NU SSO | Account Activation Job Aid - Students

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

Contents

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
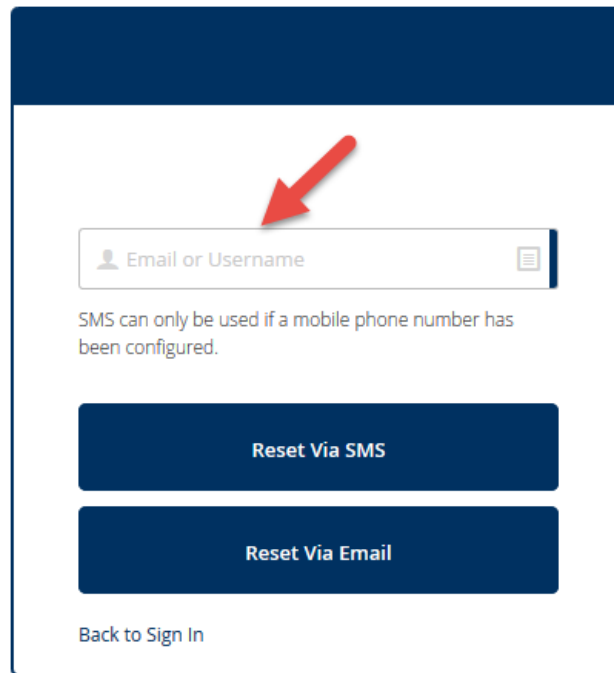2. If the email is not in your spam folder, navigate to login.nu.edu and select "Forgot Password"
    a.

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

Welcome to National University Single Sign-On!

National University - Welcome to Single Sign-On

Hi

National University is using a Single Sign-On (SSO) solution to manage access to NU-specific web applications such as SOAR and Blackboard. This means you can conveniently access the applications you use most frequently through a single secure home page with one username and password. While the initial group of SSO-enabled applications is small, more applications will be added throughout the 2014-2015 academic year.

A Single Sign-On user account has been created for you.

Click the following link to activate your account. This link expires in 7 days.
(activationLink Placeholder)

Your SSO username is
The SSO sign-in page is https://nu.okta.com

If you experience difficulties accessing your account, please contact Student Concierge Services at (866) 628-8988 or SCS@nu.edu .

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. (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:

Welcome to National University, Robert!

