

IT Account Registration

Students



New students self-register for an IT Account by following the steps outlined below. IT Account registration can be completed the day after you register in your first course. Before proceeding to register for an IT Account students must know their Last Name and eight-digit student ID number (also called UCID) provided in the Admissions package.

Students must wait for at least 15 minutes after the IT Account Registration process is complete for their account to become 'active'.

1. **Log in** to your '**personal**' email address (this is the email address you provided in your Admissions application).
Important Note: Your email must be open first in order to receive the **Activation code** that will be sent by the system.
2. Navigate to the Account Registration page <https://itregport.ucalgary.ca/>
3. Read and accept the terms of the Computing Services Agreement. Click **Agree/Accept**.

I understand and agree to the conditions of the Computing Services Agreement.

Note: You must **AGREE** to the terms of the Computing Services Agreement to continue with the registration process. Clicking **Decline** returns to the University of Calgary Information Technology web site.

4. The Identity Yourself Page displays. Enter your eight-digit **student ID** number (also called **UCID**). **Surname** and **Last Name**.

IT Account Registration

Information Technologies Account Registration (continued)

Step 2: Identify Yourself

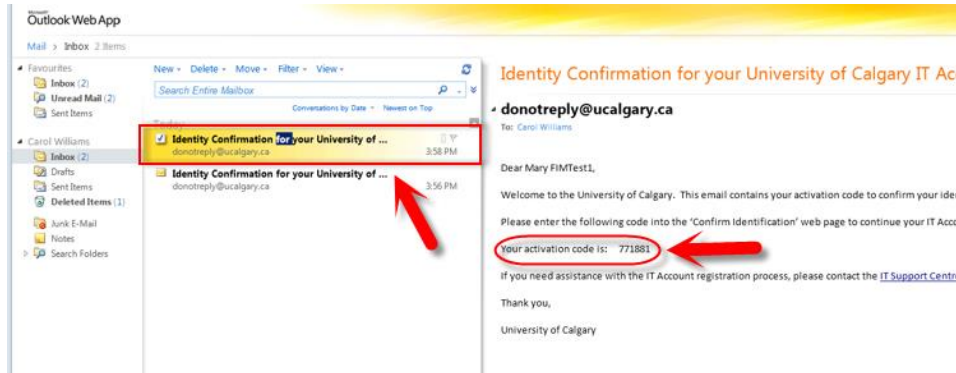
In order to identify yourself, please enter your last name and University of Calgary ID (UCID) number below:

UCID Number

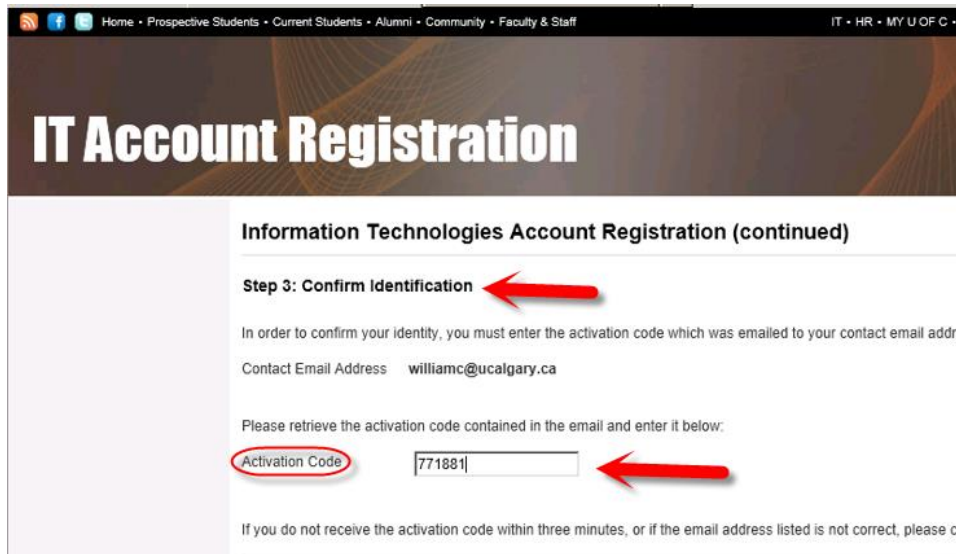
Last Name

Click **Continue**.

- As soon as you click continue, the system will send your Activation Code to your email address to confirm your identity.



- The Confirm Identity Page displays. To confirm your identity, retrieve the activation code from your email and enter the **Activation Code** provided in the email message.



Important Note: If you navigate away from the IT Account Registration page prior to entering the Activation code, the code will no longer be valid. Return to the Account Registration page. A new Activation Code will be assigned.

- Click **Continue**.

8. The [Answer Security Questions](#) page displays. At least 5 of the following 10 security questions must be answered according to the defined rules noted below.



