

Claiming your Geneseo Account

This guide provides steps for new faculty, staff, and students to claim and gain access to their Geneseo account.

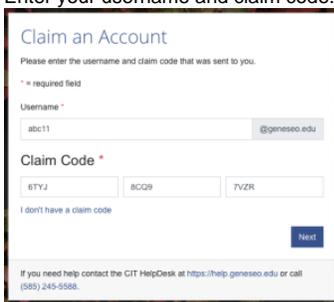
Before You Start

Make sure you have your claim code and your username. It is a 12 digit code that looks like *R4T7-UY8P-HF52*

- **Students** receive an email with a username and claim code in their application email.
- **Faculty & Staff** should receive a claim code and username from their hiring department head, secretary, or supervisor. (Geneseo users can see a list of [account managers](#) that receive these notifications).

Steps

1. Go to <https://go.geneseo.edu/claim>
2. Click on the button titled: **Claim An Account**
3. Enter your username and claim code.



The screenshot shows a web form titled "Claim an Account". It asks the user to enter their username and claim code. The username field contains "abc11" and the domain is "@geneseo.edu". The claim code is split into three boxes: "6TYJ", "8C09", and "7VZR". There is a "Next" button and a link for users who don't have a claim code. At the bottom, there is contact information for the CIT HelpDesk.

4. Read and agree to the [Geneseo Acceptable Use Policy](#).



The screenshot shows the "Acceptable Use Policy" document. It contains several paragraphs of text regarding the use of college computing resources. At the bottom, there is a red circle around the "Agree to the Geneseo Acceptable Use Policy" button.

5. **Students only** - Read and agree to the [student code of conduct](#)



The screenshot shows the "Student Code of Conduct" document. It includes an "Introduction" section and a list of bullet points. At the bottom, there is a red circle around the "Agree to the Geneseo Student Code of Conduct" button.

6. Set your password. Passwords should follow all the guidelines shown. If you receive an error, try using a less common word in your password and verify it meets all requirements.

Set Password

Please set the password for your account. Your password must be 10 characters or more and use a mix of letters, numbers, upper and lower case characters. Some common words are also not allowed.

* = required field

Password *

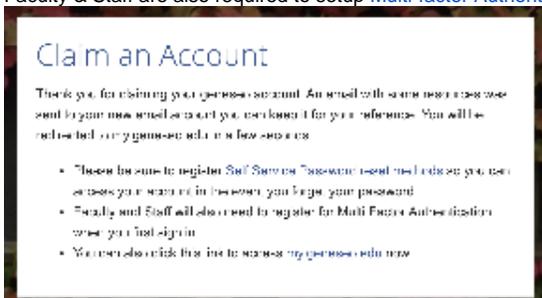
Verify Password *

- At least ten characters long ✓
- Uses numbers ✓
- Uses letters ✓
- Uses uppercase characters ✓

Submit

If you need help contact the CIT HelpDesk at <https://help.geneseo.edu> or call (800) 245-5588.

7. Your account is now active and can be used to access Geneseo services. Be sure that you setup methods for [Self Service Password Reset](#). Faculty & Staff are also required to setup [Multi-factor Authentication](#) methods.



Troubleshooting

If you see any of the below errors, follow the guidance shown.

We could not verify your session. Please try again.

Try submitting the current screen again.

The username and/or claim code provided is invalid.

Verify that both the username and code you are submitting are correct.

This account has already been claimed.

Verify you are entering the correct information, check that none of the people with access to your application email have claimed the account already. If they have not, please contact the HelpDesk.

The claim code for this account has expired. Click here to generate a new claim code.

Click the link to have a new code generated. Students will receive the code at their application email. For faculty & staff, a new claim code will be sent to the [account managers](#) for their department and their supervisor.

Related articles

- [Account Eligibility](#)
- [Claiming your Geneseo Account](#)
- [Considerations for Employee Separation](#)
- [Digital Resources for the New Geneseo Student](#)
- [Exporting and Saving Geneseo Gmail and Google Drive Files](#)
- [Faculty and Staff Accounts](#)
- [Geneseo Account Name Changes](#)
- [Geneseo Computing Accounts](#)
- [Secure Login – Multi-Factor Authentication \(MFA\)](#)
- [Understanding the Faculty/Staff Account Provisioning Process](#)
- [What are Limited Access Accounts](#)

More Help

For questions, contact the CIT HelpDesk by calling (585) 245-5588, or visiting our [online service desk](#).