

NU SSO | Account Activation Job Aid – NU Employees

The purpose of this document is to provide National University Single Sign-On users with instructions to activate their NU SSO accounts.

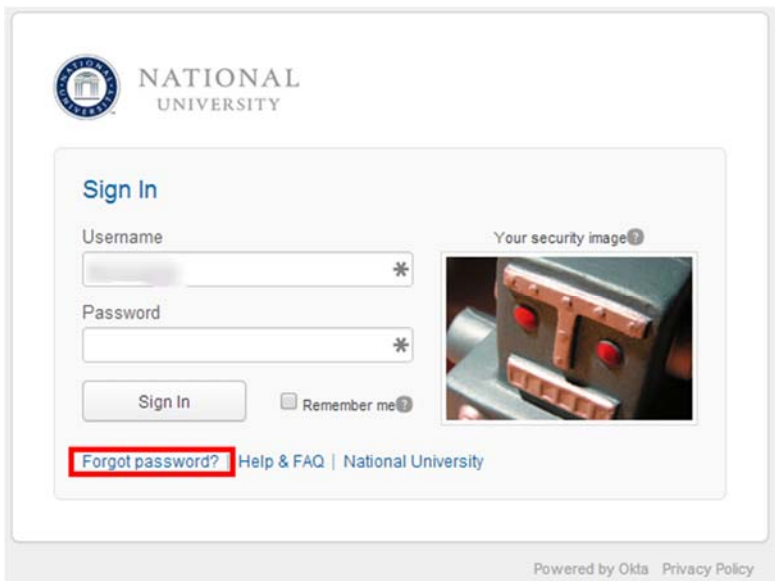
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Employee Activation | Self-service

Logging in directly

1. Navigate to nu.okta.com
2. Enter your National University email access username and password. This is the username and password you use for on-site computer access and online email access. Your username has not changed.
 - a. Most Staff and Full Time Faculty usernames will follow a first-initial + last name structure. Some usernames follow an older format.
 - i. Eg: John Smith’s username is jsmith
 - b. Adjunct usernames are your 9-digit employee ID number that you use to access SOAR or online email.
3. If you cannot remember your password, select “Forgot Password” from the nu.okta.com login screen.
 - a.



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- b. Then enter your NU username into the indicated box:

Reset Password

Email address or username

Enter your NU Username Here

Having trouble signing in?

Back Send Text Message Send Email

Powered by Okta Privacy Policy

- i. Staff and Full Time Faculty usernames will follow a first-initial + last name structure.
 1. Eg: John Smith's username is jsmith
 - ii. Adjunct usernames are your 9-digit employee ID number that you use to access SOAR or online email.
- c. If you do not receive an email, please first check your spam folder. Then contact the IT Help Desk for further assistance.
- i. Faculty and Staff IT Help Desk: (858) 309-3580 or helpdesk@nu.edu

If you used a password reset:

1. Click on the generated link within the email.

- a. Email Content:

Note: The Username and Password for staff will be the same as the username and password they use to get into their National University computer and email account. For Adjuncts, the username is their 9-digit EMPLID

National University account password reset

National University - Single Sign-On Password Reset Requested
Hi [redacted]

A password reset request was made for your National University Single Sign-On account. If you did not make this request, please contact the IT Help Desk immediately at (858) 642-3580 or helpdesk@nu.edu.

Click this link to reset the password for [redacted]@nu.edu:

[\(resetPasswordLink Placeholder\)](#)

This link expires in 7 days.

If you experience difficulties accessing your account, please contact the IT Help Desk at helpdesk@nu.edu or (858) 642-3580.


Information about the Single Sign-On project rollout can be found at the project home page www.nu.edu/SSO.

This is an automatically generated message by National University Single Sign-On. Replies are not monitored or answered.


