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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Student Activation | Self-service
You should have received an email from noreply@okta.com with instructions to setup your new National University SSO account. If you do not have an email, first check your spam folder.

If you did not receive an activation email:
1. Check your spam folder for an email from noreply@okta.com
2. If the email is not in your spam folder, navigate to login.nu.edu and select “Forgot Password”
   a. Single Sign-On

National University offers Single Sign-On (SSO), a solution that allows access to the most frequently used student, faculty, and staff software applications using one SSO username and password. Help and FAQ’s?
b. Then enter your Student ID into the indicated box:

3. If you do not receive an email, please contact Student Concierge Services to reset your primary email address.
   a. Student Concierge Services: (866) 628-8988 or SCS@nu.edu

If you received an activation email:

1. Click on the generated link within the email.
   a. Email Content:
      
      Note: your username is your 9-digit student ID
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. (Required) A new password requiring a minimum of 10 characters, at least 1 of each of a lowercase letter, uppercase letter, and number. No parts of the username can be used.
      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. Student 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 select “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:

![Portal Page Screenshot]

**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. You will need to access SOAR to modify any incorrect personal information displayed here.

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

Account

- **Personal Information**
  - First name
  - Last name
  - Otta username: [student@nu.edu](mailto:student@nu.edu)
  - Primary email
  - Secondary email
  - Mobile phone

- **Change Password**
  - Enter current password
  - Enter new password
  - Repeat new password
  - Change Password

- **Forgotten Password Question**
  - Select a forgotten password question so you can reset your password in case you have trouble signing in to your Otta account.
  - Question: What was your dream job as a child?

- **Forgot Password Text Message**
  - Otta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.
  - Add Phone Number
Troubleshooting
These are the anticipated escalation issues with this new process. If other issues are experienced, please contact Student Concierge Services: (866) 628-8988 or SCS@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: