Resolve Login Issues

To reset your Campus AD password, click [here].

To reset your CRBS LDAP (aka CRBS Single Sign-On, aka CRBS SSO) password, click [here].

For get additional info on UCSD Campus logins (AD, Business Systems, Kerberos), click [here].

Detailed instructions for specific tasks are listed below.

To change your AD password, you will need to know your AD username and one of the following:

- I know my current AD password and would like to change it.
- I know my UCSD Business Systems password and would like to use it to change my AD password.
- I know my UCSD Network password and would like to use it to change my AD password.
- I would like to use personal information (employee ID, SSN, and birthday) to change my AD password.

Take this information to [https://adweb.ucsd.edu/adpass/](https://adweb.ucsd.edu/adpass/)

To change your LDAP password, you will need to know "BOTH" your LDAP username and your LDAP email address.

- Click [here].
- Enter your LDAP username (often this matches your AD username, but not always)
- Enter the email address associated with your username (often this matches your @ucsd.edu or @ncmir.ucsd.edu email address
- Click Submit
- Watch for an email to the address you provided that contains a link for resetting your password
  - the email should be from [crbs-security@ncmir.ucsd.edu](mailto:crbs-security@ncmir.ucsd.edu)
  - remember to check your spam folder
  - give it 5 minutes before you submit a ticket via email to support@crbs.ucsd.edu
- Click the link, or paste it into a browser
- Type in your new password twice
  - your new password must not be the same as your old one
  - your new password must have at least 1 character from each of the following four categories
    - uppercase
    - lowercase
    - numbers
    - special characters
    - These are okay
    - These are not okay
- Reconfigure any applications that need this password
  - email clients like Thunderbird, Gmail, Mail.app, Outlook, etc.
- Remember to use your new password when logging into NCMIR workstations, Jira, Confluence, etc.

To Retrieve Your Username via [https://crowd.crbs.ucsd.edu](https://crowd.crbs.ucsd.edu)

- Click "Can't access your account?"
- Choose "I have forgotten my username"
- Enter your email address
- Check email for a link that will allow you to reset your password, or which provides your username.

To Check Your Group Membership via [https://crowd.crbs.ucsd.edu](https://crowd.crbs.ucsd.edu)

- Login with your username and password.
- Click on "Groups"

To Check Your Application Privileges via [https://crowd.crbs.ucsd.edu](https://crowd.crbs.ucsd.edu)

- Login with your username and password.
- Click on "Applications"