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2. After you click your personal link, you will be prompted to complete a user profile within the SSO system.
 - a. The user profile screen requires:
 - i. (Optional but strongly recommended) The assignment of a secondary email to receive a password reset link.
 - ii. (Required) Creation of a challenge question used to reset the account password
 - iii. (Optional but strongly recommended) Adding a mobile phone number eligible to receive a text message (SMS) with a recovery code used to reset the account password
 - iv. (Required) Selection of a security image
 - b. Activation Screen:


Welcome to National University, Bob!
Create your National University account

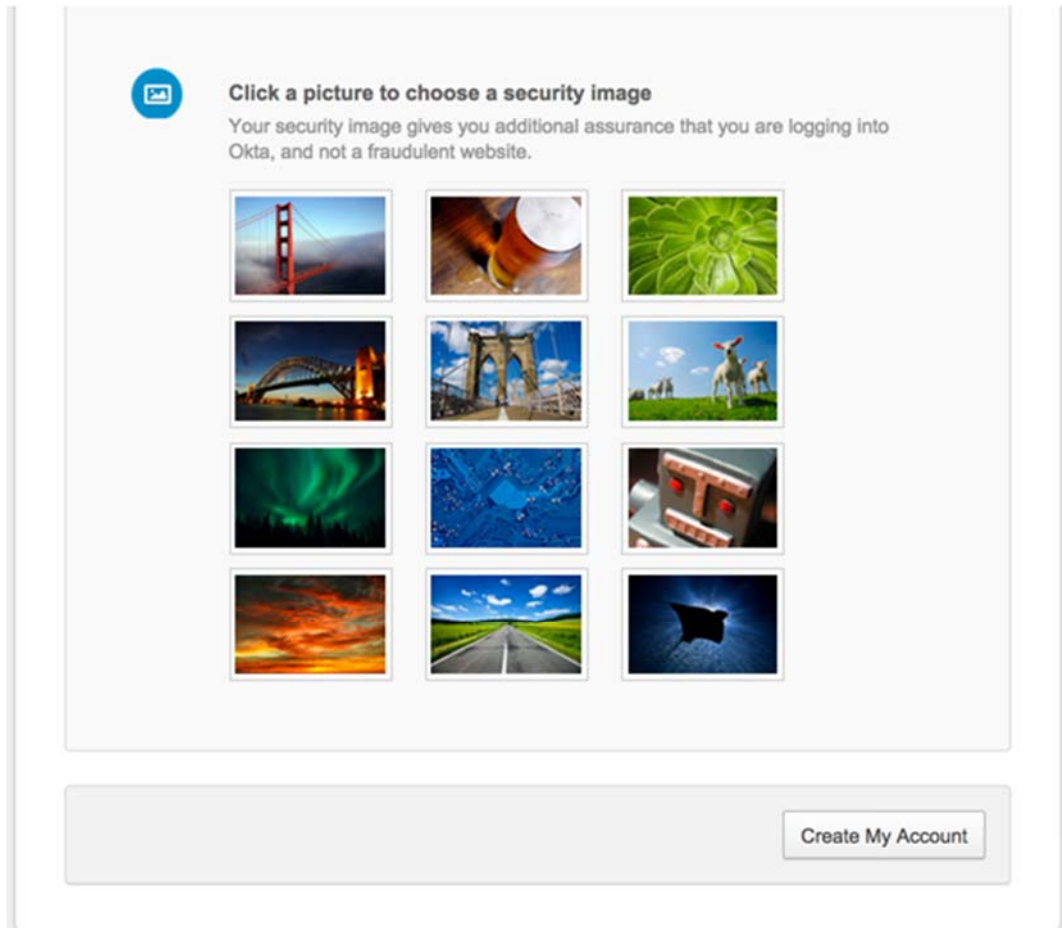
 Secondary email

I don't have a secondary email

 Choose a forgot password question
What is the food you least liked as a child? ▼

Answer

 **Add a phone number for resetting your password** (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.



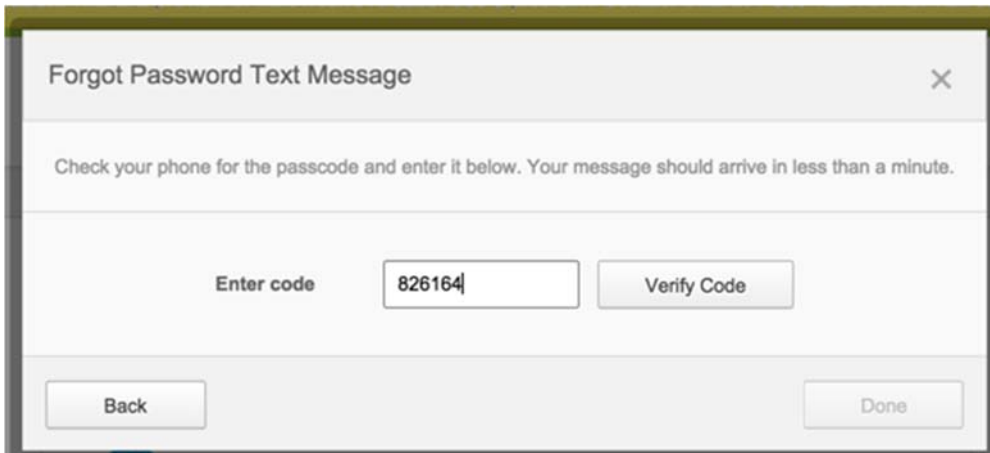
3. It is strongly recommended that you enter a cell phone number for password recovery. Standard text messaging rates apply. Please contact your cell phone provider for more details.
