



## CampusConnection Helpsheet Forgot NDUS Account ID

1. Access the [NDUS Account Info](#) page.
2. Select **[I Forgot my NDUS Account ID]**.
3. Enter your SSN, Name and Date of Birth, then click **[Continue]**.

### What is My User ID?

What is My User ID? will search the database for a User ID that matches the Social Security Number (SSN), Date of Birth, First and Last name. Please use your full, legal name.

If found, you will be given the User ID that is associated with your user profile. If your profile has an email address, you can then proceed to the Forgot My Password process and retrieve a new password.

If there is no email address, you should contact the Help Desk. (The Forgot My Password process will inform you of a missing email address).

All four fields are required to find a match. If you do not feel you wish to use this process, contact the Help Desk.

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*SSN:	<input type="text"/>	Example: XXX-XX-XXXX (Enter with dashes)
*First Name:	<input type="text"/>	Full, Legal First Name
*Last Name:	<input type="text"/>	Full, Legal Last Name
*Date of Birth:	<input type="text"/> <input type="text"/>	Example: mm/dd/yyyy

4. The resulting screen will display your UserID.

## User ID Match Found

Based on the provided information, your User ID is:

**User ID:** Mystic.lan

(If you know this is not correct, please report this to the NDUS Help Desk immediately.)

You may have received an email regarding your assignment of an NDUS User ID (firstname.lastname). Before you use the NDUS User ID, you must 'claim' or activate your account.

To claim your user account, go to NDUS Claim Site:

<http://helpdesk.ndus.edu/ndusaccount/>

Select 'Have I claimed my Account'.

If your NDUS User ID hasn't been claimed, go to the NDUS Claim Site and select 'Claim my Account'.

If you have forgotten your NDUS User ID, go to the NDUS Claim Site and select 'Forgot your Password'.

If you have any questions, please contact the NDUS Help Desk:

NDUS Help Desk

Phone: 1-866-457-6387

Help Desk Hours: 24hrs - 7 day a week

Website: <http://helpdesk.ndus.edu/>

For User ID questions and help, contact the North Dakota University System Help Desk at 1-866-457-6387.