

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 login.nu.edu
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 login.nu.edu login screen.
 - 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?](#)

Username

Password

Remember me

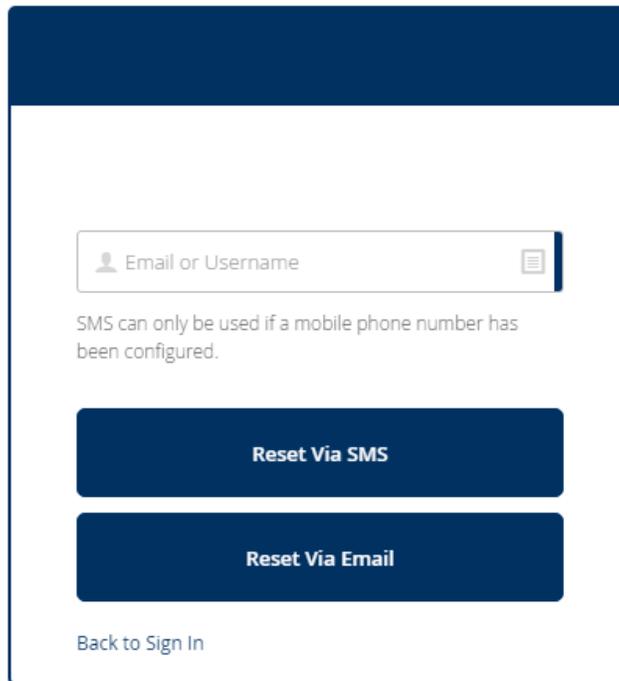
Sign In

[Forgot password?](#)

[Unlock account?](#)

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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 - 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) 309-3580 or helpdesk@nu.edu.

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

[https://nu.okta.com/reset_password/\[REDACTED\]](https://nu.okta.com/reset_password/[REDACTED])

This link expires in 30 days.

If you experience difficulties accessing your account, please contact the IT Help Desk at helpdesk@nu.edu or (858) 309-3580.

