Dear **Student**:

Congratulations on your acceptance to Albany State University! So that we may communicate with you in an effective manner, we have already created a network and e-mail account for you. The e-mail account will be used as your official means of communication throughout your time at ASU.

**Ram ID #:** 900123456

**Network ID:** jdoe

**E-mail Address:** jdoe@students.asurams.edu

**Network Password**
To establish your network password, please visit https://passwordreset.microsoftonline.com. On this page, enter your full student email address (as shown above) and the characters shown in the verification box. On the following page, you will be asked where to receive a passcode. You can choose either the email address *or* phone number that you used when you applied to attend ASU. Once this passcode has been received and entered, you will then be able to establish a password of your choosing. The new password must be at least 10 characters long and will need to include capital and lower case letters, a number, and a special character, such as !,@,& or the like. The new password also cannot have any personal identifier information, example, your name, birth date, SSN etc.

Your Network ID and password will be used for accessing secure wireless networks, student computers, GeorgiaView online courses, the ASU housing portal, and other on-campus computing resources.

**Email Access**
You may access your new ASU student email account by visiting outlook.office365.com. You will login using your e-mail address and the new password you created following the above steps.

Beginning Spring 2020, all ASU Students are required to complete their Multi-Factor Authentication set-up. Multi-Factor Authentication is a security system that requires more than one method of authentication to verify a user's identity for a login. It is recommended that all

ASU students have two authentication methods set-up on their Office365 accounts. You may access MFA instructions by visiting https://www.asurams.edu/technology/student-mfa.php

**Banner Web**

You may access Banner Web by visiting https://banner.asurams.edu. To log in to Banner Web, you will first click "Login to Secure Area". Your "User ID" is your Ram ID # (see above). Your default "PIN" is your birthdate in the following format: MMDDYY (111890 for example). When you've successfully logged into Banner Web using this default PIN, you will be prompted to change the PIN to something you can remember easily.

*Contact us!*

If you need assistance with any of these services, please feel free to stop by one of our Service Desk locations.

East Campus: 1st floor James Pendergrast Library

West Campus: Room A-153 - Technology Building

You may also send us an email at helpdesk@asurams.edu or call us at 229-500-HELP (4357).