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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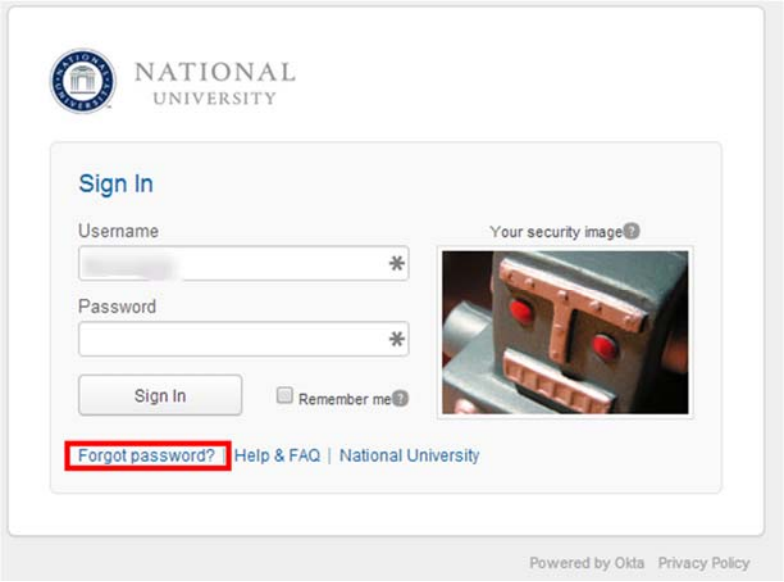
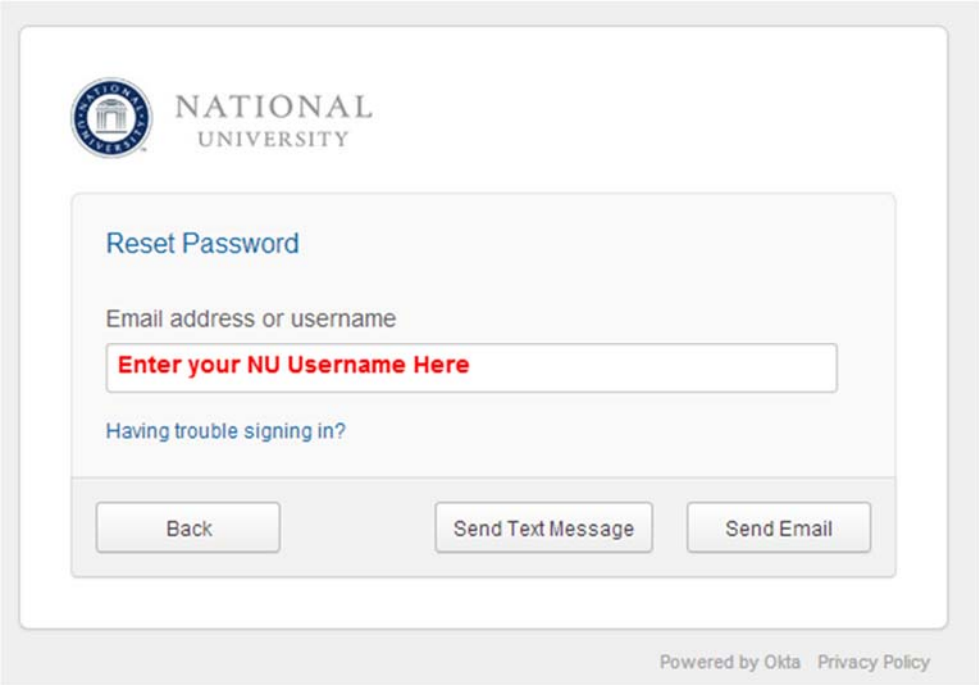
Employee Activation | Self-service

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.