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?▼

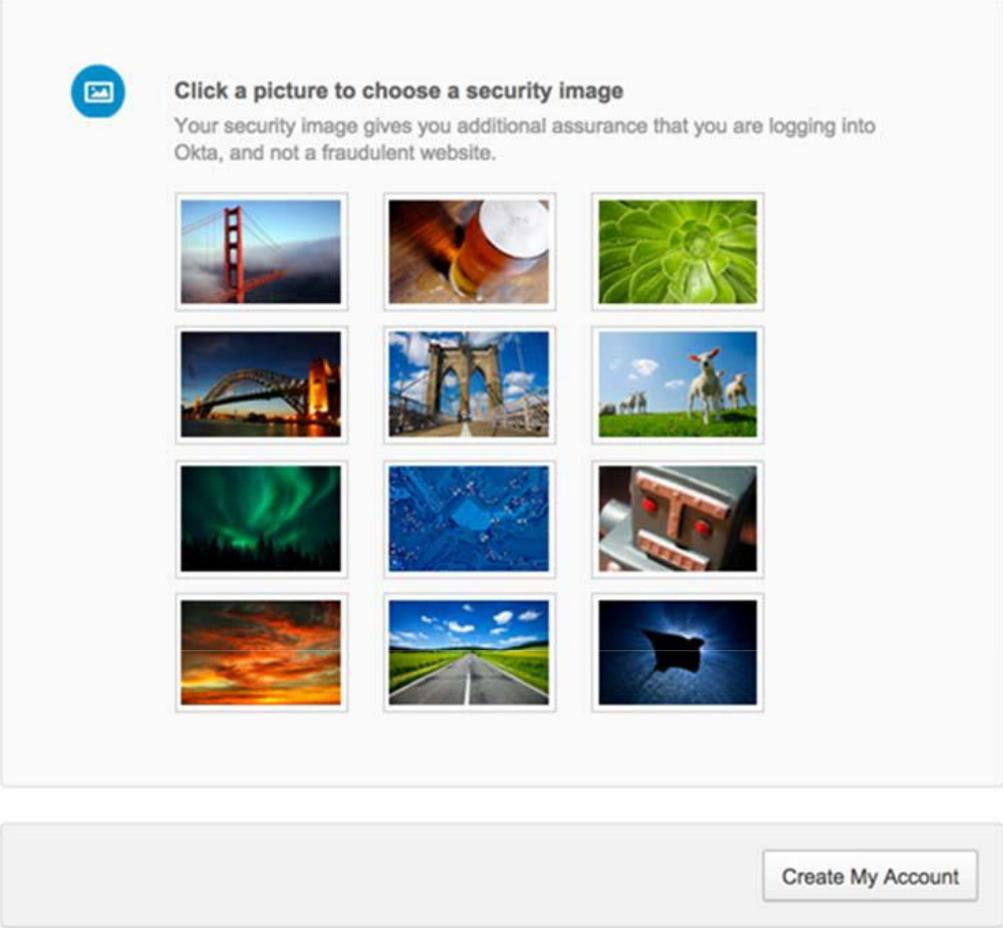
Answer



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.

+ Add Phone Number



 **Click a picture to choose a security image**
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

The screen displays a 4x3 grid of 12 different images for selection. The images include: the Golden Gate Bridge, a colorful abstract pattern, a green flower, a