

## **CASE USER ID AND PASSWORD FAQs:**

If you experience difficulties logging in to SpiderWeb, please try these steps:

- 1) Q: What is my Case Network User ID? The link below explains the Case Network User ID.  
<http://help.case.edu/solution.php?i=93&kb=1234710>

To look up your Case Network User ID, try the Case directory or “phone book.”

<http://phonebook.case.edu/local/>

Not all Network User IDs are listed in the directory. If you are not listed in the Case directory, but believe that you may have a User ID, you can call the Case HELP desk at 216-368-4357.

- 2) Q: I have a Case User ID but have never used it. How do I get started?  
A: You must complete a Case ITS registration page to activate your Case User ID. Go to the following link:  
<https://its-services.case.edu/my-case-identity/activate/>

NOTE: You will be asked for a “nine digit Case ID number” – please enter your social security number.

- 3) Q: What if I have trouble registering to activate my Case User ID?  
A: Your ID may already be active. Please call the Case HELP desk at 216-368-4357.
- 4) Q: How do I reset my password?  
<https://its-services.case.edu/my-case-identity/password/reset/>

A: Once you have a Case User ID, you may need to reset your password (first to your social security number, and then to a password of your choosing), from the above link.

- 5) For general Case IT questions, see the Case IT Home page:  
<http://help.case.edu/index.php>

Or call the Case HELP desk at 216-368-4357

- 6) Q: What if I need a sponsor to set up an affiliate account for me (at MHS or CCF, for example):

If your Department Administrator or other sponsor is a Case employee with an active User ID, then s/he can set up an “affiliate account” for you which will enable you to receive a Case User ID and password (note – be sure to check that you were not issued a User ID already – see #1 above). The sponsor can set up your affiliate account from the following “request ID” URL (found under “Request Affiliate Account” on the Case IT HELP page):

[https://login.case.edu/cas/login?service=https://softwarecenter.case.edu/id\\_request/id\\_request.php](https://login.case.edu/cas/login?service=https://softwarecenter.case.edu/id_request/id_request.php)

The sponsor will be required to log in, click on the option, “New Applicant,” and then enter your demographic data to register you as an affiliate. A Case User ID will be issued for you.

- 7) Q: Will my Case affiliate account ever become inactive?  
If you have an affiliate account set up for you by a sponsor, your Case User ID may become inactive after a year. If this happens, please ask your sponsor to reactivate your User ID by clicking on the line for “Request Affiliate Account” (see #6 above), and clicking on the “Network Renewal” option.

**NOTE: IF YOU ARE NOT A CASE EMPLOYEE, EVEN IF YOU ARE A FULL TIME, BOARD-APPOINTED CASE/CCLCM FACULTY MEMBER, IT IS POSSIBLE YOU WERE NOT AUTOMATICALLY ISSUED A CASE NETWORK USER ID. HOWEVER, PLANS ARE UNDERWAY TO OBTAIN NETWORK USER IDs FOR ALL CASE FULL TIME BOARD OF TRUSTEES-APPOINTED FACULTY WITHIN THE 08-09 ACADEMIC YEAR. YOU WILL BE NOTIFIED WHEN THIS OCCURS.**