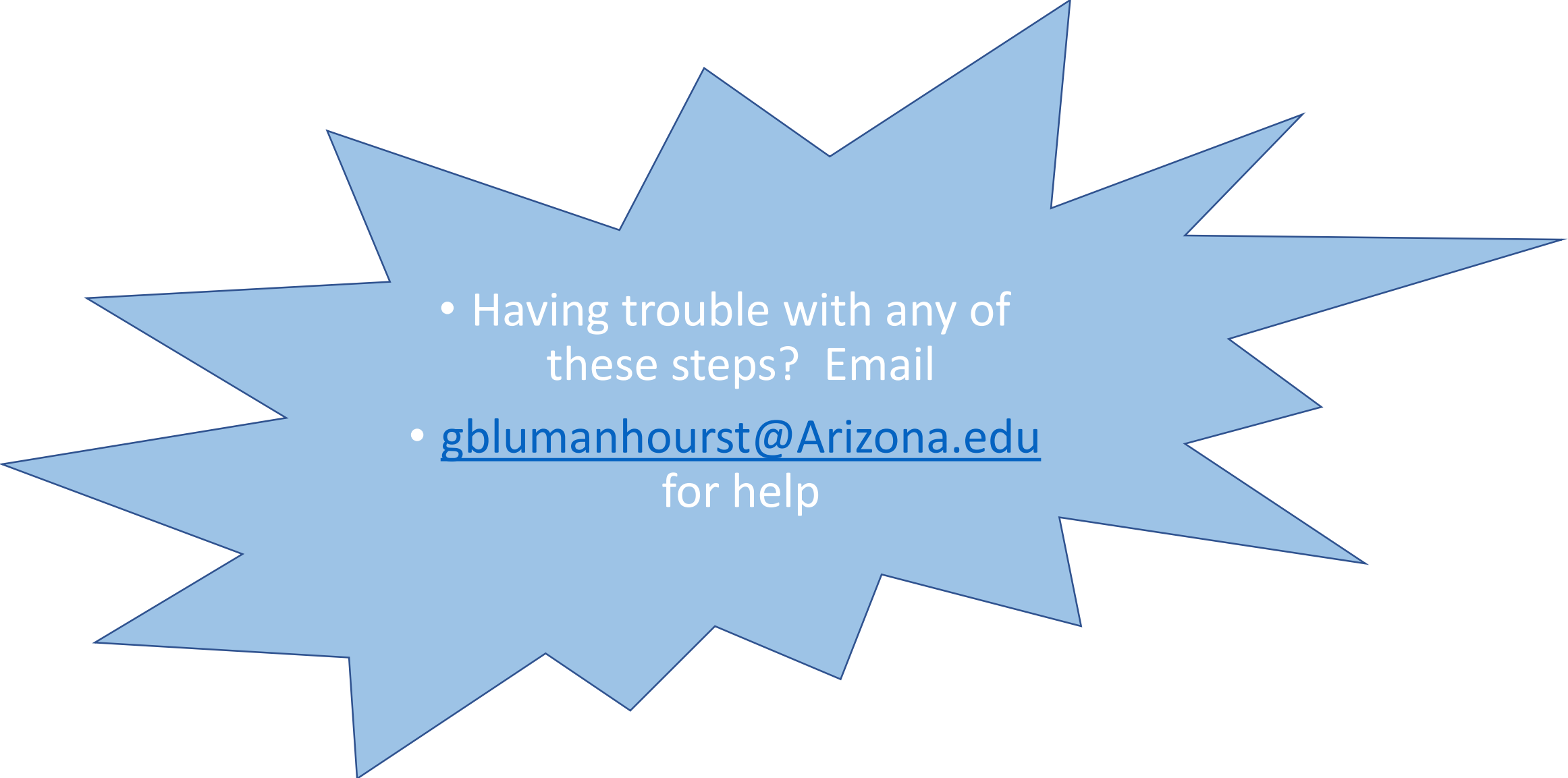
**Your Date of Birth**  -  -

Please enter your date of birth.

**Next**

**Steps**

- Identify Yourself**
- Secret Hint
- Passcode
- Agreement
- Password Instructions

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- Having trouble with any of these steps? Email
  - [gblumanhourst@Arizona.edu](mailto:gblumanhourst@Arizona.edu)  
for help