bridge at night, a stone archway, a field with cows, the Aurora Borealis, a blue abstract pattern, a red robot head, a sunset, a road stretching to the horizon, and a dark abstract shape.

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



Forgot Password Text Message ✕

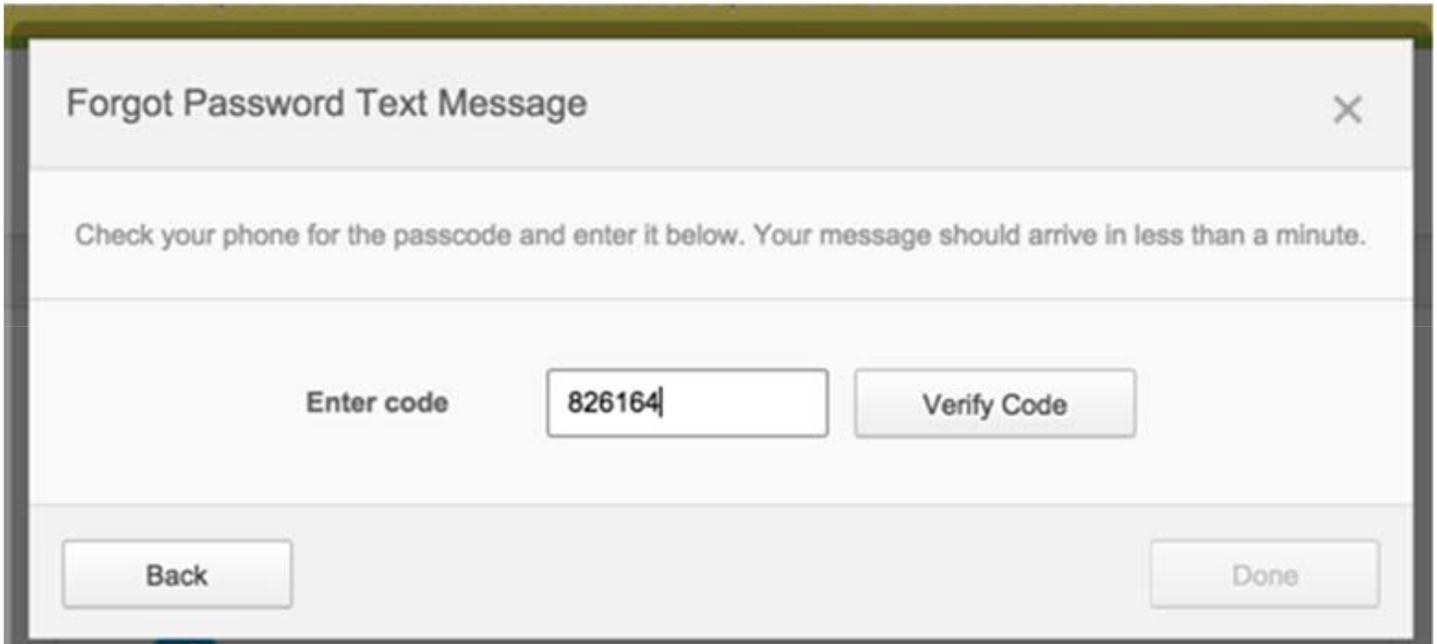
Enter the mobile phone number you'll use to receive code by text message then click **Send Code** to verify that it works.

