

1. Claim Account / Activate Account / Lookup ID

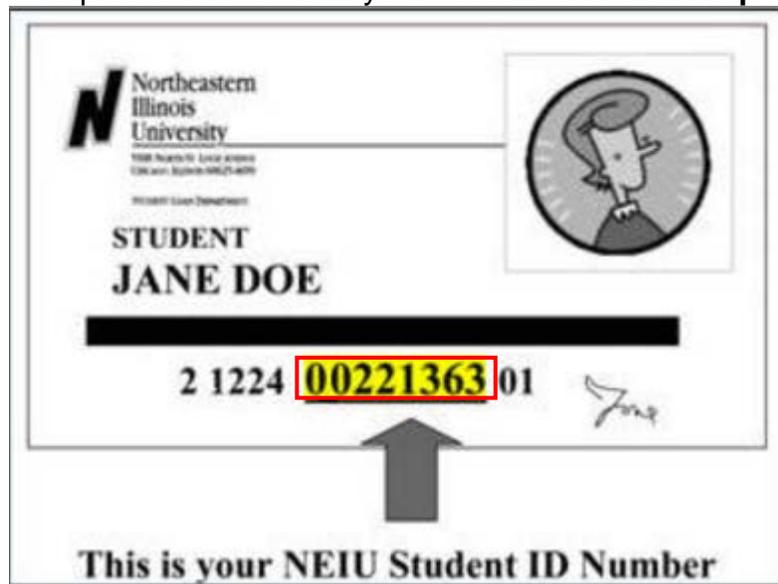
The steps for all three of these actions are the same.

Step 1: Go to <https://neiuport.neiu.edu> and click on **Activate your account**.



The screenshot shows the NEIUport website interface. At the top left is the NEIUport logo with the tagline "BE CONNECTED. BE INFORMED. BE YOURSELF." Below the logo is a "Secure Access Login" form with fields for "User Name:" and "Password:", and "Login" and "Cancel" buttons. To the right of the login form is a "Welcome to NEIUport" message and a description of the portal's purpose. Below the login form is a "NetID Account Administration" section with a red box around the link "Claim/Activate Account, Lookup ID". Other links in this section include "Forget Your Password", "Reset Your Password", and "User ID Recovery". To the right of the NetID section is a "Chrome Users" notice and "Quick Links" for "Desire2Learn" and "Nmail". At the bottom right, there is contact information for Technology Services.

Step 2: On the *Password and Account Management Portal* page, enter your **University ID** (add 0s to make it 9 digit number) from your University ID card or from your tuition bill to request a PIN to claim your account and click **Request PIN**.



i.e., 00221363 make it **000221363** and enter this number.



Forgot your Password?

No worries. You may quickly and securely reset forgotten passwords to your accounts.

1 Verify your identity and request a PIN: Enter your user information

* University ID:

By selecting this checkbox you agree to receive text messages on your mobile device.

Request PIN

* Required field

2 Select where you want the PIN to be sent

3 Validate your PIN: Enter the PIN that was sent to your mobile device

4 Create and confirm your new password

Step 3: Select where you would like to have your PIN sent and click **Send PIN**.



Start Over



Forgot your Password?

No worries. You may quickly and securely reset forgotten passwords to your accounts.

1 Verify your identity and request a PIN: Enter your user information

2 Select where you want the PIN to be sent

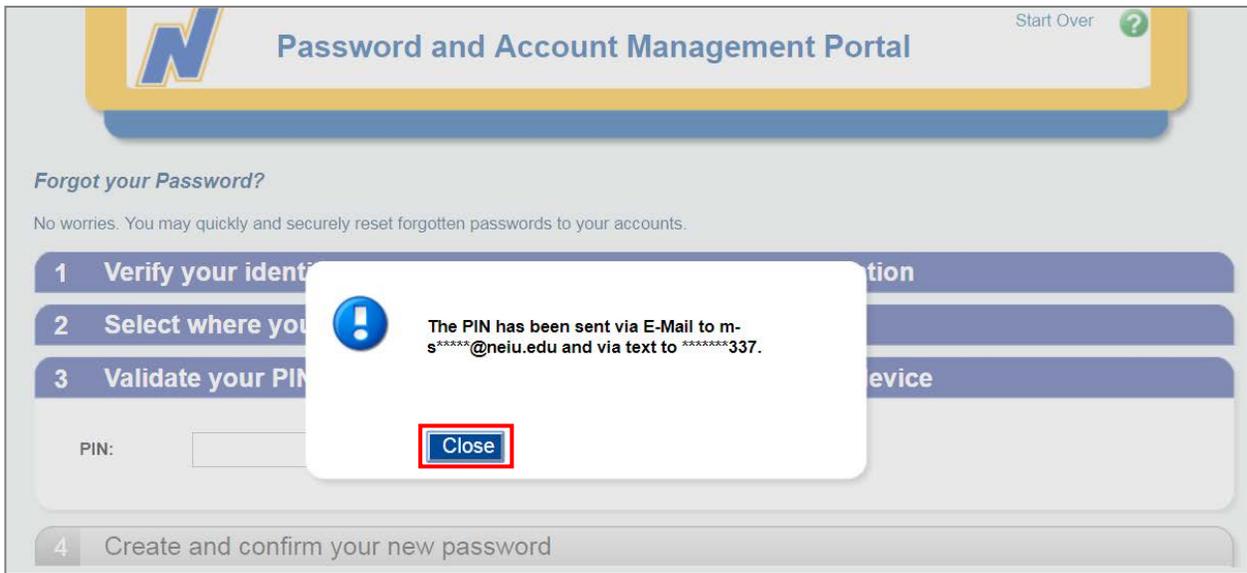
- Cellphone (*****337)
- E-mail (m-s*****@neiu.edu)
- Both (*****337 & m-s*****@neiu.edu)

Send PIN

3 Validate your PIN: Enter the PIN that was sent to your mobile device

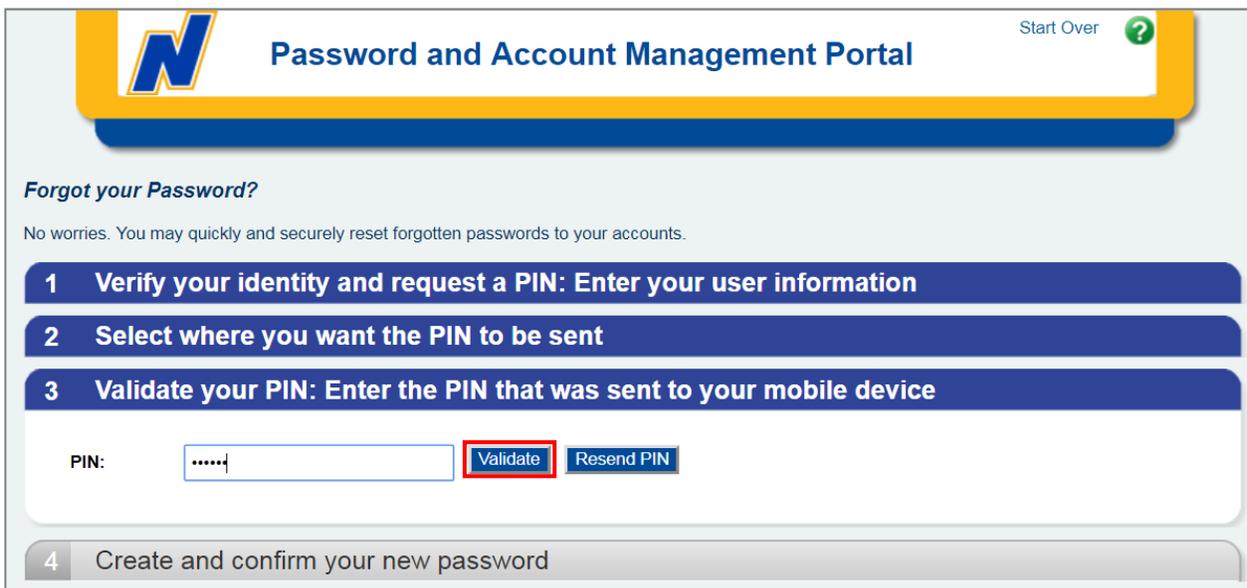
4 Create and confirm your new password

Step 4: Click Close.