 - a. After you selects "Add Phone Number," you will be prompted to enter your cell phone number

The screenshot shows a form titled "Forgot Password Text Message" with a close button (X) in the top right corner. The form contains the following elements:

- Instructional text: "Enter the mobile phone number you'll use to receive code by text message then click **Send Code** to verify that it works."
- A "Country" dropdown menu currently set to "United States". Below it is the text: "Select the country where your phone is registered."
- A "Domestic phone number" input field. The first part of the field contains "760-" followed by a blurred area and an empty space.
- Below the phone number field is the text: "Enter your number the way you normally dial it. Do not add your [country code prefix](#)."
- A "Send Code" button at the bottom right of the form.

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- b. You will receive a text message with a confirmation code to be entered into the next window

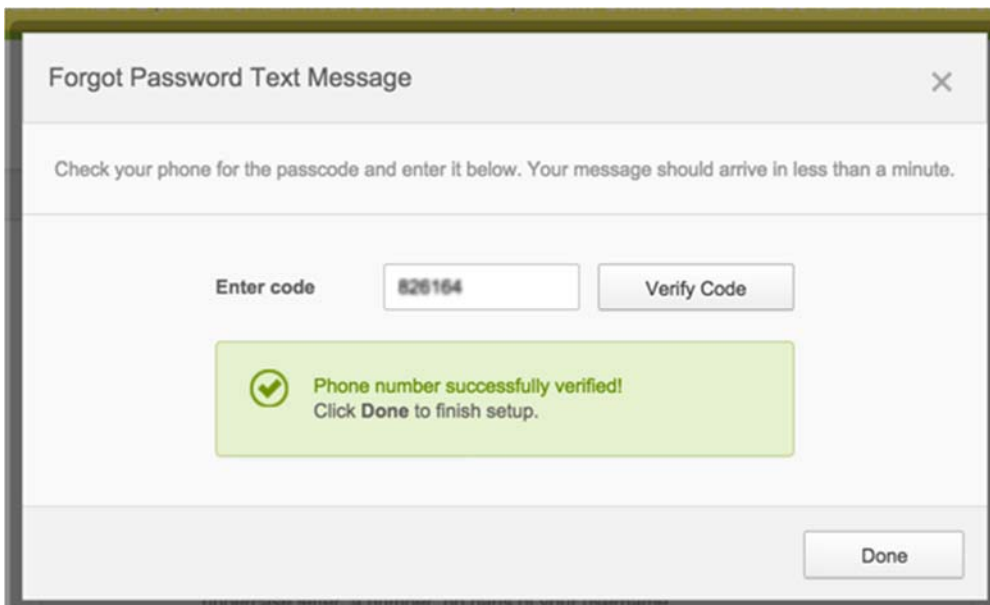


Forgot Password Text Message ✕

Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code

- c. After the correct code is entered, your validated cell phone number will be stored for password reset purposes.