Country ⌵
Select the country where your phone is registered.

Domestic phone number
Enter your number the way you normally dial it. Do not add your **country code prefix**.

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

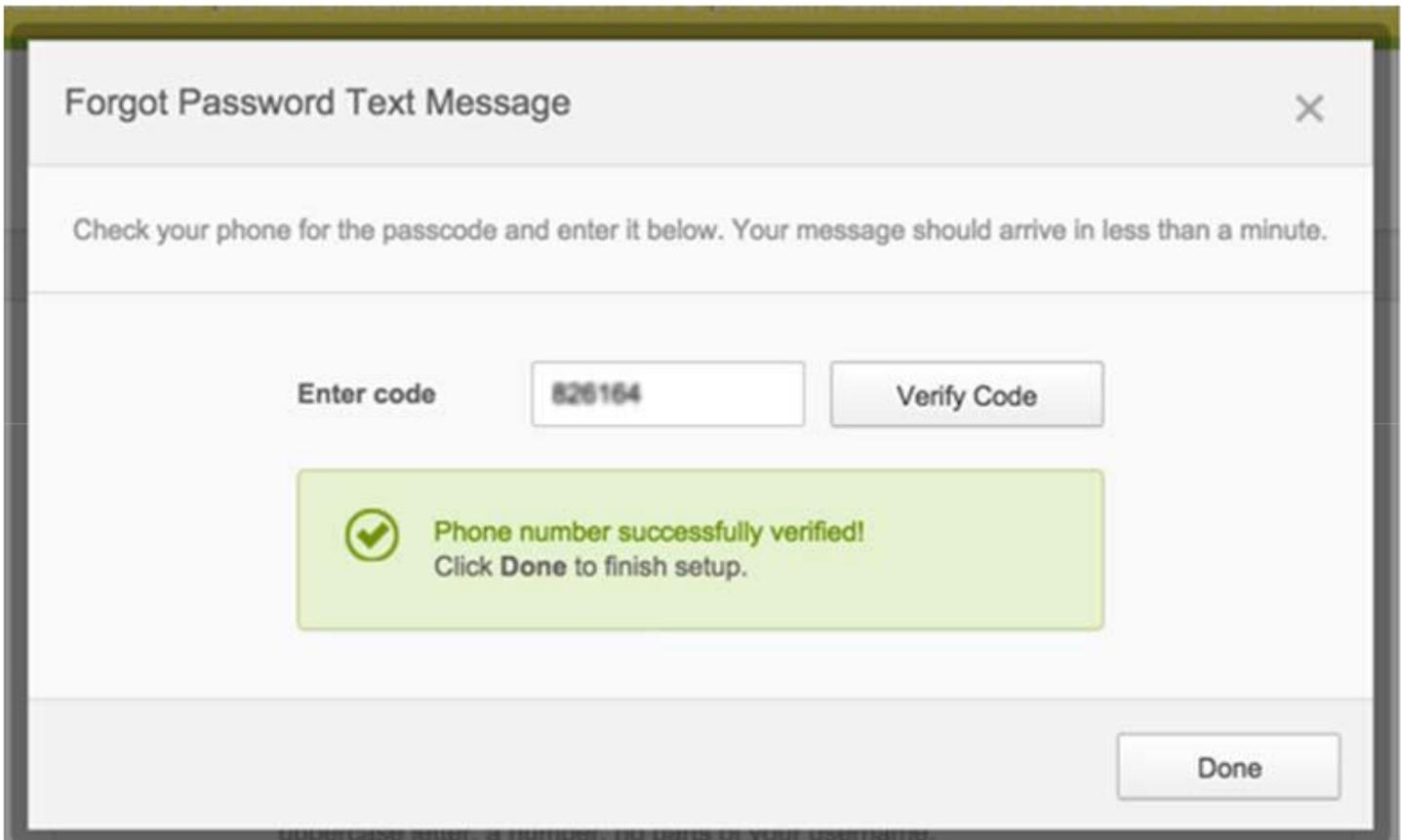


Forgot Password Text Message ✕

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.