The screenshot shows the 'Password and Account Management Portal' with a confirmation message overlay. The message states: 'The PIN has been sent via E-Mail to m-s*****@neiu.edu and via text to *****337.' A 'Close' button is highlighted with a red box. The background shows a progress bar with four steps: 1. Verify your identity, 2. Select where you want the PIN to be sent, 3. Validate your PIN, and 4. Create and confirm your new password. A 'Start Over' link with a question mark icon is in the top right corner.

Step 5: Enter the PIN number you received through SMS or email and click Validate.



The screenshot shows the 'Password and Account Management Portal' at the 'Validate your PIN' step. A text input field labeled 'PIN:' contains a masked PIN '.....'. A 'Validate' button is highlighted with a red box, and a 'Resend PIN' button is next to it. The progress bar shows three steps completed: 1. Verify your identity and request a PIN: Enter your user information, 2. Select where you want the PIN to be sent, and 3. Validate your PIN: Enter the PIN that was sent to your mobile device. A 'Start Over' link with a question mark icon is in the top right corner.

Note: Make sure to note your NetID displayed on the right side of the screen under Password Policy.

Step 6: Enter a New Password (and Re-type Password) and click Reset Password.



Password and Account Management Portal

Start Over ?

Forgot your Password?

No worries. You may quickly and securely reset forgotten passwords to your accounts.

- 1 Verify your identity and request a PIN: Enter your user information**
- 2 Select where you want the PIN to be sent**
- 3 Validate your PIN: Enter the PIN that was sent to your mobile device**
- 4 Create and confirm your new password**

New Password:

Re-type Password:

Reset Password

Password Rules	Password Policy...
	jharringhen6
Mandatory	
Length: Minimum	8
Length: Maximum	512
Letters: Minimum	2
User name: Disallow contain	Yes
Identity User ID: Disallow contain	Yes
Valid characters	~!@#\$\$%^&* _+=~\ {}[];'"<>.,?/
Conditional rules to be satisfied	3 out of 4
Conditional	
Letters: Minimum upper case	1
Letters: Minimum lower case	1
Numbers: Minimum	1
Special characters: Minimum	1

Step 7: When the Legal page appears, read the information and click Accept



Password and Account Management Portal

Logout ?

Welcome, Janice Harring-Hendon

Legal

This Northeastern Illinois University web site includes both official and unofficial pages.

Official pages are those sanctioned by Northeastern Illinois University; unofficial pages are those not sanctioned by Northeastern Illinois University, including, but not limited to staff, faculty, student organizations, and student personal pages. Northeastern Illinois University has no control over and is not responsible for the accuracy or completeness of the contents of any unofficial page. Information in the many World Wide Web pages that are linked to Northeastern Illinois University's official home pages comes from a variety of sources. Some of this information comes from official Northeastern Illinois University sources, but much of it comes from unofficial or unaffiliated organizations and individuals, both internal and external to the University. Northeastern Illinois University does not necessarily author, edit, or monitor these unofficial pages and therefore cannot assume responsibility for their content.

The views and opinions expressed on any unofficial page are strictly those of the page author.

OVERVIEW:

Accept **Decline**

Step 8: After you receive the *Welcome* pop-up, click **Close**.

The screenshot shows the 'Password and Account Management Portal' for Janice Haring-Hendon. The page title is 'Please provide answers to all secret questions below'. A yellow warning icon and text state: 'NOTE: Your security profile is incomplete.' A white pop-up message is centered on the screen, containing a yellow warning icon and the text: 'Welcome Janice! To protect the security of your identity and accounts, you must first set up your "Secret Questions". After closing this message, please provide answers to all the questions shown here.' A red box highlights the 'Close' button in the pop-up. The background form has several rows of 'Select a question' dropdowns and 'Answer' text boxes, with 'Re-type Your Answer' boxes to the right. At the bottom, there are 'Cancel', 'Save', and 'Clear All' buttons.