Forgot Password Text Message ✕

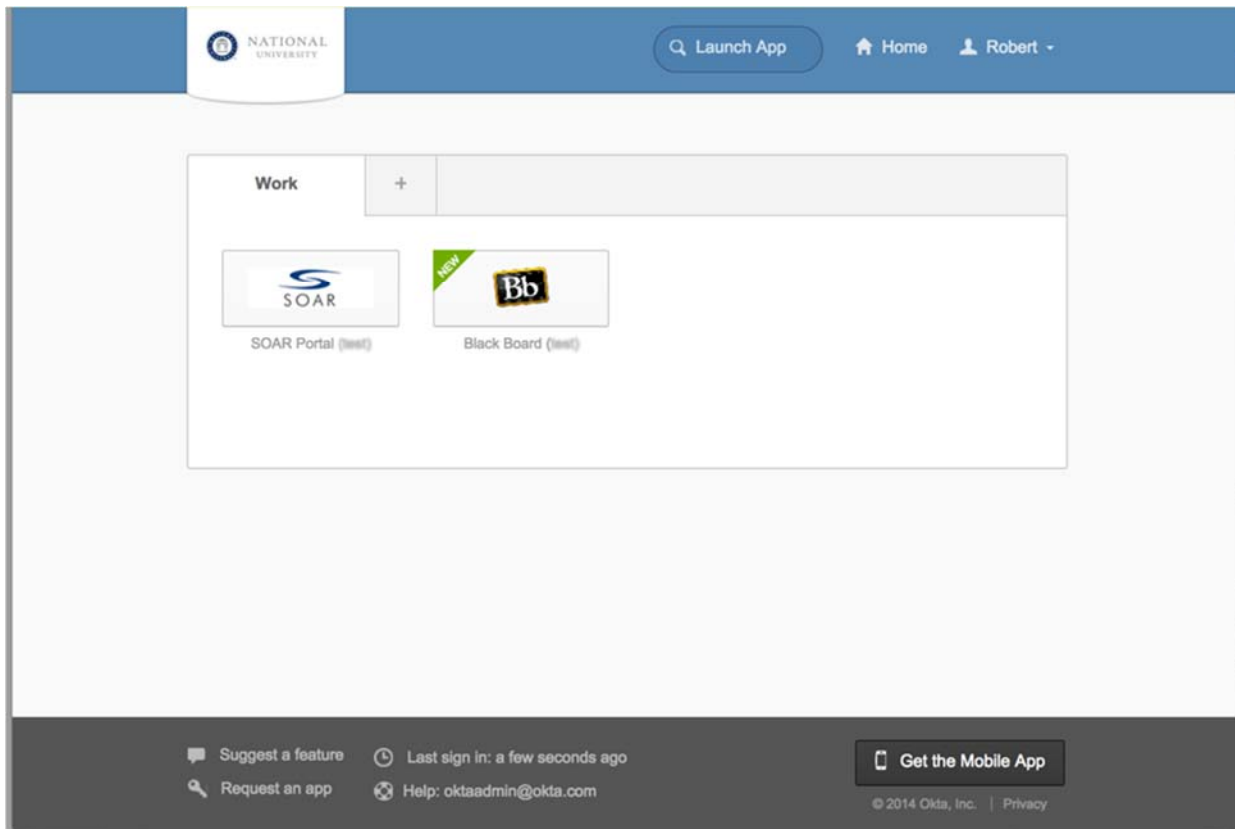
Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code

Phone number successfully verified!
Click **Done** to finish setup.

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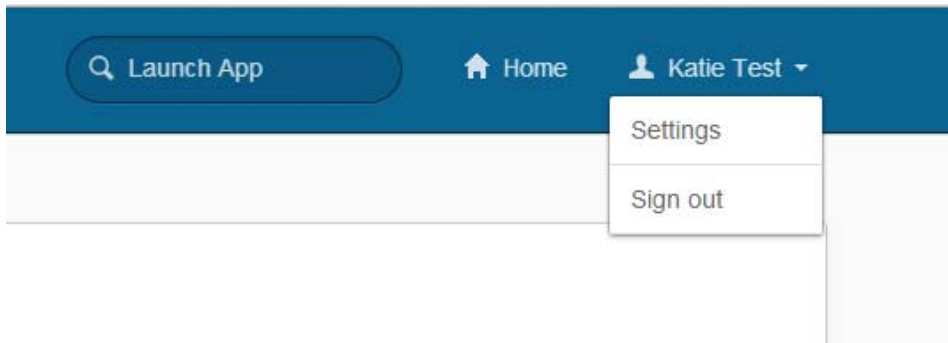
4. After the account is created, you will be directed to the portal page:



User Settings and Changing Passwords | Self-service

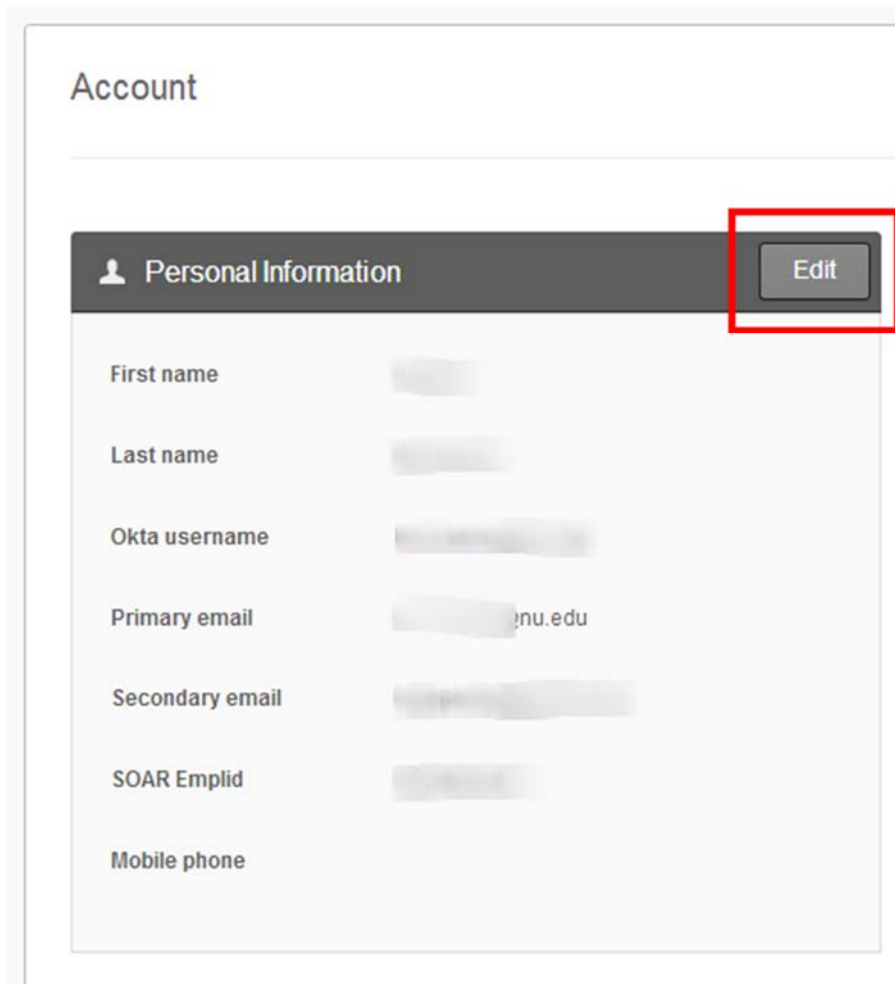
If you need to change their password, text message email, or other SSO settings.

1. Select "Settings"



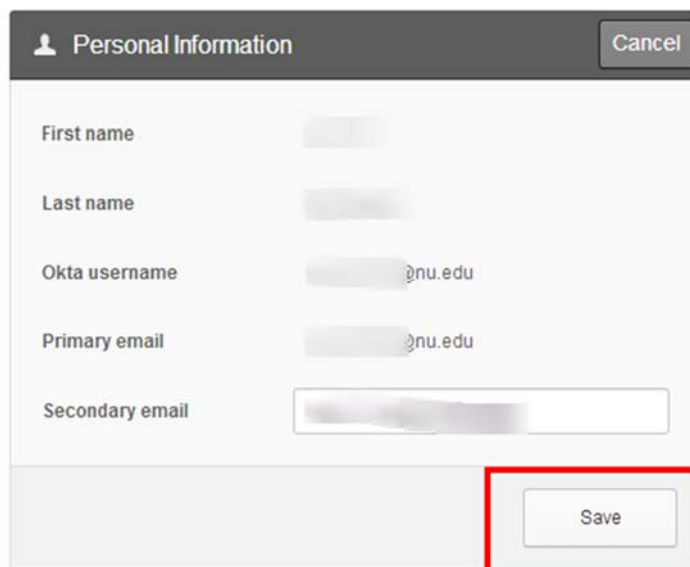
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a. Edit Personal Information



The screenshot shows a web interface titled "Account". Below the title is a section for "Personal Information" with a person icon. The fields listed are: First name, Last name, Okta username, Primary email (ending in @nu.edu), Secondary email, SOAR Emplid, and Mobile phone. An "Edit" button is located in the top right corner of the "Personal Information" section and is highlighted with a red rectangular box.

b. Edit secondary email address:



The screenshot shows the "Personal Information" form with a "Cancel" button in the top right. The fields are: First name, Last name, Okta username (ending in @nu.edu), Primary email (ending in @nu.edu), and Secondary email. The "Secondary email" field is highlighted with a red rectangular box. At the bottom right of the form, a "Save" button is also highlighted with a red rectangular box.