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



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

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 @nu.edu:

(resetPasswordLink Placeholder)

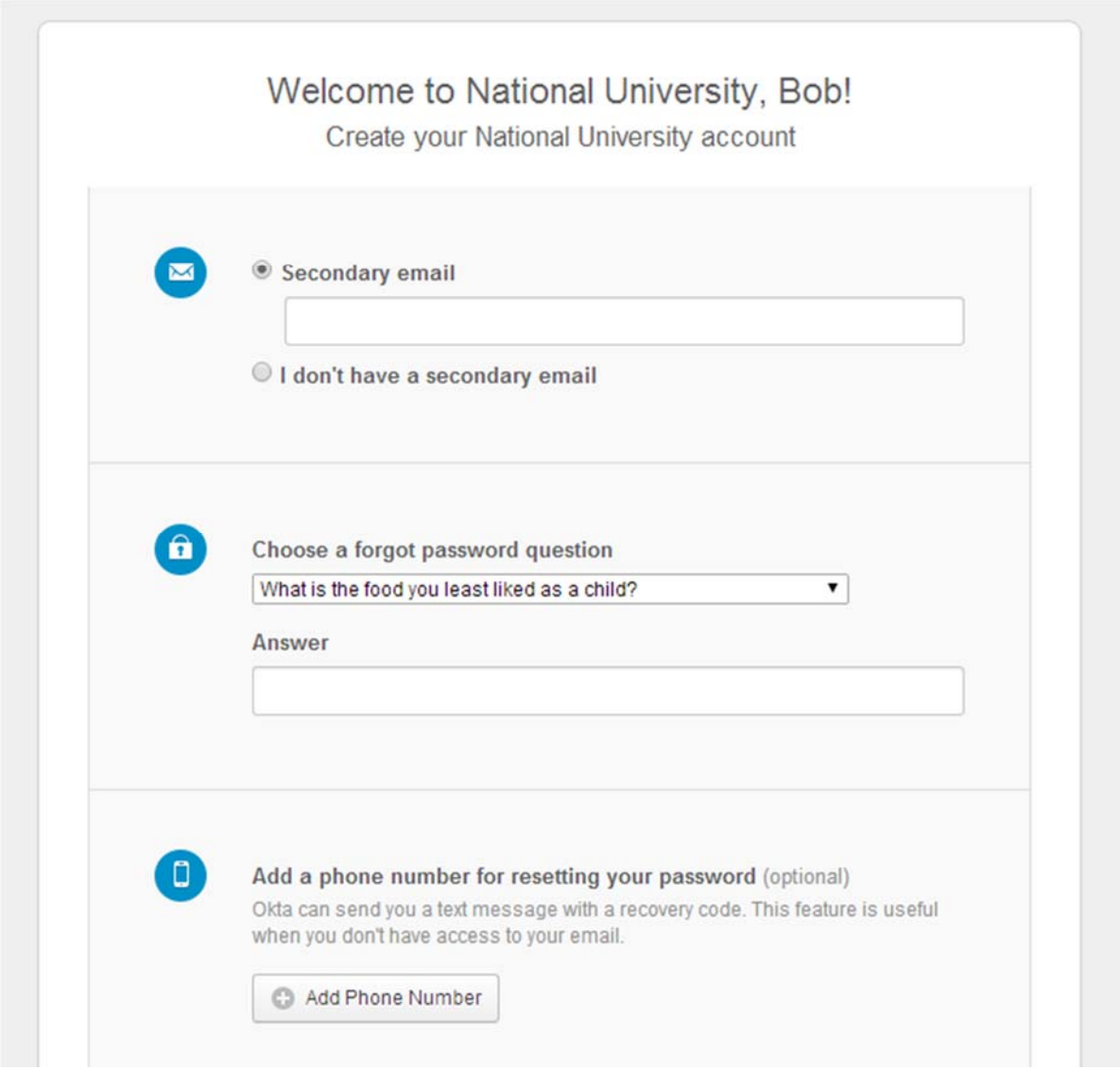
This link expires in 7 days.

