Please Note: the SAME password is used to login to both Webmail and Self Service accounts.
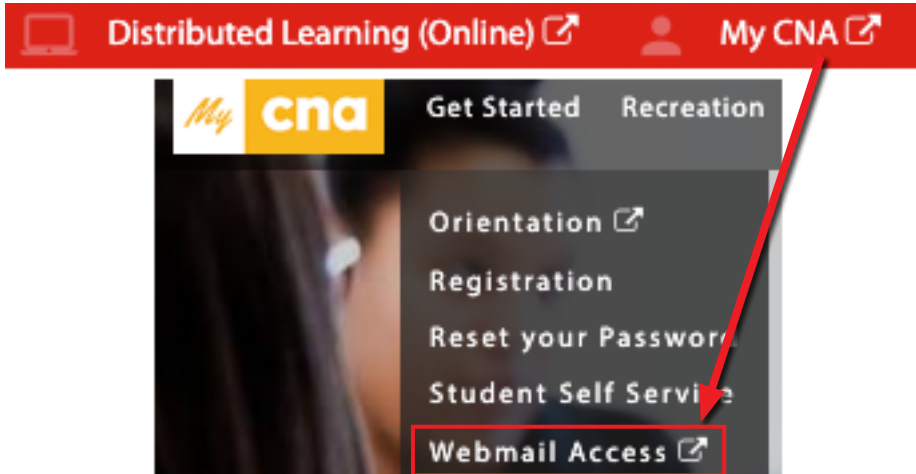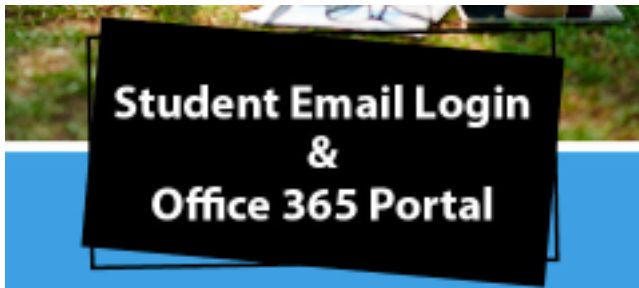
STUDENT WEBMAIL

Step 1: Go to the CNA website: **www.cna.nl.ca**

Step 2: Navigate to: **My CNA > Get Started > Webmail Access**

Step 3: Select the Student Email Login & Office 365 Portal option

Step 4: Login Information:

Username
Enter your CNA Email account (Example: *firstname.lastname##@ed.cna.nl.ca*)

Password
1. First time logging in if your application was submitted on or after 4/27/2022:
Password = 'temporary password' sent to your personal email in a previous message from "NOREPLY@cna.nl.ca" with the subject "CNA Network Account"

2. First time logging in if your application was submitted prior to 4/27/2022:
Password = **Date of Birth**; must be entered in the appropriate format:
d-mmm-yyyy (Examples: *12-Jan-1994* or *1-Jan-1994*)

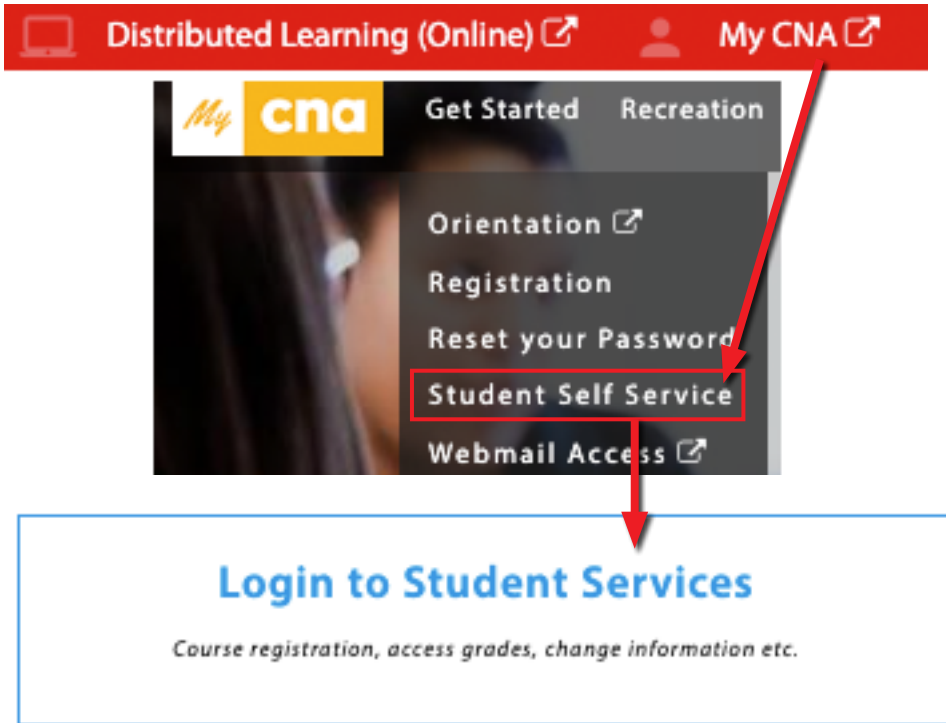3. Previously logged in:
Password = previous password used

