

C-Key Account Activation



You will need...

1. **...your activation PIN** (*Don't have one, then please see the Admissions Office (for students), (for employees) contact the Helpdesk using the contact information below.*)
2. **...your identifying information such as your last name, SSN, and birth date** (*Don't know your SSN, then please contact the Admissions Office for assistance.*)
3. **...a computer with access to the internet.**
4. **...to be an admitted student to CSC or another OSU A&M institution for the current semester.**

Instructions:

- Visit the C-Key website: <http://ckey.connorsstate.edu>
- Click the "Connors Account Activation" button.
- 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:
- Enter the six-digit numeric PIN provided to you by the Admissions Office (for students) or IT HELPDESK 405-744-4357 (for employees). If you did not receive a PIN, please contact one of the two departments above.
- Please read the welcome screen and **take note of your username** you have been assigned. Click the "Next" button to continue.
- Select your primary contact information we have for you on file or another option if you prefer.
- IMPORTANT:** Please provide a phone number that we may use to send a voice message and/or text message to you in the event of an emergency on campus. Click the "Next" button to continue.
- Select the login address you wish to use from the options given and **take note of this email address** that you are choosing.
- Select the Connors Account Email System to use for your official email or select a forwarding email address to utilize. We strongly urge you to use your Connors State College email as **email is the official method of communication at CSC.**
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 email account you provide. Also, your personal email account will be visible to others if you reply to messages.
- Click the "Next" button to continue.
- Read the "Notice to Users" verbiage and click the "Continue" button when ready.
- Enter your alternate email 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 email 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.
- 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.
- 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.
- Read the "Notice to Users" verbiage and click the "Continue" button when ready.
- Please read the password requirements then **create your own password**, or select one of the preset passwords provided. **Please remember this password** as you will use it to login to your email, the CSC network, etc. Click the "Next" button to continue.
- Please read over your "Connors Account Confirmation" information and click the "Continue" button when ready.
- Once you reach the C-Key login page, your account is now setup and you may login to your C-Key account.
- Please note the information you gathered above (i.e. email address, username, password) as you will use these items to access various systems at CSC. Also, please allow 10-15 minutes (occasionally 30 minutes) for the system to properly activate your account before attempting to login to any of the associated systems.
- Thank you.

Questions?

Please use the online FAQs for immediate access to popular questions and answers. You can view the FAQ page here: <http://ckeyhelp.connorsstate.edu>. If you cannot find a resolution to your issue via the FAQ page, please contact the CSC IT Systems Helpdesk with any issues you may have encountered via Phone at [\(405\) 744-4357](tel:4057444357).

NOTE: Due to continuous improvements being made by OSU concerning the C-Key system, these instructions may not reflect the actual steps needed to successfully reset your account with 100% accuracy. They will, however, guide you through the reset process in order for you to successfully activate your account.

Revised: December 2017

C-Key Account Reset



You will need...

5. ...your CSC email address.
6. ...your TOKEN for reset (see instructions below for TOKEN delivery methods).
7. ...a computer with access to the internet.
8. ...an activated C-Key account with roles for the current semester (if you have not activated, please use the C-Key Account Activation Form).

Instructions:

- Visit the C-Key website: <http://ckey.connorsstate.edu>
- Click the "Reset password" link.
- Enter your C-Key email address. Click the "Next" button to continue.
- Select the TOKEN delivery method you wish to use:
 - 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.
 - Alternate Email Address* - Select this option to have your TOKEN emailed to your alternate email address. You will be required to check this email account and input the TOKEN you have received on the next screen.
 - Text Message* - Select this option to have your TOKEN sent via text message to your cell phone. You will be required to check this email account and input the TOKEN you have received on the next screen.
- Click the "Next" button to continue.
- Insert your TOKEN. Click the "Next" button to continue.
- Read the notice to users. Click the "Continue" button to continue.
- Please read the password requirements then create your new password or select one of the preset passwords provided. Please remember this password as you will use it to login to your email, the CSC network, etc. Click the "Next" button to continue.
- Once you see your personal profile, your account should now be reset.
- Once you arrive at the personal profile screen, please allow a minimum of 10-15 minutes (occasionally 30 minutes) for the system to properly update your account before attempting to login to the network, email, etc.

Questions?

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NOTE: Due to continuous improvements being made by OSU concerning the C-Key system, these instructions may not reflect the actual steps needed to successfully reset your account with 100% accuracy. They will, however, guide you through the reset process in order for you to successfully activate your account.

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