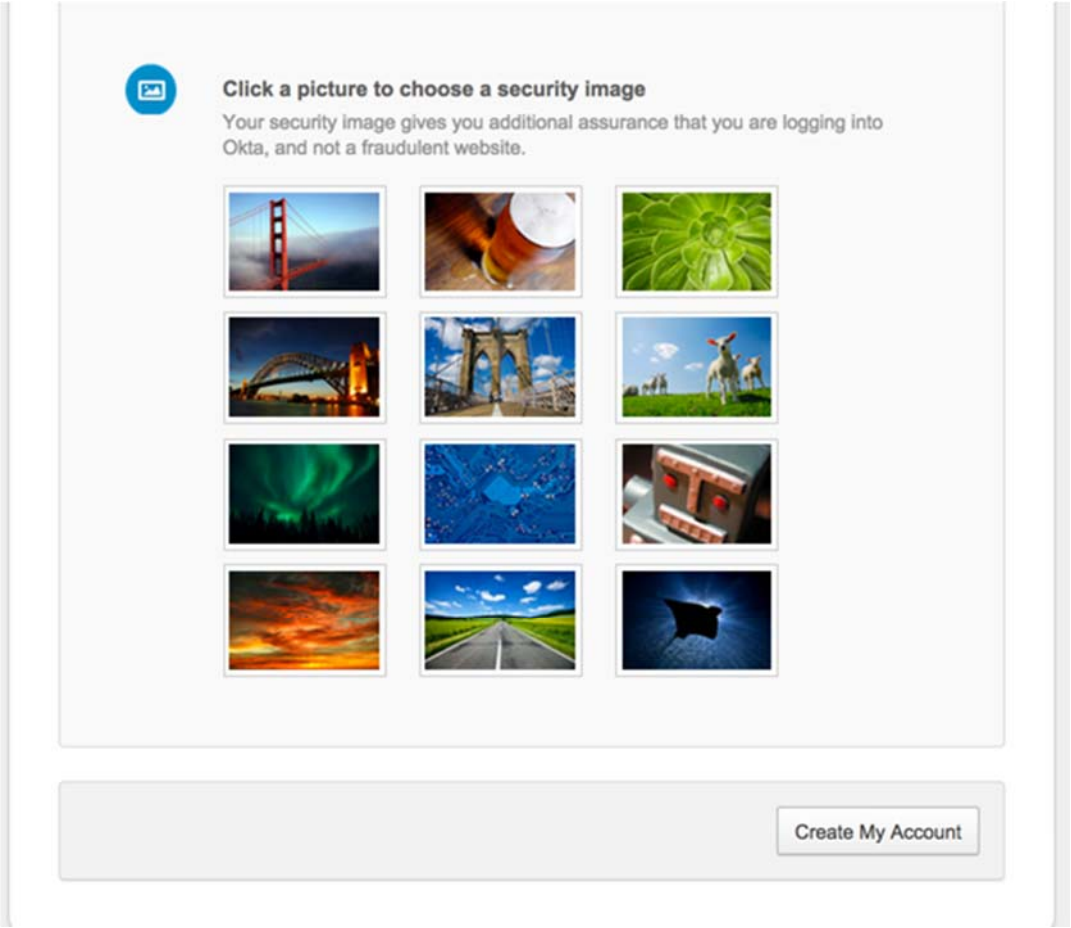
If you experience difficulties accessing your account, please contact the IT Help Desk at helpdesk@nu.edu or (858) 642-3580.

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

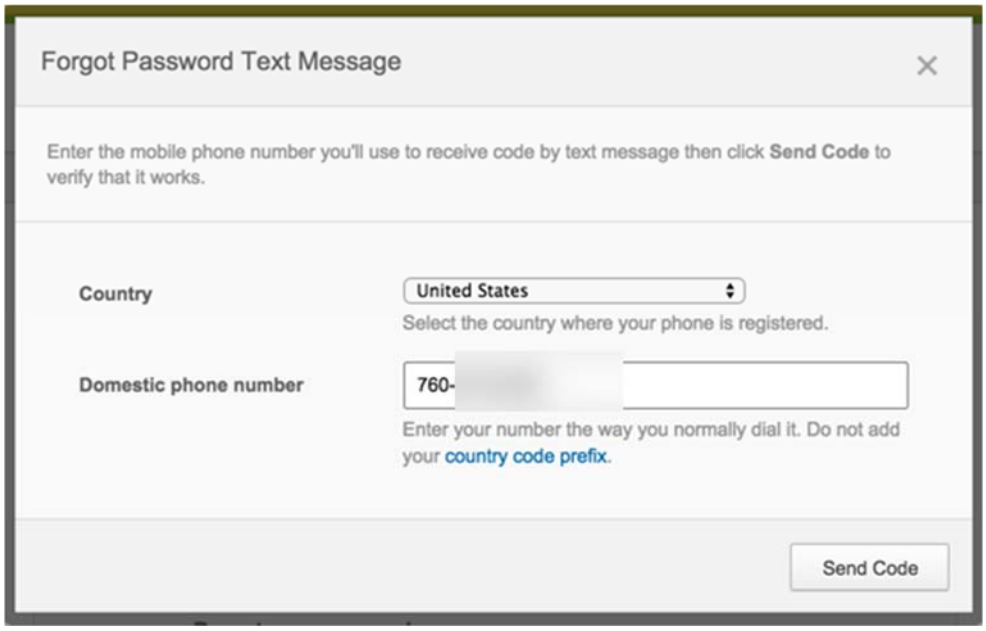
This is an automatically generated message by National University Single Sign-On. Replies are not monitored or answered.

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:

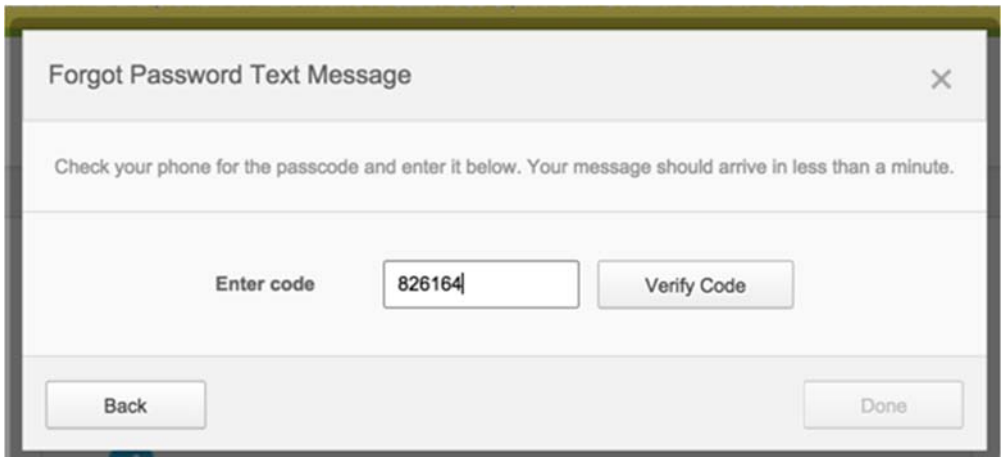




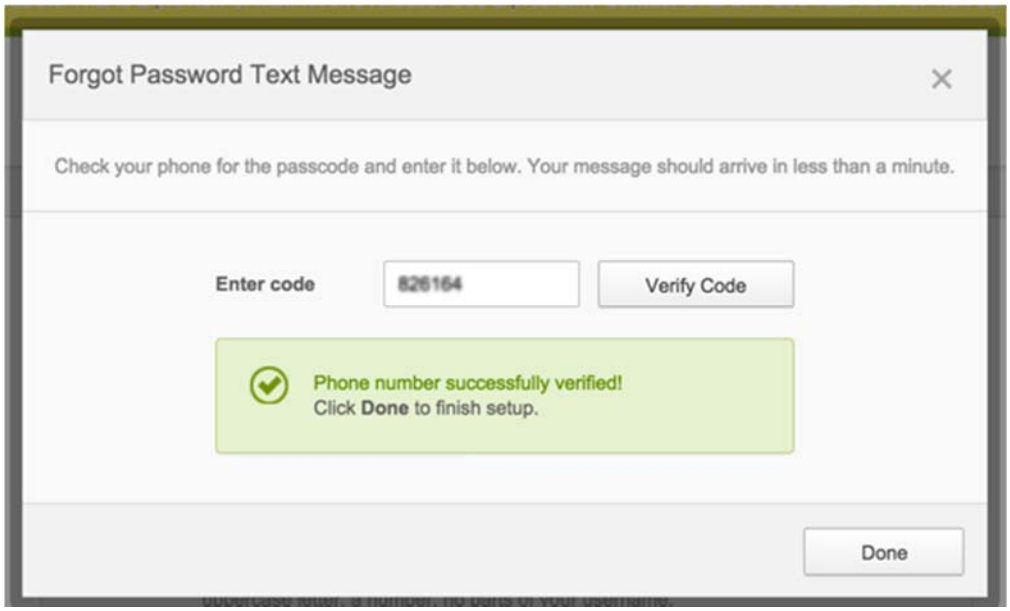
3. It is strongly recommended that you enter a cell phone number for password recovery. Standard text messaging rates apply. Please contact your cell phone provider for more details.
    a. After you selects “Add Phone Number,” you will be prompted to enter your cell phone number