Step 9: Provide answers to all secret questions in case you need to reset the password in the future. Once finished, click **Save**.

The screenshot shows the 'Password and Account Management Portal' for Janice Haring-Hendon. The page title is 'Please provide answers to all secret questions below'. A yellow warning icon and text state: 'NOTE: Your security profile is incomplete.' The form is now populated with five questions, each with a dropdown menu, an 'Answer' text box, and a 'Re-type Your Answer' text box. The questions are: 'What is your pet's name?', 'What elementary school did you attend?', 'In which city were you born?', 'What is your favorite book?', and 'What make was your first car or bike?'. The 'Answer' and 'Re-type Your Answer' boxes contain masked characters (dots). At the bottom, there are 'Cancel', 'Save', and 'Clear All' buttons. The 'Save' button is highlighted with a red box.

Step 10: Once your answers are saved successfully, click **Close**.

The screenshot shows the 'Password and Account Management Portal' interface. At the top, there is a navigation bar with the NEIU logo, the user's name 'Welcome, Janice Harring-Hendon', and links for 'Logout', 'My Accounts', and 'My Profile'. Below this is a 'Reset Passwords' button. The main content area is titled '1 Account (or "account group") for password reset'. A message states: 'You may use the same password for multiple accounts and account groups if it does not violate password rules.' Below this is a table with columns: 'Application/Group', 'Account', 'Password Rules', 'Last Reset On', and 'Reset password Before'. A modal dialog box is overlaid on the table, displaying a blue exclamation mark icon and the text 'Secret questions and answers saved successfully.' with a 'Close' button highlighted in a red box.

Application/Group	Account	Password Rules	Last Reset On	Reset password Before
▼ Password Policy Enforcement				
■ Identity System	jharring		46 PM	6-Dec-2017 12:46 PM
■ Active Directory	jharring		46 PM	6-Dec-2017 12:46 PM
■ RedHat LDAP	jharring		46 PM	6-Dec-2017 12:46 PM
■ SunLDAP	jharring		46 PM	6-Dec-2017 12:46 PM
■ Google Apps	jharring		46 PM	6-Dec-2017 12:46 PM
1 Total				

Step 11: Click on the **Profile** tab and write down your NEIU email address.

The screenshot shows the 'Password and Account Management Portal' interface. At the top, there is a navigation bar with the NEIU logo, the user's name 'Welcome, Janice Harring-Hendon', and links for 'Logout', 'My Accounts', and 'My Profile'. Below this is a 'Profile' tab highlighted in yellow, along with other tabs: 'Set Up Secret Questions', 'Preferences', and 'Messages'. The main content area is titled 'Personal Information' and contains a form with the following fields: '* First Name: Janice', '* Last Name: Harring-Hendon', Middle Name, Job Department, Job Title, Manager, Email Address: J-HarringHendon6@gtef (highlighted with a red box), Phone, Home Phone, Mobile Phone: 7738925337, Pager, Street, City, State: Select, and Postal Code. A legend at the bottom right indicates '* Required field'. At the bottom left, there are 'Discard Changes' and 'Submit' buttons.

Step 12: Once you have claimed your account successfully and note Net ID and Email Address then **Logout** from the portal.

N Password and Account Management Portal Logout ?

Welcome, Janice Harring-Hendon My Accounts My Profile

Reset Passwords

1 Account (or "account group") for password reset

You may use the same password for multiple accounts and account groups if it does not violate password rules.

Application/Group	Account	Password Rules	Last Reset On	Reset password Before
<ul style="list-style-type: none"> ▼ Password Policy Enforcement <ul style="list-style-type: none"> ■ Identity System ■ Active Directory ■ RedHat LDAP ■ SunLDAP ■ Google Apps 	<ul style="list-style-type: none"> jharringen6 jharringen6 jharringen6 jharringen6 jharringen6@gtest2.neiu.edu 		<ul style="list-style-type: none"> 9-Jun-2017 12:46 PM 	<ul style="list-style-type: none"> 6-Dec-2017 12:46 PM
1 Total				

Step 13: Return to NEIUport <https://neiuport.neiu.edu> and login with your NetID and password.