If the College network was accessed in the past 365 days, the password will be whatever it was set to at that time. If the password has been forgotten, refer to **Password Reset** instructions on page 3 of this document.

Please Note: the SAME password is used to login to both Webmail and Self Service accounts.

STUDENT SELF SERVICE

Step 1: Go to the CNA website: **www.cna.nl.ca**

Step 2: Navigate to: **My CNA > Get Started > Student Self Service > Login to Student Services**

Step 3: Login Information:

User ID
Enter the CNA ID (Example: *10011001*)
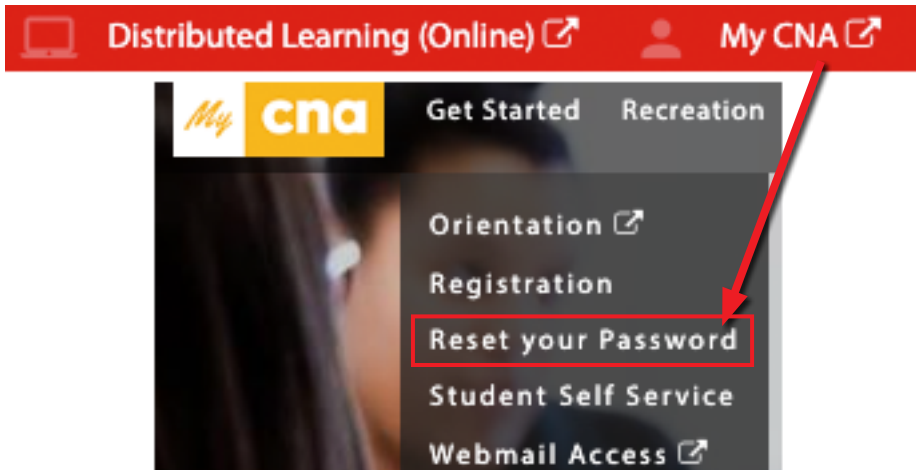
Password
1. First time logging in <u>if your application was submitted on or after 4/27/2022</u>:
   Password = 'temporary password' sent to your personal email in a previous message from "NOREPLY@cna.nl.ca" with the subject "CNA Network Account"

2. First time logging in <u>if your application was submitted prior to 4/27/2022</u>:
   Password = **Date of Birth**; must be entered in the appropriate format: *d-mmm-yyyy* (Examples: *12-Jan-1994* or *1-Jan-1994*)

3. Previously logged in:
   Password = previous password used

If the College network was accessed in the past 365 days, the password will be whatever it was set to at that time. If the password has been forgotten, refer to **Password Reset** instructions on page 3 of this document.

PASSWORD RESET

Step 1: Go to the CNA website: **www.cna.nl.ca**

Step 2: Navigate to: **My CNA > Get Started > Reset Your Password**

Step 3: Follow the on-screen instructions to complete the reset process

STUDENT SELF SERVICE - PASSWORD RESET

Student Self Service - Password Reset

This area will help you to reset the password for

- your @ed.cna.nl.ca email,
- your computer login,
- and your student self service login.

ⓘ Password resets are done through the Office 365 system. You will have to select one of the options below to proceed:

- If you know your current password and would like to change it please click here
- If you forgot your password and have answered your self-service password reset questions for Office 365, you can reset your password here
- To register/update your account reset information so that you are able to perform a password reset, click here