



## City University student account

Your CityU student account will be an inseparable component of your career at City University of Seattle, you will need it from the beginning till the end of your studies.

**WHY do I need a CityU account? Without valid CityU student account you will not be allowed:**

- ✓ to use **Blackboard** (e-learning platform necessary for your studies) !
- ✓ to use **MyCityU portal** (CityU support center, online databases, library service, etc.) !
- ✓ to use your **CityU e-mail account** !

**WHAT do I need to create a CityU account? Activation of each CityU student account requires:**

- ✓ Connection to **the Internet**
- ✓ **CityU student ID** (student number that you should get during your registration, if you do not have or know your student number, contact your study advisor as soon as possible)
- ✓ **Date of Birth**



**TIP:** Create your CityU account immediately after receiving your CityU student ID.

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## Creating your CityU student account

Once you have your CityU ID (student number), you have everything you need to create your own CityU student account.

**HOW can I create a CityU account? Follow this procedure step-by-step:**

**Step 1:** Open your web browser (Internet Explorer, Mozilla Firefox, etc.)

**Step 2:** Type in the following address [my.cityu.edu](http://my.cityu.edu) and hit enter (you will get to CityU portal)



**TIP:** Do not write *www.* in front of the address!



Step 3: **Click on the link** just as it is highlighted at the picture below.

## Welcome to the portal!



Student



Faculty



Staff

### ■ Create Account

If you are a student, faculty, or staff of CityU, and don't have an account, [click here](#) to create one.

### ■ Change/Forgot Your Password?

[Click here](#) if you forgot your password, or just want to change it.



### ■ Having Trouble Signing In?

If you need help getting started, check out our [Help section](#) which contains FAQs and contact information for our support center.

Remember, always **Sign Out** and **Exit** your web browser when you are finished!

#### Attention Faculty and Staff!

- If the login window appears, please type "UNIV\" before your user name.
- If you are unable to sign in, please try [changing your password](#) - You will need to know your CityU ID and date of birth.
- After 5 unsuccessful login attempts, the system will lock you out for 30 minutes.



**Step 4:** The account creation form will display (as illustrated below). First of all, enter **your date of birth** in a prescribed format (**MMDDYYYY**), then enter **your CityU ID (student number)**.



*Example: If you were born on October 3<sup>rd</sup>, 1990, enter 03101990 as your Date of Birth.*

## Create a City University of Seattle Portal Account

[Back to Login](#) [Create Your Account](#) [Reset Password](#) [Technical Help](#)

### Create Your Account

**!** When you use the form on this page to create an account, you are creating both a CityU email account as well as a CityU portal account. These accounts will become fully functional in 24 business hours.

#### 1 Verify Your Identity at City University of Seattle

Before we can create your account, we need to confirm your identity by requiring you to enter your date of birth and your City University of Seattle ID number in the fields below.

**Date of Birth:**

*Enter the date in the format MMDDYYYY*



**City University of Seattle ID:**

*Do not enter U.S. Social Security # here.*



#### Related Links

If you are experiencing problems with this form, contact the Technology Help Desk:

#### Contact Information

[technical help](#)

**Phone:** (866) 588-5286

**Step 5:** Move down through the creation form and select **your username**. Your **username must contain at least 8 characters** including:

- ✓ 1 uppercase character (from A to Z)
- ✓ 1 lowercase character (from a to z)
- ✓ 1 base digit (from 0 to 9)

#### 2 Select a Username and Password

Select a username that is easy to remember and type it into the field below. This username will be used as your login to your CityU portal and will also be used in your email address in the following format:  
*yourusername@cityu.edu.*

An example username for a person named John Smith might be "jsmith." Your username has to be between 5 - 20 characters. Limit it to a combination of letters, numbers, and the following special characters: underscore ("\_"), or dash ("-"). Avoid using the following characters forward or backward slashes ("/" or "\"), at signs ("@"), and percent signs ("%").

**Username:**





**Step 6:** Move down through the creation form and select **your password**.  
Your **password must not contain** significant portions of your username or your full name!

Password:



Confirm Password:



Create a City University of Seattle Account



**Step 7:** Finish the creation of your CityU account by clicking on **“Create a City University of Seattle Account”** at the end of the form.



**NOTE:** You will get an **automatic confirmation** if your CityU account is created successfully. Your CityU student account will be **fully active within 24 business hours**.



**TIP:** Have you received following error message - **“the information you provided does not match what is currently in our system”**? The system might distort your date of birth inadvertently. Try to **rewrite your date of birth in the format DDMMYYYY**.



**TIP:** **Unable to create your CityU account** for whatever other reasons? Repeat the procedure again or inform the CityU helpdesk about your problems at [help@cityu.edu](mailto:help@cityu.edu).

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## Valid CityU student account

After 24 business hours, your CityU student account should be fully active and ready for use.

**HOW can I test if my CityU account is really working? Try to log into following portals using your CityU account's username and password:**

- ✓ visit **MyCityU** portal at [mycityu.edu](http://mycityu.edu) (then choose “Student” and enter your credentials)
- ✓ visit **Blackboard** at [courses.cityu.edu](http://courses.cityu.edu)