

CCCU Computing Account Setup Guide

What is my CCCU username?

You will receive an email titled "Information on creating your CCCU Computing Account" from noreply@canterbury.ac.uk which will confirm your CCCU username and temporary password.

Dear **NAME**,

We are looking forward to welcoming you to Canterbury Christ Church University and are pleased to confirm that you are now eligible to set up your University Computing Account.

Username
Your CCCU username is **AAXXX**

Temporary Password
Your account currently has been given a temporary password which, for security, is a combination of the word "Staff" or "Student" (dependent on what type of user you are), your **student or staff id number** and then your **Date Of Birth (yyyy-mm-dd)**. For example:

Student1234567891989-02-15
Staff125461976-12-10

Once you have worked out your temporary password, please click on the link below. When you click on the link, you will be asked to enter your username and temporary password and then enter a new password twice. Once complete, you will be taken to your CCCU email inbox.

<https://outlook.canterbury.ac.uk/>

By completing the account set up process, you are accepting the University's IT Terms of Use. For reference, these can be found [here](#).

If you have any questions on how to complete this account set up process or if you haven't received the email containing your password, please contact:

Staff and Associates	Students
IT Service Desk it-service@canterbury.ac.uk	I-zone I-zone@canterbury.ac.uk

Kind Regards,

Canterbury Christ Church University

Your CCCU username is how you will access your CCCU Computing Account – you will also be asked for this if you ever need to contact the i-zone.

How do I work out my password?

We have set a temporary password on the account that you will be asked to change as soon as you try to log in.

It is made up of:



Examples:

Student1234567891976-12-15 OR StudentABC123456781976-12-15

NB: Please note the hyphens in the DOB

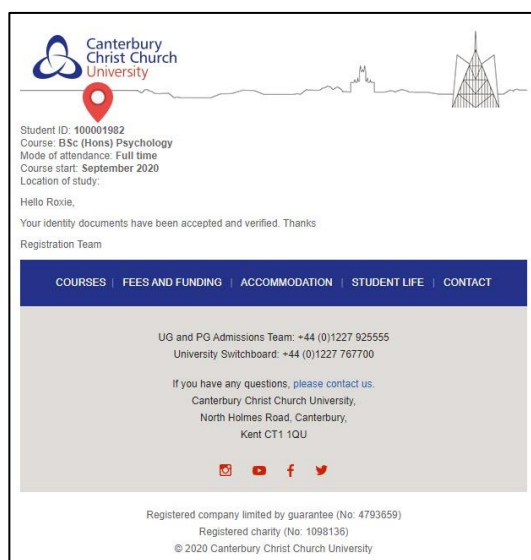
This is case sensitive and must be a capital "S"

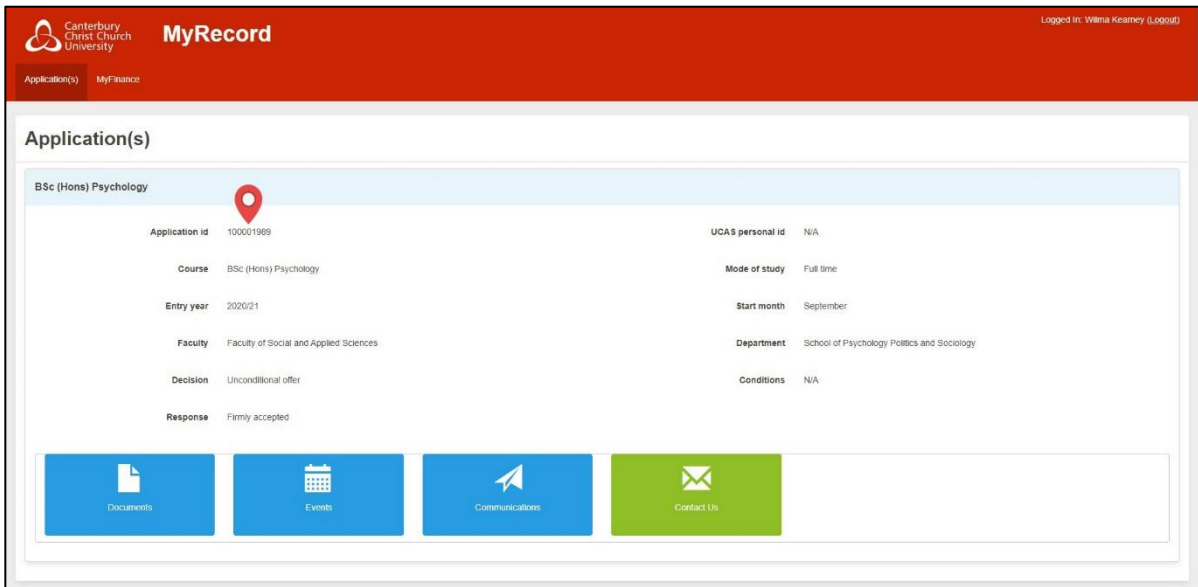
Where can I find my Student ID?

Your Student ID will be in one of two formats.

- If you are new to the University, your Student ID will be 9 numbers e.g. 100012345
- If you are a student that has studied with us before then your username will be 11 characters – 3 letters and 8 numbers e.g. ABC12345678

For new students, your Student ID is included on emails that you have already received from the University or on your "MyRecord" dashboard. Screenshots below give you an example of where to find this information.

