

**Username, Password, and XID**

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Each new Clemson student has a username, an associated password, and an XID. What are these and how do you know what yours are? **Username What is a Username?** Upon acceptance, new students are assigned a Username. Your Username is made up of letters or a combination of letters and numbers associated your name. This is a permanent, unique identifier that is used to access Clemson University computers, networks, webpages, and resources. **Where can I find my Username?** In your acceptance packet, you will receive your XID and your username activation code. Using this information, students must complete the onboarding process at <https://studentonboarding.app.clemson.edu> to receive their username and set their initial password. **Password NEVER** give out your password to ANYONE. The Support Center will NEVER ask you for your password. If you need assistance with your Username, do NOT email your password. **Where can I find my password for my Username?** If you are a new student, you will establish your initial password during the onboarding process. **How do I change my password?** You can change your password at any time by using the [Password Change Utility](#). Please make sure your password follows our [Strong Password Guidelines](#). More details can be found on the [Username and Password Policy page](#). **What if I forgot my password?** The Support Center will only reset passwords for the account owner. Parents, relatives, associates, etc. can NOT request a password reset. If you cannot remember your password, please bring a picture ID with you to the CCIT Support Center. If you are more than twenty minutes away from campus, please call us at 864-656-3494. **XID Number What is an XID number?** Your XID is a unique, eight-digit number starting with C, assigned to you upon your application to the University. It is also known as a student ID number or application number. **Where can I find my XID number?** As a new Undergraduate student, you should have received your XID number in your Undergraduate Admissions Acceptance packet. If you have received your TigerOne card already, you can find your XID on the front of the card. **How do I find my XID number if I know my Username?** [Whoami.clemson.edu](http://Whoami.clemson.edu) is a tool that any student can use to look up their own information when they authenticate using their student username. It shows their name, XID, and username(s). It does not allow them to show data for someone else. If you have more questions, email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) or call 864-656-3494.

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