- Each answer must contain at least 4 characters.
 - No two answers may be the same.
 - Answers are case-insensitive.
9. Click [Continue](#).
10. The Choose a Password Page displays. Choose and enter a [password](#) according to the password rules outlined below.



Select at least 7 characters for your password. More is preferable.

Passwords must

- include uppercase letters (A-Z)
- include lowercase letters (a-z)
- include numbers (0-9)
- include special characters (e.g. !@#\$%^&*)
- the password is case sensitive (e.g. ABC#DEF is not the same as abc#def) so use a mix of upper and lower case.

Do not use blank spaces in your password.

Do not choose your username as your password.

Do not make obvious choices such as your last name, first name, nickname, birthday or pet's name.

Do not use an alphabet sequence (e.g. lmnopqrst), number sequence (e.g. 12345678), or a keyboard sequence.

Do choose a different password from what you had in the past.

Do not write down your password and make sure that no one is looking at your keyboard as you type in your password.

Do change your password regularly.

11. **Confirm** your password.



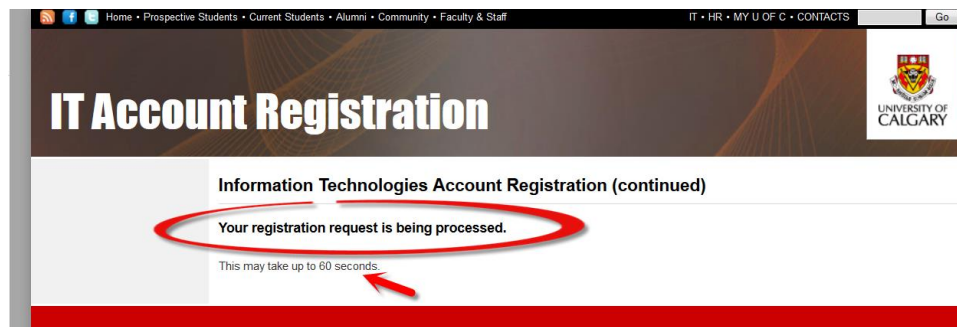
Enter your password:

Confirm your password:

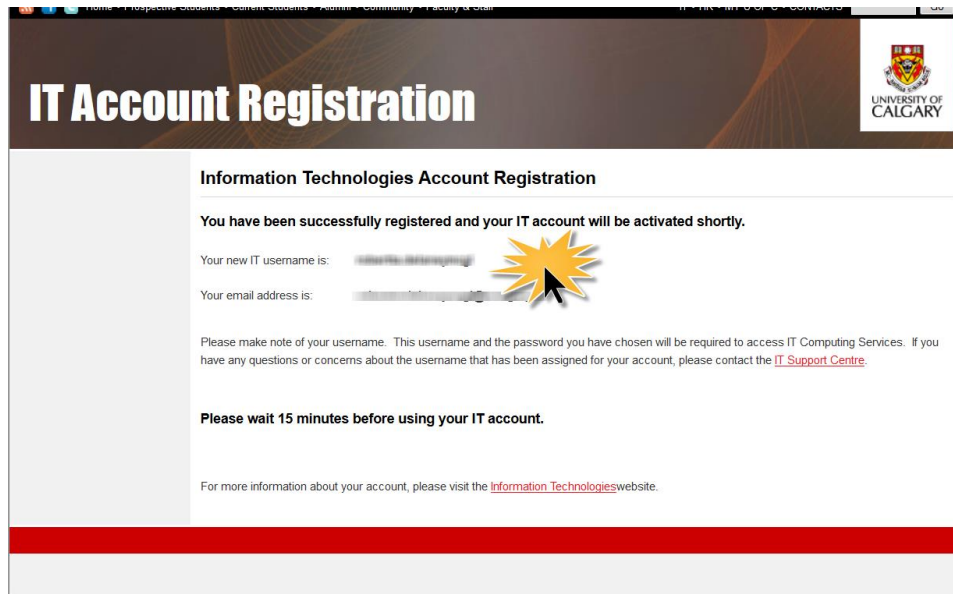
Note: You can change the password you just created at a future point in time by visiting <https://passwordreset.ucalgary.ca/default.aspx>

12. Click **Continue**.
13. The Registration Page displays. Click the **Register** button.
14. The message 'Your Registration is Being Processed' displays.

Note: it may take up to 60 seconds to process your registration. Please be patient.



15. The New Account Registration Page displays. Once complete, the registration process confirms 'You have been successfully registered'.



Note:

Users must wait for at least 15 minutes after the IT Account Registration process is complete for their account to become 'active'.

If your registration is 'unsuccessful', please contact the IT Support Center for additional help.

Phone: 403-220-5555

Email: itsupport@ucalgary.ca

End of Procedure