Password first-time users

User ID/Password Information for First-Time Users

Student

If you do not know your user ID, you can get your user ID using your Social Security Number and birth date. Your ULink user ID will be the same as your university email user ID.

You will initially log on using a default password:

- Your password will be a capital L, the first two letters of your first name, the first two letters of your last name, then an exclamation mark (!), then the last four digits of your student id. For example:

  Jane Smith, student ID 1234567, her password is Ljasm!4567

To reset your password please click here. If you have forgotten your password and have not set your challenge questions, please take a picture ID to a computing center for a password reset.

Students should also select a Personal Identification Number (PIN) when first logging in to ULink. Ordering official transcripts, viewing account statements, and paying fees with a credit card in ULink will require a PIN for access. To choose a PIN,

To choose a PIN, go to ULink > on the Portal entrance click on Students > Sign into System > click the Profile Tile > in left navigation, Click PIN > Follow the directions as provided in the window.

Do not share your PIN.

If you are a returning student or alumni, please contact the IT HelpDesk to get your password reset.

If you have user ID or password problems, please contact the IT HelpDesk at 852-7997,
LiveChat, or Create an Incident in Service Catalog

Faculty/Staff

If you do not know your user ID, you can obtain your User ID using your Social Security number, or the 7-digit employee ID printed on your Cardinal Card. If you have already used your university email account, your ULink user ID will be the same as your email user ID.

- Your password will be a capital L, the first two letters of your first name, then the first two letters of your last name, then an exclamation mark (!), then the last four digits of your employee ID. For example:

  Jane Smith, employee ID 1234567, her password is Ljasm!4567

To reset your password please click here. If you have forgotten your password and have not set your challenge questions, your unit's Tier 1 technical support staff can change your password or you can take a picture ID to a computing center for a password reset.

If you are a returning employee or alumni, please contact the IT HelpDesk to get your password reset.

If you have user ID or password problems, please contact the IT HelpDesk at 852-7997,
LiveChat, or Create an Incident in Service Catalog