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/

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
  - 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 will be checked against a database of billions of known compromised passwords
  - your new password must have at least 1 character from each of the following four categories
    - uppercase
    - lowercase
    - numbers
    - special characters
- 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

- 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

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

To Check Your Application Privileges via https://crowd.crbs.ucsd.edu

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