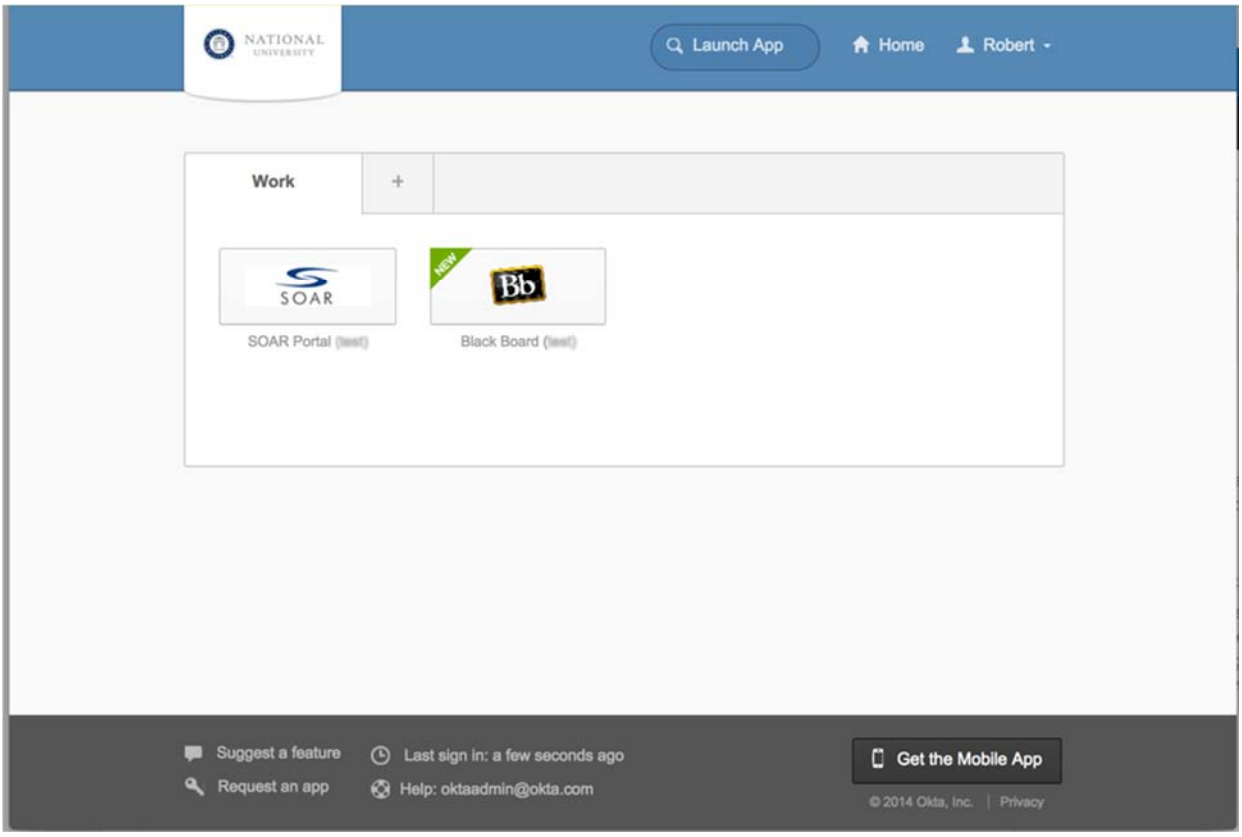
b. You will receive a text message with a confirmation code to be entered into the next window



