Where can I get assistance?

In-Person: 1-Stop, Susan A. Cole Hall, 2nd floor, Suite 230/232

Phone: **973-655-7600**

Email: **redhawkcentral@montclair.edu**

What do I need to verify my identity?

In-Person/Zoom:

- State Driver's License
- Montclair ID
- Passport
- Military ID

Phone Call (or other non video method):

- You will be asked to verify information only known by you

How will my identity be verified?

You may be asked for one of the following options:

- In Person - 1-Stop, Susan A. Cole Hall, 2nd floor, Suite 230/232
- Phone - **973-655-7600**
- Online - Zoom

I'm a new student and I can't access my account!

1. Have you claimed your NetID yet?
   a. If yes, it's okay! Our systems are still processing!
      i. (Nest/Gmail/Canvas) can take from **4 hours to overnight to process**
      ii. RMS (Residence Halls) can take up to **24-48 hours to process**
2. **If not**, it's okay too! **For unclaimed NetIDs**:
   a. Navigate to the **NetID Account Management Center**
      i. Click **"Activate your NetID account"**

      ii.   Complete activation steps
           1. **Use the "Last 4 Digits of CWID" Question**
      iii. If you are not able to log in, contact the **IT Service Desk**
3. Have you downloaded and set up the **Duo Mobile app**?
    a. Please make sure to download the app ASAP
    b. You will be prompted for Duo enrollment on first login
4. If you're still having trouble, contact the **IT Service Desk**

I forgot my device at home, help!

You can be issued a **1-day bypass code** by our Identity Management team. To do so you will need to:

- Contact Red Hawk Central
- Verify your identity
- Ensure that a ticket is created and escalated accordingly

Please Note:

- Code can only be used **5 times max**
- Code expires after **600 minutes**

I'm locked out of Duo!

Duo will lockout a user if they have 10+ failed attempts. Your Duo account will be unlocked after 1 hour.

If you need immediate assistance, please contact **Red Hawk Central** directly.

What information does the IT Service Desk need to resolve my issue?

- You must verify your identity first by providing information only known by you
- Which application(s) you're experiencing issues with (Nest, Gmail, etc.)
- If you are receiving an error message, tell us what it is
  - If you have a screenshot that helps too!

I was able to login before but now it's not working!

Clear your browser's cache/cookies. Then attempt to log into your email in a private/incognito browser. If you are still having issues, contact the **IT Service Desk**

- **Google Chrome**
- **Apple Safari**
- **Microsoft Edge**
- **Mozilla Firefox**

Remember: Your CWID is an 8-digit number while your NetID resembles your name.