



## MyGeorgiaSouthern

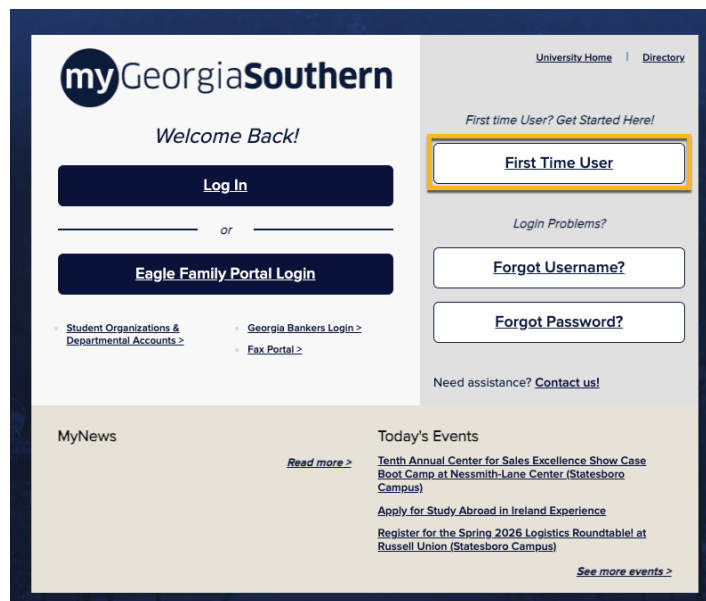
### First-Time User Account Retrieval Instructions

All students and faculty at Georgia Southern program are granted access to the MyGeorgiaSouthern portal, which allows them to utilize University software and services. Follow the instructions below to access your MyGS portal.

Please note that as part of the account retrieval process, you'll be prompted to enroll in Duo's Multi Factor Authentication Service as an added protection for your sensitive information. The most convenient way to use Duo is via the Duo push app, which you will download on your smart device as part of the enrollment process. Make sure to have this device with you when you begin this process.

**Important:** If you do not have a smart device, such as a smart phone or tablet, please contact MyTechSupport by calling 912-478-2287 or emailing [Helpdesk@GeorgiaSouthern.edu](mailto:Helpdesk@GeorgiaSouthern.edu).

1. Navigate to the MyGeorgiaSouthern Portal located at [My.GeorgiaSouthern.edu](https://my.GeorgiaSouthern.edu) and click on the "First Time User" button.





2. Enter the required information to verify your identity.

**myGeorgiaSouthern**

Use the form below to retrieve your login information if it exists in our system.

If you need additional assistance, please [Contact Us](#).

First Name:

Last Name:

Date of Birth: Month  Day  Year

Eagle ID:  [Look up your Eagle ID](#)

Copyright © 2024 Georgia Southern University  
All rights reserved • [Privacy Statement](#)  
A Unit of the University System of Georgia

3. Create a password for your account. Make a note of both your username and password.

**myGeorgiaSouthern**

**First-Time User**

Thank you for verifying your identity, TestUser12.

Create a new password to proceed. You'll use this password to log into MyGeorgiaSouthern, workstations, and other University services.

If you need assistance, please [Contact Us](#).

Username:

New Password:

Confirm New Password:

**Password Requirements:**

- ✓ Minimum of 14 characters and maximum of 25
- ✓ At least 1 upper case letter, 1 one lower case letter AND 1 number
- ✓ Change at least 3 characters in your new password
- ✓ Allowed special characters:
  - ! Exclamation Mark
  - ? Question Mark
  - [ ] Square brackets
  - :
  - Colon
  - + - Arithmetic Plus and Minus signs
  - \_ Underscore
- ✓ Adhere to the University's [Password Security Standards](#)

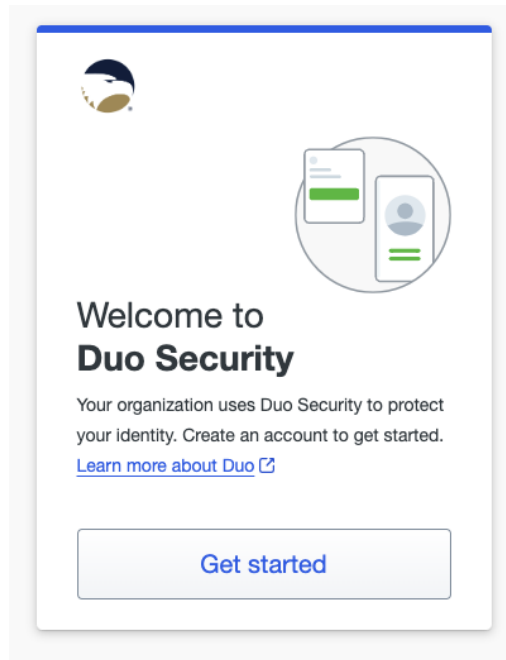
**Don't Use:**

- ✗ Any of your last 8 passwords
- ✗ Any combination of letters in your name, username, initials or nickname
- ✗ Spaces or Backspaces
- ✗ welcome, database, account, user, password, computer, abcd, georgia, southern