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



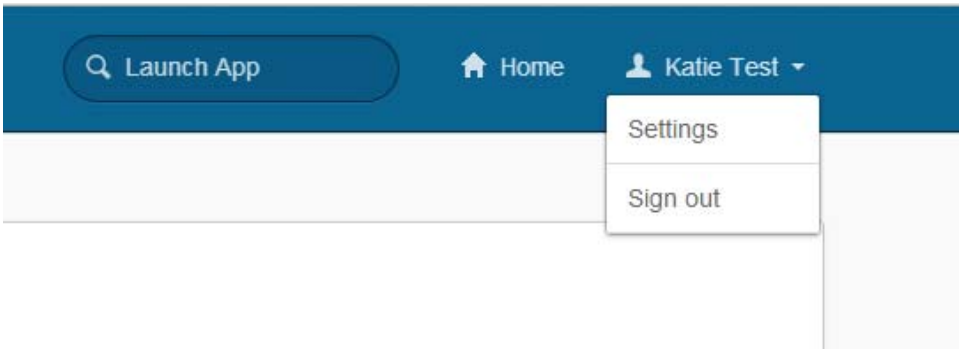
4. After the account is created, you will be directed to the portal page:



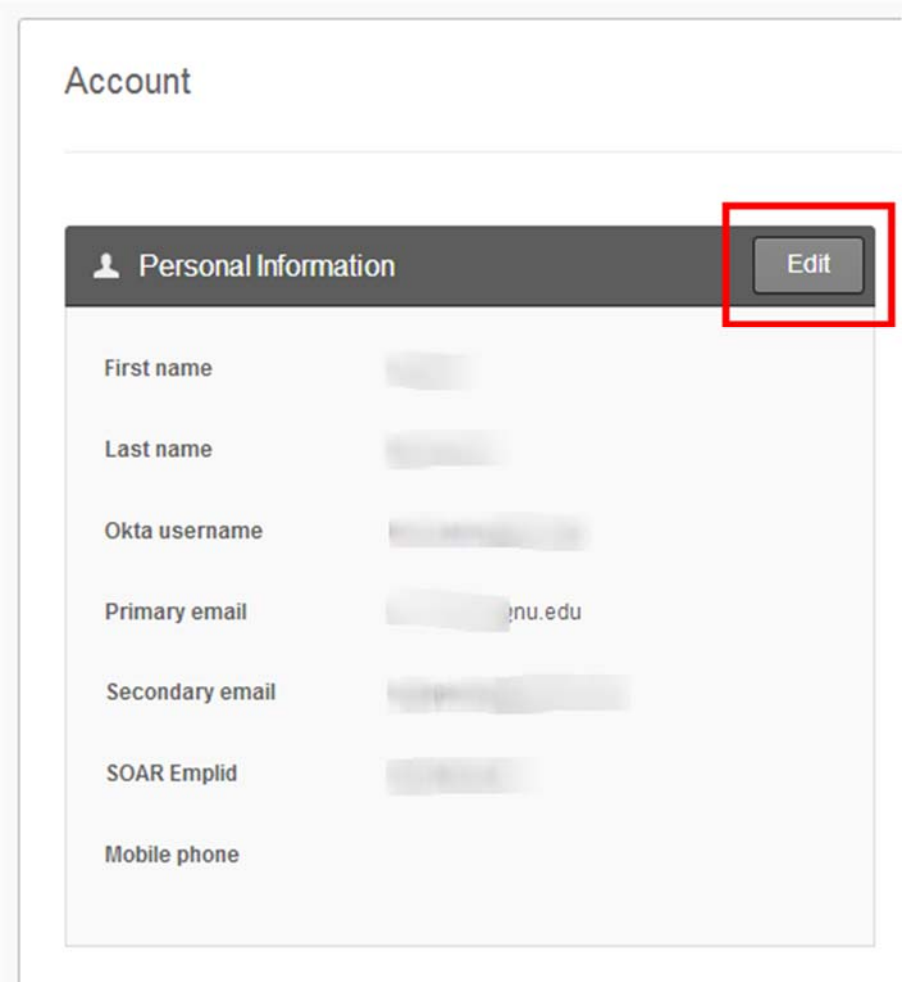
User Settings and Changing Passwords | Self-service

