

How to Access GoCSN When Your Password Has Expired

Step-By-Step Guide

How to Access GoCSN When Your Password Has Expired

This guide provides a straightforward process for logging into GoCSN and updating your password when it has expired. Use these steps to navigate through the authentication screen and successfully reach GoCSN.

**Note: If you run into any issues with the process below, please contact the CSN Call Center at (702) 651-5555 Option 4 for assistance*

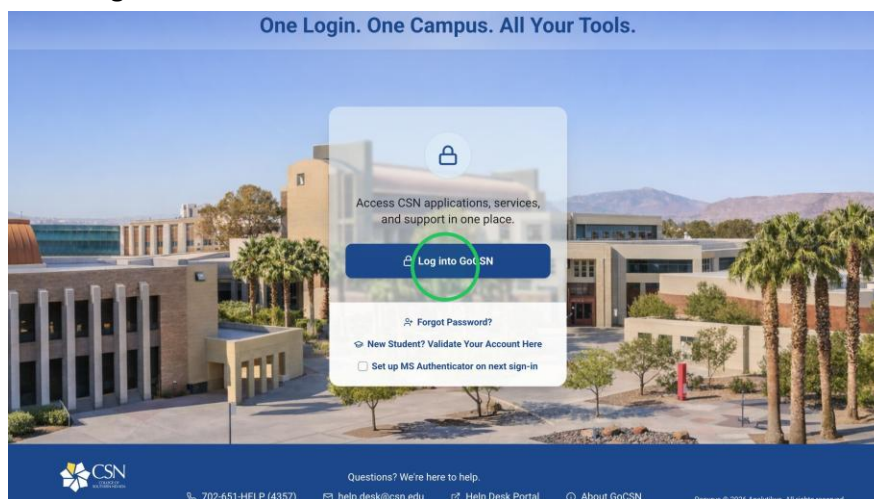
Step 1: Open the GoCSN Portal

- Go to: <https://www.csn.edu>
- Click the **Login** dropdown
- Select **GoCSN**

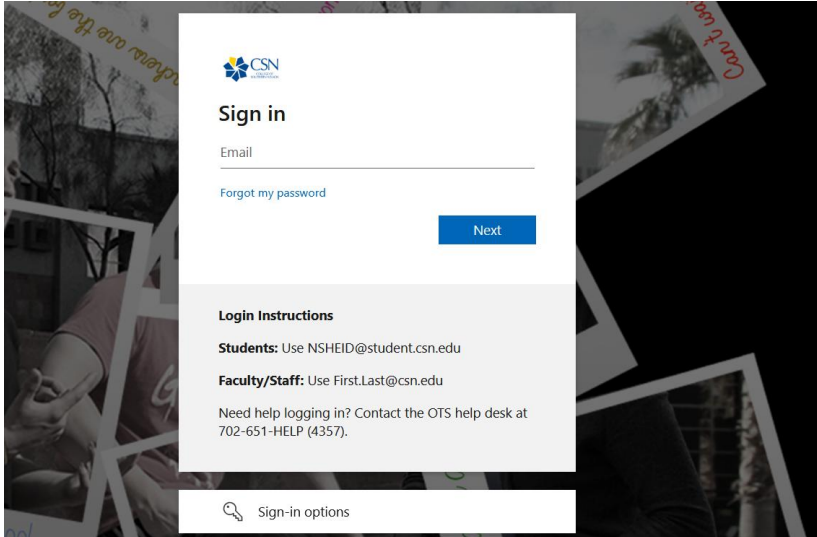


Step 2: Log in

- Click “Log into GoCSN”

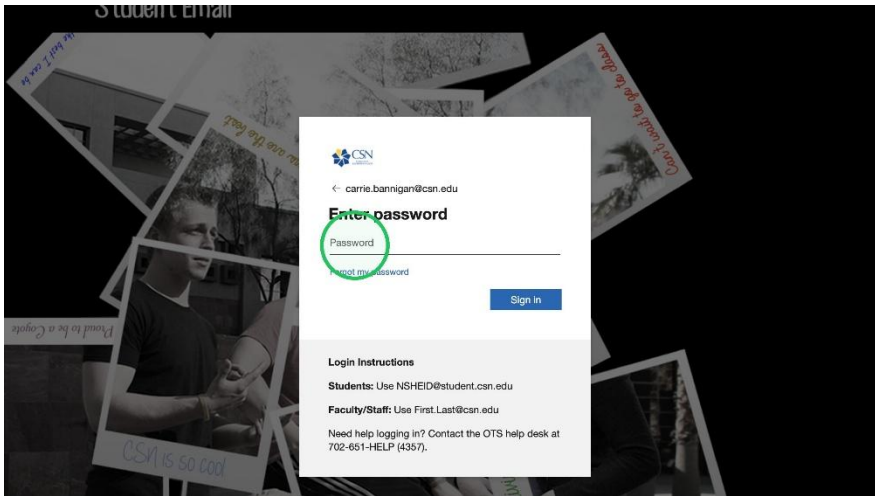


- Enter your email address (*Students use: NSHEID@student.csn.edu; Faculty & Staff use: first.last@csn.edu to log in)*)



Step 3: Enter Your Password

- Enter your password and click “Sign in”

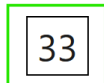


Step 4: Approve sign in

- Open Microsoft Authenticator or an authentication app of your choice and enter the number displayed on the screen

Approve sign in request

-  Open your Authenticator app and approve the request. Enter the number if prompted.



Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Login Instructions

Students: Use NSHEID@student.csn.edu

Faculty/Staff: Use First.Last@csn.edu

Need help logging in? Contact the OTS help desk at 702-651-HELP (4357).

- Select Yes or No to stay signed in



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Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No

Yes

Login Instructions

Students: Use NSHEID@student.csn.edu

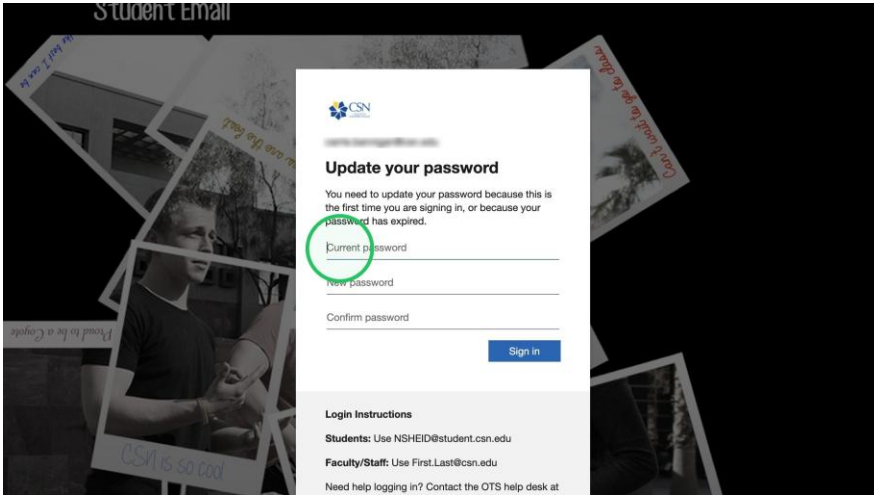
Faculty/Staff: Use First.Last@csn.edu

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Step 5: Update Your Expired Password

Because your password has expired, you will be prompted to update it before signing in. Complete all three fields on the screen:

- Click the **Current password** field and enter your existing password
- Click the **New password** field and enter a new password
- Click the **Confirm password** field and re-enter your new password



Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

Login Instructions

Students: Use NSHEID@student.csn.edu

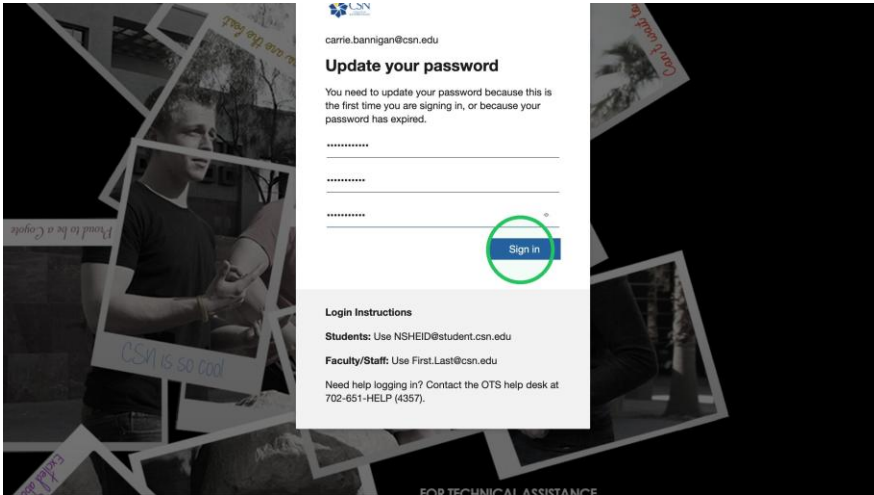
Faculty/Staff: Use First.Last@csn.edu

Need help logging in? Contact the ITS help desk at

Note: Your new password must meet at least 3 out of 4 CSN password requirements — minimum 8 characters, at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character.

Step 6: Sign In

- Click **Sign in** to submit your new password and complete the login process.



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Update your password

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Sign in

Login Instructions

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Faculty/Staff: Use First.Last@csn.edu

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Step 7: Process Complete

Your password has been successfully updated and you are now logged into your GoCSN account. You will be directed to your **My Apps** dashboard where you can access all of your applications.