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2. You have the ability to change your security image, password, forgot password security question, and forgot password text message number.

Staff Settings Page:

Account

Personal Information Edit

First name

Last name

Okta username

Primary email

Secondary email

SOAR Emplid

Mobile phone

Change Windows Password

Passwords must contain a minimum of 10 characters from three of the following categories: • Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters) • Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters) • Base 10 digits (0 through 9)

Enter current password


Enter new password

Repeat new password

Change Password

Security Image Help Edit

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



Forgotten Password Question Edit

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Question

Where did you meet your spouse/significant other?

Forgot Password Text Message

Okta can send you a text message with a password reset code. This feature is useful when you don't have access to your email.

Country

Domestic phone number

Edit Phone Number Delete Phone Number

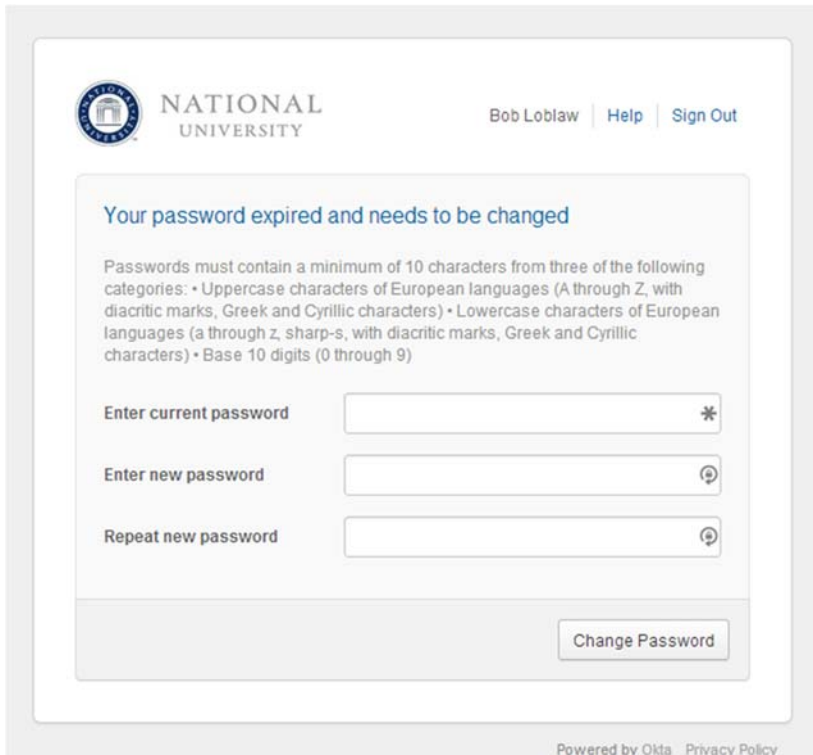
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Troubleshooting

These are the anticipated escalation issues with this new process. If other issues are experienced, please contact Faculty and Staff IT Help Desk: (858) 309-3580 or helpdesk@nu.edu.

If your password has expired:

SSO passwords expire every 180 days. If your password has expired you will be directed to this screen when you login to SSO:



The screenshot shows a web interface for National University. At the top left is the university logo and name. At the top right, the user's name 'Bob Loblaw' is displayed along with 'Help' and 'Sign Out' links. The main content area has a heading 'Your password expired and needs to be changed'. Below this, a paragraph explains the password requirements: a minimum of 10 characters from three of the following categories: uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters), lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters), and Base 10 digits (0 through 9). There are three input fields: 'Enter current password' with a password strength indicator, 'Enter new password' with a strength indicator, and 'Repeat new password' with a strength indicator. A 'Change Password' button is located at the bottom right of the form area. At the very bottom of the page, it says 'Powered by Okta Privacy Policy'.