

## To claim your Liberty Network Account follow these steps:

1. [Click here](#) to go to the Liberty University homepage and click the **myLU Sign-in** link at the top of the page (Or you may click on the following link and skip to Step 3: <http://www.liberty.edu/account>)



2. On the CAS sign-in page click on the **Claim Account** link.



3. Click on the **Claim Account** link on the next page.

The screenshot shows the Liberty University website interface. At the top, there is a navigation bar with links for 'Online', 'Athletics', 'Alumni', 'myLU', and 'More'. Below this is a search bar and a 'People Finder' option. The main navigation menu includes 'About Liberty', 'Admissions', 'Academics', 'Student Life', 'Faith & Service', 'News & Events', and 'Athletics'. The breadcrumb trail indicates the current location: 'Home > Offices > Information Technology > Customer Support'. The main heading is 'Claim Liberty Account/Forgot Password'. Underneath, there is a section titled 'Select from the options below' with two links: 'Forgot Password' and 'Claim Account'. The 'Claim Account' link is highlighted with a green box, and a green arrow points to it from a box labeled 'Step 3'. Below the links, there is a red warning message: 'Important: Do not attempt to access another user's account. Unauthorized users will be subject to prosecution and/or subject to University judicial review.' followed by a 'Change Password' link. The section 'What will I need to claim an Account?' provides instructions for New Students, Resident Students, Liberty University Online Students, and Faculty/Staff.

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myLU Sign-in Parents Alumni Quicklinks

About Liberty Admissions Academics Student Life Faith & Service News & Events Athletics

You are here: [Home](#) > [Offices](#) > [Information Technology](#) > [Customer Support](#)

## Claim Liberty Account/Forgot Password

Select from the options below

[Forgot Password](#)

[Claim Account](#) ← Step 3

All fields of the form are required.

**Important: Do not attempt to access another user's account. Unauthorized users will be subject to prosecution and/or subject to University judicial review.**

[Change Password](#)

### What will I need to claim an Account?

Please note that when claiming or maintaining your account, you will be asked for personal information (such as your student ID number) to identify yourself. All information MUST match the information on our records system. If you are unsure if your current information matches what we have on record, please contact one of the following, based on your current status:

**New Students:**

In order to claim your account you will need your student ID number, located on your acceptance letter. If you're a resident student, you may call (800) 543-5317 to receive your ID number from an Admissions Counselor.

**Resident Students:**

You must present a photo ID and your student ID number at the Registrar's office to request a change of information.

**Liberty University Online Students:**

Online students, please call (800) 424-9595 for assistance.

**Faculty/Staff:**

Please present a photo ID at the Human Resources office to verify/change personal information such as current address or date of birth.

4. Enter your *Last Name*, *Liberty ID number*, and *Birth Date*. You will then need to check the check-box to confirm that you have read the University policy on account use. Click **Continue** to move on to the next step.

**Claim Account/Forgotten Password - Step 1**

Last Name

ID Number  [?]

Birth Date     
Month Day Year

I have read the [University policy on account use](#).

**Continue**

All fields of the form are required.

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[Change Password](#)

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**Resident Students:**

5. Enter your *Social Security Number (numbers only - NO dashes)* and your five-digit *Zip Code*, then click **Continue**
  - o If you are an International student this step will require you to enter your *Country* and *Phone Number* instead.

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### Claim Liberty Account/Forgot Password

**Claim Account/Forgotten Password - Step 2**

Social Security Number (numbers only)  [?]

Five-Digit Zip Code  [?]

[Continue](#)

All fields of the form are required.

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[Change Password](#)

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[Why Login?](#)

- Pick three different security questions and answer them accordingly. Create a password of your choosing based on the guidelines explained on the page. Click **Continue** to complete the process.

**Note:** The security questions ARE CASE SENSITIVE, so type the answers in a way that you will remember, write the answers down, and keep the answers in a safe place. If you do not answer the security questions EXACTLY as you type them here, you will not be able to access your account using the Forgot Password process.

**When creating your password, ensure it is at least 10 characters in length and contains at least 1 capital letter, at least 1 lowercase letter, and at least 1 number or special character.**

### Claim Liberty Account/Forgot Password

**Please select 3 different security questions and create answers that are at least three characters long for each.**  
(Please note that answers to your security questions are **case-sensitive**.)

Select Security Question 1	<input type="text" value="select"/>	[?]
Create Security Answer 1	<input type="text"/>	[?]
Select Security Question 2	<input type="text" value="select"/>	[?]
Create Security Answer 2	<input type="text"/>	[?]
Select Security Question 3	<input type="text" value="select"/>	[?]
Create Security Answer 3	<input type="text"/>	[?]

**Please set a new password.**

New Password	<input type="text"/>	⊗ [?]	<b>Requirements:</b> ⊗ Password Length ⊗ Uppercase Letters ⊗ Lowercase Letters ⊗ Numbers and/or Symbols
Confirm New Password	<input type="text"/>	[?]	
Password Strength	<div style="width: 0%; background-color: red; height: 10px; border: 1px solid black;"></div>	[?]	
Too Short			

**New passwords must conform to the following and cannot be one of your 10 previously used passwords.**  
Minimum Password Length: 10

**Continue**

All fields of the form are required.

**Important: Do not attempt to access another user's account. Unauthorized users will be subject to prosecution and/or subject to University judicial review.**

- The next page should display your Username and email address. Using this username and the password that you just created, you will be able to log into the Liberty website and access all of the resources that are available to you, such as Email, ASIST, and Financial Check-in
- Once the account has been claimed, it may take up to 2 hours before the account is fully synced with the systems.

For further assistance, please call the IT HelpDesk at (866) 447-2869 or (434) 592-7800 and we will be happy to assist you with this issue at your earliest convenience.