C-Key Account Activation Instructions

C-Key is the system we use, in collaboration with OSU and the other OSU A&M institutions, for managing login credentials for CSC e-mail, network access, etc.

To properly activate your C-Key account, please follow these instructions:

1. Visit the C-Key website: [http://ckey.connorsstate.edu](http://ckey.connorsstate.edu)
2. Click the “Connors Account Activation” button.
3. Read the Notice and click the “Continue” button.
4. Enter the first two letters of your last name, the last five digits of your SSN, and your date of birth and click the 'Next' button to begin the setup process:
5. Enter the six-digit numeric PIN provided to you by the Business Office, Registrar’s Office, or Financial Aid Office. If you did not receive a PIN, please send a request for PIN to cschelp@connorsstate.edu along with your birth date, last 4 digits of your SSN, and CWID number and a new PIN will be sent to you.
6. Please read the welcome screen and take note of your username you have been assigned. Click the “Next” button to continue.
7. Please read the password requirements then create your own password, as shown in the circled area, or select one of the preset passwords provided. Please remember this password as you will use it to login to your e-mail, the CSC network, etc. Click the “Next” button to continue.
8. Enter a preferred first name, if desired, and select the radio button indicating your primary contact information. You may also select to publish your personal phone number in the CSC Directory.
9. Enter your emergency contact information, if desired. If not, select the checkbox indicated by “I Have No Emergency Phone Number.” Click the “Next” button to continue.
10. Select the e-mail account you wish to use. Click the “Next” button to continue.
11. Select the Connors Account E-mail System to use for your official e-mail or select a forwarding e-mail address to utilize.
   
   **Note:** If you select the “Enter a new destination address” option, you will not have a CSC mailbox established as mail will simply be forwarded to your personal e-mail account you provide. Also, your personal e-mail account will be visible to others if you reply to messages.
12. Click the “Next” button to continue.
13. Enter your alternate e-mail address for use if you need to reset your account information if your password expires or if you find yourself locked out of your account. If you select the “I do not have an alternate e-mail address” button, then you will not have the option to have your password reset TOKEN sent via this method. Click the “Next button to continue.
14. Provide consent and phone information to utilize your mobile phone to receive text messages for use if you need to reset your account information if your password expires or if you find yourself locked out of your account. If you select the radio button indicated by “No, I DO NOT consent to receiving text messages,” then you will not have the option to have your password reset TOKEN sent via this method. Click the “Next button to continue.
15. Create a challenge secret word or phrase to be used to confirm your identity. Remember this Challenge Secret as you may be required to use it to reset your account. Click the “Finish” button to complete the wizard and continue with the setup process.
16. Provide emergency contact information for another individual who can provide information if you are determined to be missing. You may opt out by selecting the check box indicating “I do not want to enter any contact information.” Click “Save” to continue.
17. Once you see your personal profile, your account is now active. Please note your information indicated on this page as you will use it to access various systems at CSC. Also, once you arrive at this screen, please allow 10-15 minutes for the system to properly activate your account before attempting to login to the network, e-mail, etc.
C-Key Account Reset Instructions

To properly reset your C-Key account, please follow these instructions:

1. Visit the C-Key website: http://ckey.connorsstate.edu
2. Click the “Reset password” link.
3. Enter your C-Key e-mail address. Click the “Next” button to continue.
4. Select the Token delivery method you wish to use:
   a. I already have my token – Select this option if you already have your token. You will be required to input the Token you have received.
   b. Alternate E-mail Address – Select this option to have your Token emailed to your alternate email address. You will be required to check this e-mail account and input the Token you have received.
   c. Text Message – Select this option to have your Token sent via text message to your cell phone. You will be required to check this e-mail account and input the Token you have received.
5. Click the “Next” button to continue.
6. Insert your Token. Click the “Next” button to continue.
7. Read the notice to users. Click the “Continue” button to continue.
8. Please read the password requirements then create your new password, as shown in the circled area, or select one of the preset passwords provided. Please remember this password as you will use it to login to your e-mail, the CSC network, etc. Click the “Next” button to continue.
9. Once you see your personal profile, your account should now be reset. Also, once you arrive at this screen, please allow 10-15 minutes for the system to properly update your account before attempting to login to the network, e-mail, etc.