

## **Instructions for Activating the Case User ID (also called Network ID) and Password Re-set**

If you have difficulty logging into SpiderWeb, it may be because you do not have a Case User ID--or if you have one, your Case User ID may require activation and your password may need to be re-set.

To activate your account please do the following:

1. Go to the PIN retrieval tool at [http://its-services.case.edu/my-case-identity/activate/get\\_pin/](http://its-services.case.edu/my-case-identity/activate/get_pin/)

1. Enter your last name (<last>), your SSN, and your date of birth in the appropriate fields
2. Click "Lookup PIN" - your PIN is 4 characters (letters and numbers) long.

2. Once you have retrieved your PIN, go to page: <https://its-services.case.edu/my-case-identity/activate/index.cgi>

1. Enter your name (<last>) and the PIN you retrieved in Step 1 above and click "Continue"
2. You will be asked to select a security question from a list of common questions and to provide an answer to it. The question and answer are our means of verifying your identity should you ever forget your password and need to reset it. Please commit the answer to memory. You will not need to remember the question, we provide that for you in the appropriate forms. The answer does not have to make sense in terms of the question (for example Q: "What is your favorite color?" A: "Daffodilly" is perfectly acceptable), as long as you remember what it is.
3. You will be asked to provide a password - there are some requirements for picking a good password, (for example, it has to be a minimum of 8 characters in length). To see all the requirements for picking a "good" password, please see <http://www.case.edu/its/password/>.

Finally, if you have any additional problems activating your account, please contact the Help Desk (216-368-HELP).