

How to Reset Your CSN Account Password Using Microsoft Authenticator

Step-By-Step Guide

How to Reset Your CSN Account Password Using Microsoft Authenticator App

Follow these steps to securely update your account password if you have forgotten it or need to change it.

Note: This process will update your password across all CSN systems.

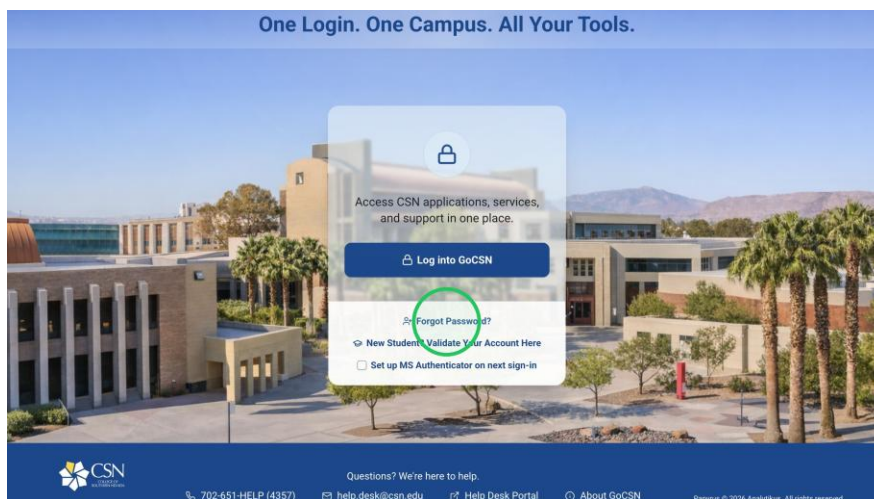
Step 1: Open the GoCSN Portal

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



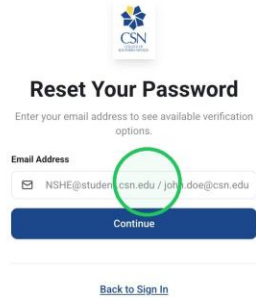
Step 2: Click "Forgot Password?"

- Click **"Forgot Password?"**



Step 3: Enter Your Email Address

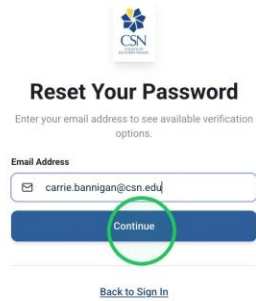
- Type your email address into the **Email Address** field




Reset Your Password
Enter your email address to see available verification options.
Email Address
NSHE@student-csn.edu / john.doe@csn.edu
Continue
[Back to Sign In](#)



- Click **Continue**




Reset Your Password
Enter your email address to see available verification options.
Email Address
carrie.bannigan@csn.edu
Continue
[Back to Sign In](#)



**Note: If you do not have access to your email, please contact the CSN Call Center at (702) 651-5555 Option 4*

Step 4: Select Verification Method

- Select “**Microsoft Authenticator**” and then click “**Continue with authenticator**”

Choose how to verify
Select how you want to verify your identity to reset your password.
carrie.bannigan@csn.edu

☒ **Microsoft Authenticator**
Enter a 6-digit code from Microsoft Authenticator.

☐ **Email link**
Receive an email with a link to continue your password reset.

Continue with authenticator

Still need help? Please contact the CSN Call Center at 702-651-5555, Option #4 or contact the help desk at 702-651-HELP (4357).

[Back to Sign In](#)



Step 5: Enter the Authenticator Code

- Open your **Microsoft Authenticator** app on your mobile device and locate the current **6-digit code**



Verify with Microsoft Authenticator

Open Microsoft Authenticator, enter the current 6-digit code below, then continue in this browser.
After you verify, this page will continue automatically.

6-digit code
000000

Verify and continue

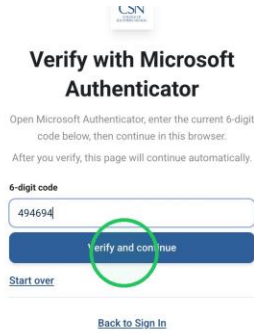
[Start over](#)

[Back to Sign In](#)



- Enter the 6-digit code into the field provided

- Click “Verify and continue”

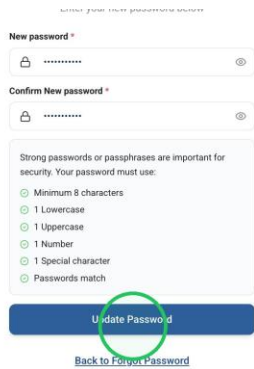



Step 6: Set Your New Password

- Enter your new password in the **New password** field
- Re-enter your new password in the **Confirm password** field

Note: Your password must meet all listed requirements. Each requirement will display a green checkmark once met.

- Click “Update Password”




Step 7: Sign Back In

- Your password has been reset successfully. Click **“Back to Sign In”** to return to the GoCSN portal and log in with your new password



Step 8: Process Complete

Your CSN account password has been successfully reset. You can now log in using your new credentials across all CSN systems.