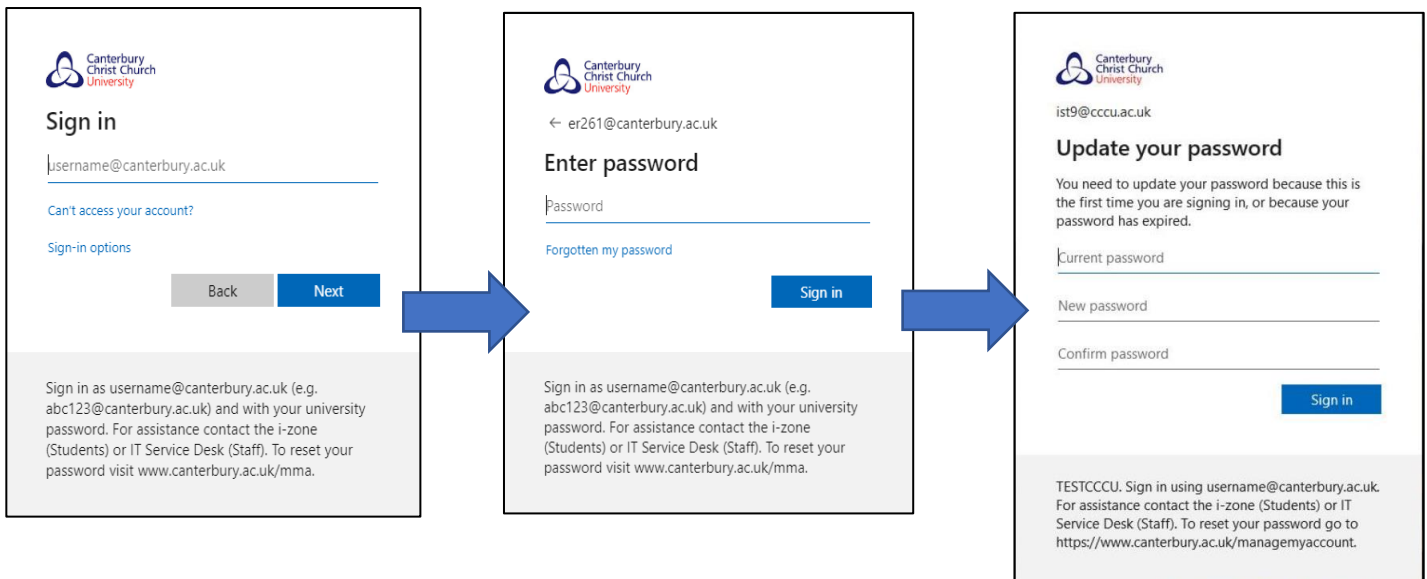




How do I access my account?

Click on this link: <https://outlook.canterbury.ac.uk/>

And you will be presented with the following screens:



Enter your username on screen 1, your temporary password on screen 2 and then choose a new password on screen 3.

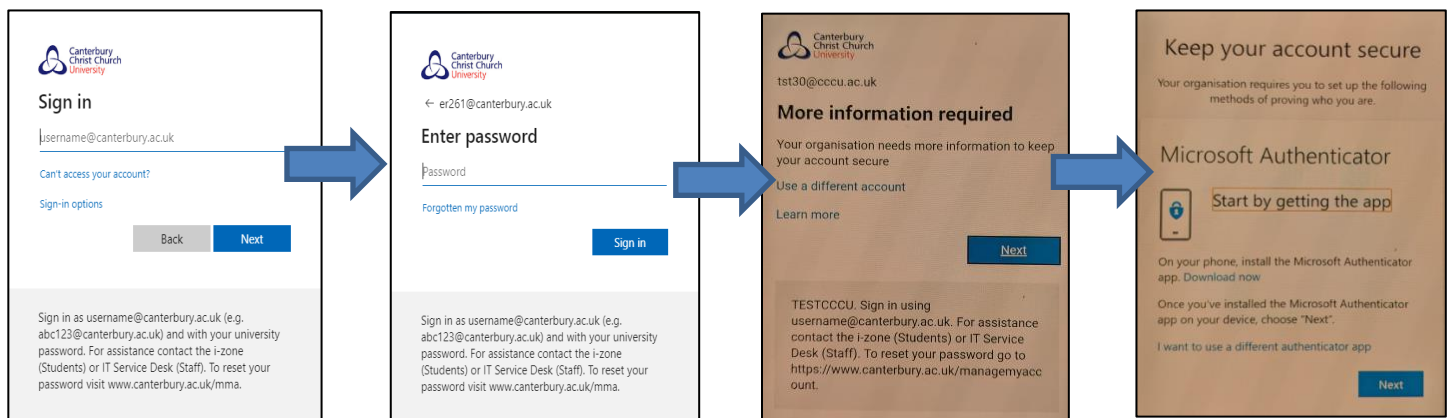
You will then be automatically directed to your email inbox.

How do I add my recovery information?

In order for you to use Self Service Password Reset in the future, at next login you will be asked to enter some recovery information that can be used to verify your identity.

This is really important step as it will allow you to self-service your account in the case of a forgotten password or locked account.

NB: You will be prompted to download Microsoft Authenticator App but this is optional. If you would prefer not to use this method then please click "I want to set up a different method" in a browser window or "next" on a mobile device (4th screen below).



Once you have completed these steps, you will be redirected to the application (Word, Outlook, Excel etc) that you were attempting to access.

For any queries that are not listed, please contact
i-zone@canterbury.ac.uk