

# QUICK GUIDE: USING YOUR MASTER ID ACCOUNT

**You must use your activated WVU MasterID to access the wireless network with a (personal or library) laptop**

## What is my MasterID username?

If you are WVU Faculty, staff or a student, you have an MasterID account already. If your account is already active, you may submit your username anyway if you wish to confirm that your account is active.

Faculty and Staff: Your MasterID username is the same as your Groupwise ID, usually your first and middle initials, and last name (e.g. Jane Renee Doe = JRDoe).

Students: Your MasterID username is the same as your MIX username.

## How long does it take to activate my MasterID account?

When you submit an activation request for an account which is not already active, an email will be sent to the appropriate GroupWise or MIX account within approximately 15 minutes. You will probably need to use one of our public desktop computers to do this.

The email will provide instructions on what you need to do to complete the activation. Be advised that you will not be able to connect to systems using the MasterID account until you receive this email and complete the activation.

## Where do I find information about my MasterID, activate it, change the password, etc.?

Point your browser to this web address: **[masterid.wvu.edu](http://masterid.wvu.edu)**

- Select **Activate/Check your MasterID** if you have not yet activated the account.
  - Type in what you believe your username is (see above) into the box and click the <Find Account> button.
  - If your name, username, and email address are correct, select the <Activate> button
  - You will now receive an email from the Office of Information Technology (OIT) asking you to confirm your information. Click on the link in the email with the temporary password to change your password.

Please see reverse side for more information

- Type your temporary password and then create and confirm a new password. Click <Submit>
  - Test your activated account by going to this web address: parking.wvu.edu and seeing if you can log in. If you can, your MasterID is now activated and ready for use.
  - If you need more information on what your username is, click the <Go to MasterID.wvu.edu> button and select the <Lookup MasterID> button.
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- Select **Lookup MasterID** If you don't know your MasterID username but do know your WVUID number (700...). Type your 700 number in the box and click the <Find MasterID> button.
  - Select **Forgot your MasterID Password?** If you need to have your password reset. You can call the OIT HelpDesk at 293-4444, x2 or fill out the information on the webform and submit it.

PLEASE NOTE: Health Sciences Center(HSC) users MUST append -HSC to their username. (e.g. JRDoe-HSC)

\* Note that many of these systems require additional permissions to be set to grant access to them.

To request access to a particular application, please contact the OIT Help Desk at (304) 293-4444 x1 or email OITHelp@mail.wvu.edu .