

# 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](mailto: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](mailto: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 NCMI 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"