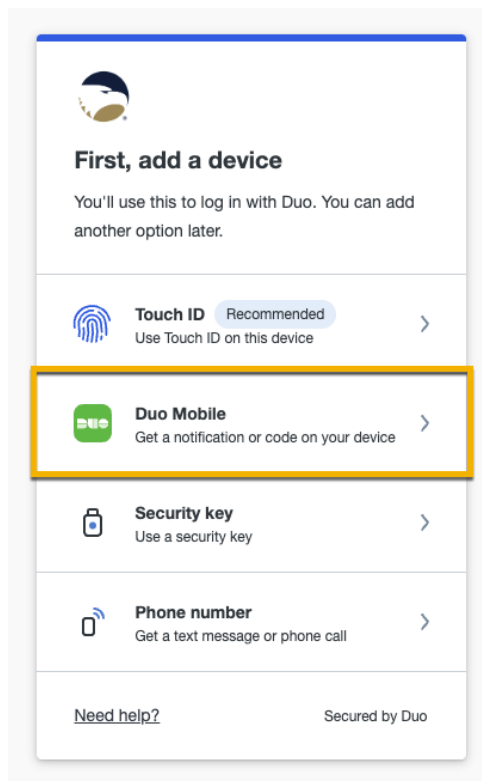
Copyright © 2024 Georgia Southern University  
All rights reserved • [Privacy Statement](#)  
A Unit of the University System of Georgia



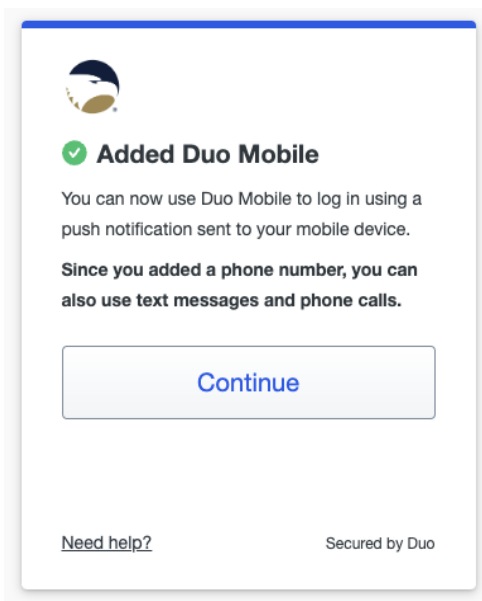
4. You'll be redirected to the login page for the MyGS Portal. Click the login button and enter your name and password.
5. Next you'll receive the prompt to enroll in Duo Security's multi-factor authentication solution. Click Get Started.



6. Choose a device to enroll. Duo Mobile is the fastest, most convenient option for enrolling and using this service.

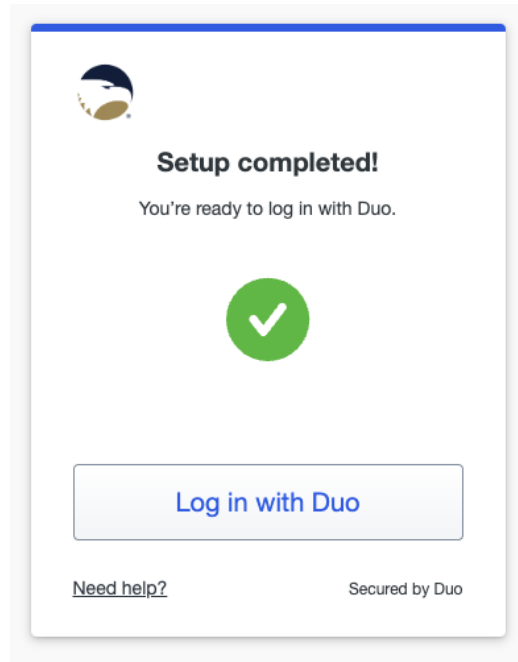


7. Follow the on-screen prompts to add your phone number, confirm ownership, and download the Duo Mobile app.





8. Once setup is complete, you'll be able to log into your MyGS portal.



Have questions about the First-Time User process or need technology support? Contact us by calling 912-478-2287 or emailing [helpdesk@georgiasouthern.edu](mailto:helpdesk@georgiasouthern.edu).