UPDATING YOUR ADDRESS OR PHONE IN CSU X-PRESS

These instructions are for students who have moved or changed contact info since they first started at Chicago State University. If you are applying to graduate, please ensure that your address in CSU X-Press matches what you are putting on your graduation application. If the two do not match, we will not mail out your diploma to your address.

STEP 1: LOGIN TO CSU X-PRESS

Login to CSU X-Press here:  https://www.csu.edu/csuxpress.htm

User Login

CSU X-PRESS will no longer allow your Social Security Number to be used as your User ID.

Please enter your User ID (9 digit assigned University ID number, UID) and your Personal Identification Number (PIN) and then click on login.

Initially, your PIN is your date of birth (MMDDYY). For example, if your birthdate is July 23, 1975 your PIN will be 072375.

The system will prompt you to change your PIN. You may use any six digit number. When finished, click Login. Remember the new PIN you create. You will need it every time you log in.

Multiple failures to enter correct PIN will result in your account being locked.

When you are finished using CSU X-PRESS, please Exit and close your browser to protect your privacy.

If you are an Employee and are experiencing problems logging onto the system, please contact Human Resources at (773)995-2040.

If you are a Student and are experiencing problems logging onto the system during registration, please contact the Cougar Call Center at (773) 995-3903 for assistance.

Your CSU ID begins with “900” and unless you’ve already changed your login PIN, it defaults to your DOB in format: MMDDYY

STEP 2: NAVIGATE TO YOUR ACCOUNT PERSONAL INFORMATION SECTION

Once logged in, click on “Personal Information”
Under the **Personal Information** section, you can:

1. Update your address(es) and phone(s)
2. Change your PIN
3. View current identification information

We recommend checking these regularly, especially before graduating, and updating every time you move.

**STEP 3: UPDATE YOUR ADDRESS**

Once you have selected an address type to add/change/update, you will see an online address form. **Pay attention to the required fields.** These are noted below in red.

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**Important Note for International Students:**

It is important to know that you should **NEVER** change your permanent international address to your mailing address. Both your permanent address AND your mailing address need to be in the system and they should **not** match one another.

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**Note:** You must also add a primary phone associated with the address you’re updating.

To do so, you enter the area code (e.g. 773) and then in the next field you enter the **entire 7-digit number**.

**Do not** use the “ext” field.
If you have questions about updating your address, please contact the Registrar’s office at:

csu-registrar@csu.edu