

Email sent to All Users on February 20, 2013

By Lori Winn, Director of Human Resources, Arkansas State University

While attempting to reset your banner self service pin number, you may have received a verification error. Your self service pin is the six digit number currently used when submitting leave or time. It is not the same as your banner password.

Please follow these instructions to retrieve your current pin number:

1. Go to <http://mycampus.astate.edu>
2. Click on the Forgot Password link below the LOGIN button.
3. This will prompt you to accept the user agreement and will take you to the setup page.
4. Click on the very first link at the top of the page that states: Click Here if you do not know your Campus Wide ID or Pin.
5. Enter your verification numbers as requested.
6. Click on Submit.

The next page will display your Campus Wide ID and Pin number. Login to myCampus and go to Self Service to change your pin by **Friday, February 22<sup>nd</sup>** at 8:00 a.m. If you have any questions or need further assistance with this process, please contact the ITS helpdesk @3933.