

Set or Reset Password for Student Club or Role Account

If you have recently taken over running a CSA student club or serving in a role at CUE with a dedicated account or have lost access to an existing account, the following process will describe how to reset the password and thereby gain access to it.



Only one individual is given the ability to reset a particular club password. If you are not the person authorized to manage the mailbox by the Concordia Student's Association, you will not be able to successfully set or reset the password.

Step-by-step guide

1. Navigate to Concordia Online Services (<https://onlineservices.concordia.ab.ca/>) and choose the "Students" portion of the site.
2. Click the "Forgot your password" link below the login box.
3. On the Password Reset page, enter the full email address of the **student club**.
4. Leave the Date of birth field blank.

PASSWORD RESET

Hello there! Whether this is your first time accessing our online services and you reset it, you have come to the right place. Please provide your email and your c

You will receive an email with a link and instructions on how to reset your pass

Email

club@student.concordia.ab.ca

Date of birth

EMAIL ME A RESET LINK

5. Click the "Email Me A Reset Link" button. You will see a message indicating that the reset password email was sent to the **individual Concordia student email account** for which the club inbox has been granted access to.
6. Open the reset email in your individual student mailbox and click the link in the email to return to Online Services.
7. Enter a new password for the club email in both fields and click "Update Password".

RESET PASSWORD

Please confirm your date of birth and provide your new password before sub

New Password

●●●●●●●●●●

• Your p

Re-enter new Password

●●●●●●●●●●

• Your p

Tip: Adding mixed case characters and numbers will increase your

UPDATE PASSWORD

8. If the reset email did not go to your mailbox, but went to someone else's, you will need to contact the CSA VP Internal, as you are not listed as the primary contact for that particular student club.



Note: You cannot actually login to Online Services with the club account. We merely use the password functionality for managing access to club accounts.

Related articles

- [Set or Reset Password for Student Club or Role Account](#)