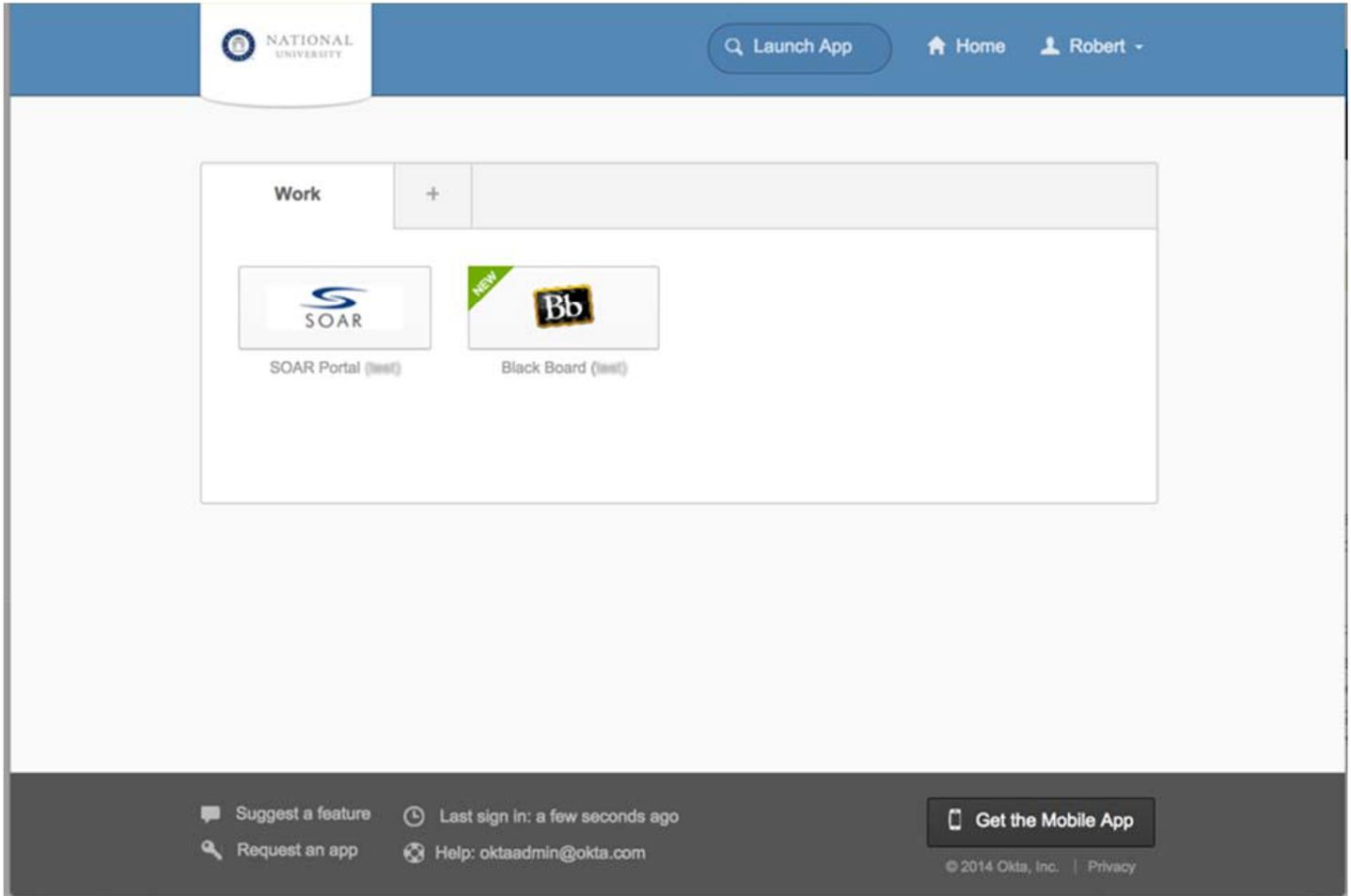
Enter code

Phone number successfully verified!
Click Done to finish setup.

UPPERCASE letters, a number, no parts of your username.

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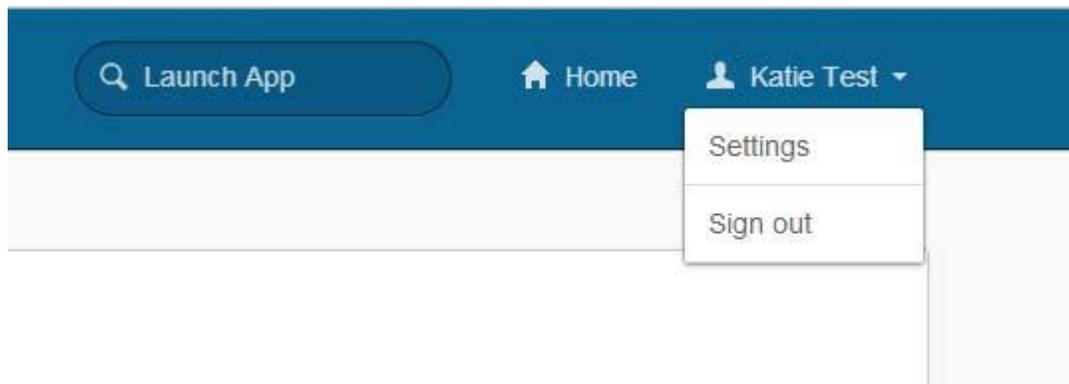
4. After the account is created, you will be directed to the portal page:



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 for editing personal information. At the top, the word "Account" is displayed. Below it, a dark grey header bar contains a person icon, the text "Personal Information", and a grey "Edit" button. The "Edit" button is highlighted with a red rectangular box. Below the header, a list of fields is shown, each with a label and a blurred input area: "First name", "Last name", "Okta username", "Primary email" (with a domain of @nu.edu), "Secondary email", "SOAR Emplid", and "Mobile phone".

b. Edit secondary email address:

This screenshot shows the "Personal Information" form in an edit mode. The header bar includes a person icon, the text "Personal Information", and a grey "Cancel" button. The form contains the same fields as in the previous screenshot: "First name", "Last name", "Okta username", "Primary email" (with a domain of @nu.edu), "Secondary email", "SOAR Emplid", and "Mobile phone". The "Secondary email" field is highlighted with a red rectangular box. At the bottom right of the form, a grey "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