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

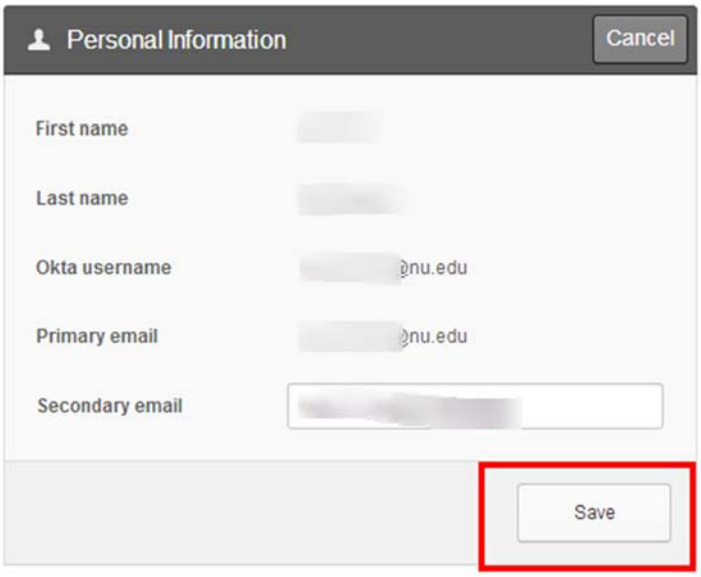
1. Select “Settings”



