



NOTES FROM THE HELP DESK

To Contact Help Desk ☎ (563)588-6390 | ✉ help@clarke.edu

You must login to the My Clarke Portal and follow the prompts to reset your password before accessing My Mail, Moodle, CU Hub, or My Info.

MY CLARKE - To login to the My Clarke Portal:

1. Navigate to the My Clarke portal: my.clarke.edu
2. Enter your Username **firstname_lastname@clarke.edu** all in **lower case**
3. Enter your Password. Your default password is the word **Password (with a capital P)** and the **month and day of your birth in 4-digit format. PasswordMMDD**
4. **For Initial log in only:** Following the prompts you will now set up a new password and the Microsoft Authenticator app for account verification.

MY MAIL - To login to Clarke Email:

1. Navigate to the My Clarke portal: my.clarke.edu
2. Click **My Mail** in the Quick Links menu which takes you to your email

MY MOODLE - To log into Moodle:

1. Navigate to the My Clarke portal: my.clarke.edu
2. Click **Moodle** in the Quick Links menu
3. Click **Login Now**

CU HUB - To log into CU hub:

1. Navigate to the My Clarke portal: my.clarke.edu
2. Click **CU Hub** in the Quick Links menu
3. Enter your **firstname_lastname@clarke.edu** all in **lower case**
4. Click **Continue**

MY INFO - To log into My Info:

1. Navigate to the My Clarke portal: my.clarke.edu
2. Click **My Info** in Quick Links menu which takes you to the Main Menu page
3. Click **Log In** in the upper right-hand portion of the Main Menu page
4. Enter your Username **firstname_lastname** all in **lower case** with **NO** @clarke.edu
5. Enter your Password.

TO RESET YOUR PASSWORD

After initial login and verification of your account, you can reset your password 24/7/365 at reset.clarke.edu. Enter **firstname_lastname@clarke.edu** and follow the directions shown on the website. This will reset your password for all accounts. You must reset your password once per year.

Microsoft Authenticator App

All students need to set up multi-factor authentication (MFA). MFA prevents unauthorized access to your Clarke account by utilizing a mobile phone or other phone number for verification purposes. The Help Desk recommends the Microsoft Authenticator app as the method of verification, but you may use text code verification as well. You will not have to verify your login while on the Clarke University network.

NOTE: If you do not have a mobile phone, please contact your admissions counselor or the Help Desk for assistance.

Email

Your Clarke University email account should be used only for Clarke-related purposes. You should not use this email address to sign up for any online or in-person services or attach this email to any accounts that you may need after graduating. Your Clarke email will expire 6 months after graduation. The Help Desk will not be able to reactivate your email or forward emails from it to an alternate address.

Library and Lab Computers

You are welcome to use any of the public access computers available. There are 24-hour labs in Mary Josita Hall, Mary Benedict Hall, Catherine Dunn Apartments, and the SAC. Each of these labs also contains a printer. The Commuter Lounge located on the ground floor of Catherine Byrne Hall contains a larger Multi-Function Printer, which can be used for scanning and copying documents. The library also houses a Color printer and multiple computer labs. **To login to these computers, use your firstname_lastname and your Clarke password.**

Printing at Clarke

Students are given 500 pages **per semester** for printing on Clarke owned printers. Once those 500 pages are exhausted, more pages can be purchased in the Student Accounts office located in Haas Administration on the second floor of the Atrium. Leftover pages do not carry over to the following semester.

Technical Support

We provide how-to's and other documentation on our help site, help.clarke.edu. If these support articles do not have the answers you need, the Help Desk is available Monday-Friday from 8AM-4:30PM. You may contact the Help Desk by any of the following methods:

- Phone: (563) 588-6390
- Email: help@clarke.edu
- Teams: start a chat with "Clarke Helpdesk"
- Submit a "Help Desk Request" on the My.Clarke homepage