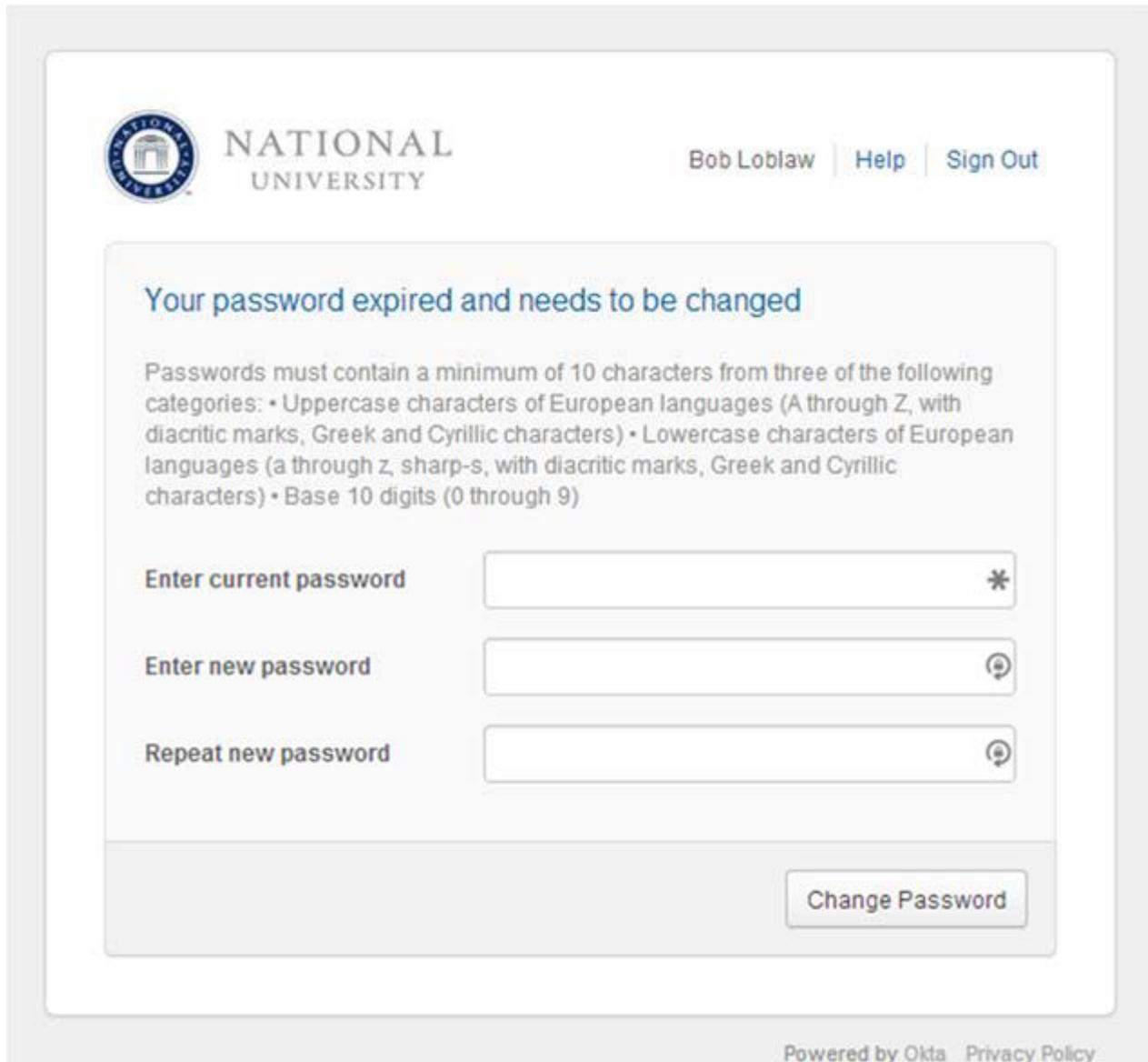
Edit Phone Number Delete Phone Number

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 the National University SSO interface. At the top left is the National University logo. To its right, the text "NATIONAL UNIVERSITY" is displayed. Further right, the user's name "Bob Loblaw" is shown, followed by "Help" and "Sign Out" links. The main content area has a heading "Your password expired and needs to be changed". Below this heading is a paragraph of password requirements: "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)". 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".