a. Edit Personal Information

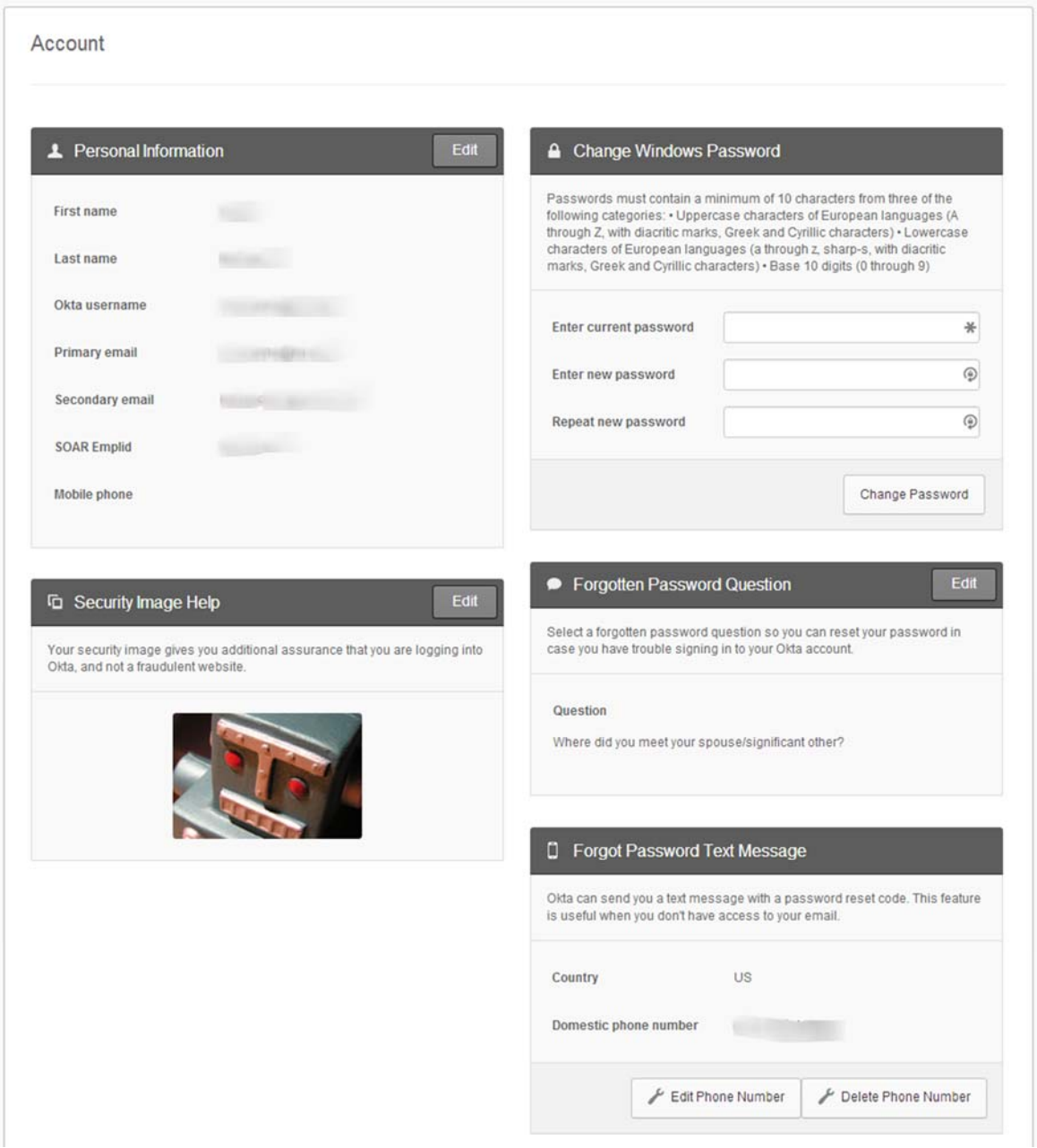


b. Edit secondary email address:



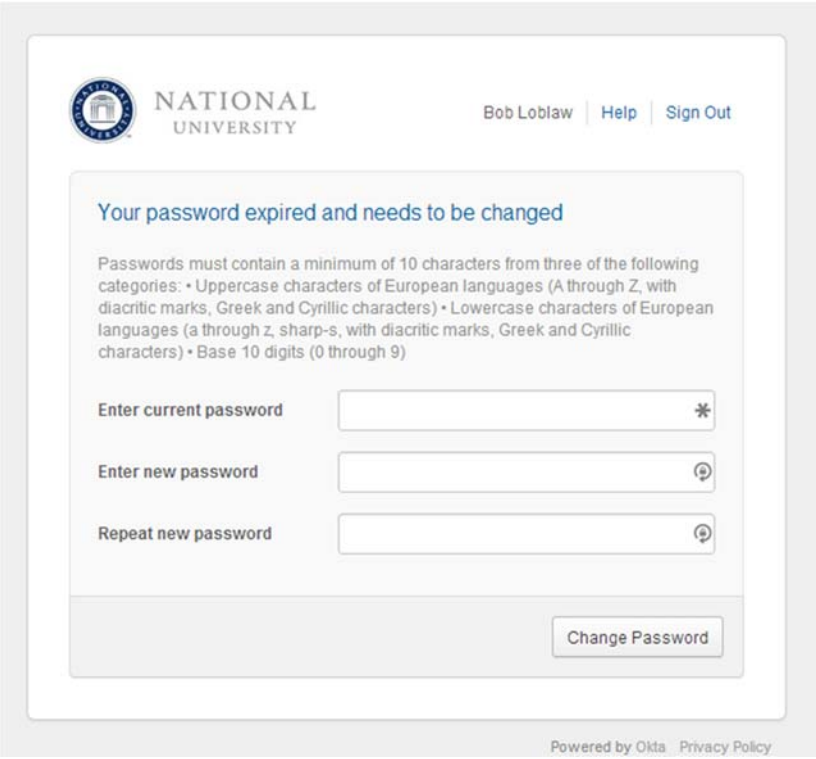
2. You have the ability to change your security image, password, forgot password security question, and forgot password text message number.

Staff Settings Page:



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: