Creating or Updating Your C2C User Account

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General Tips:

- *Use your full email address, not just your net ID.*

- If you do not have an account you must create one. The Campus-to-Campus reservation system is a stand-alone system and is not connected to other University databases. As such an account is not automatically created for all Cornell community members.

For customers who had a C2C user account *prior to July 1, 2009:*

*Your old password will not work. You must follow these instructions to obtain a new password.*

- Log in with the email address you have on file with us (*use your full email*, not just your net id).

- Click “forgot password” on the login page. A temporary password will immediately be sent to your email address.

- Copy and paste the password from your email to the C2C login box.

- Once logged in, please change your password to one you will easily remember.

- Update your account profile.

- Ensure your cell phone number or other emergency contact information is included so we may reach you in the event of a weather or traffic delay.

For new customers and for customers who created an account after July 1, 2009:

- You must create a C2C user account the first time you book a trip. Please follow the prompts as they appear on the screen.

- When entering your email address use your full email, not just your net id. This is the address to which your trip confirmations will be mailed.

- Ensure your cell phone number or other emergency contact information is included so we may reach you in the event of a weather or traffic delay.