Create your National University account

Enter new password

Your password must have at least 10 characters, a lowercase letter, an uppercase letter, a number, no parts of your username.
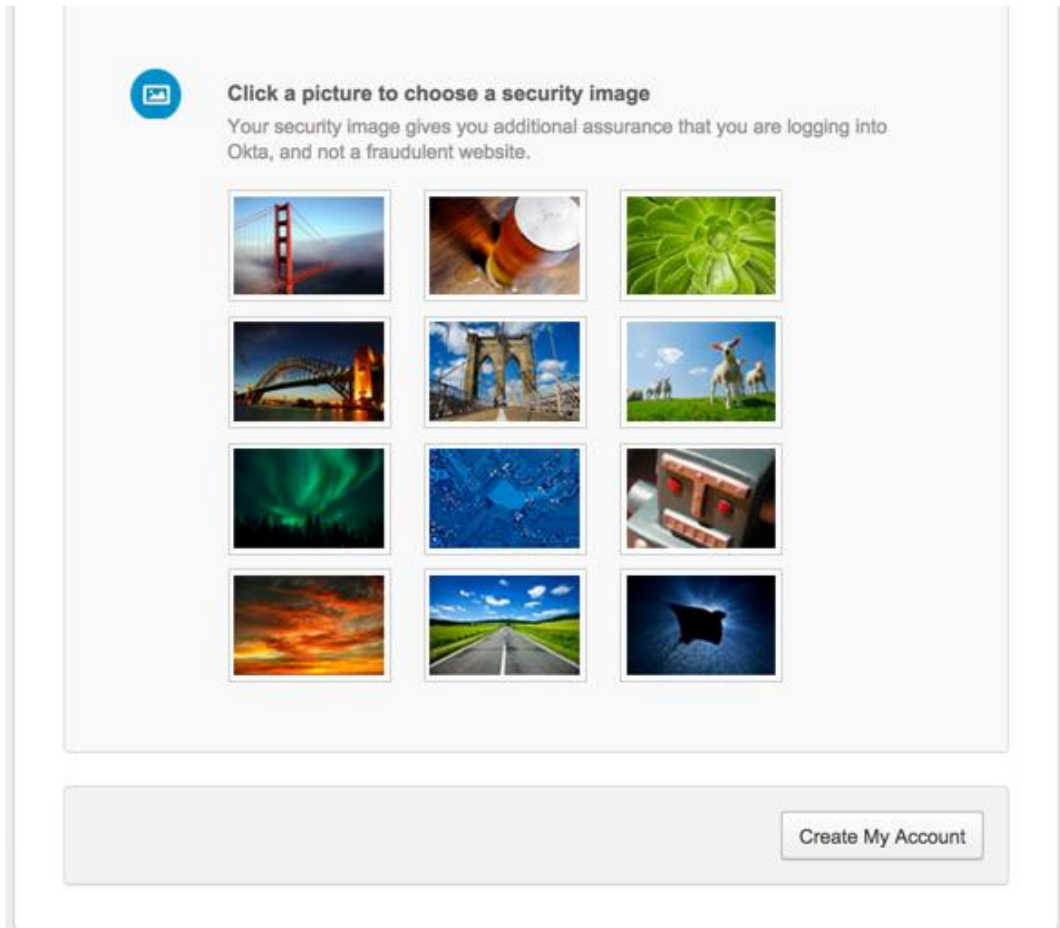
Repeat new password

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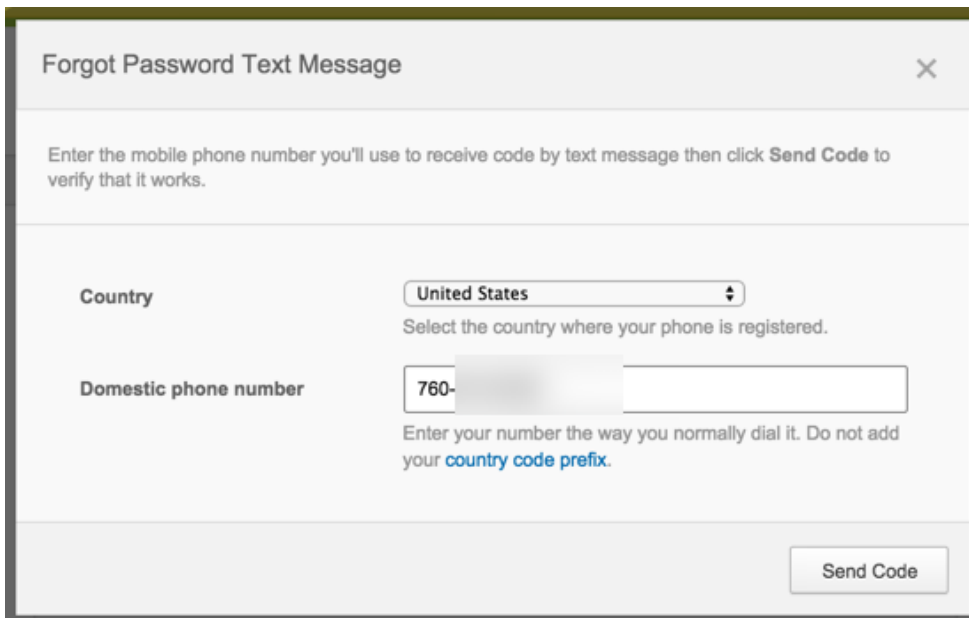
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Add Phone Number

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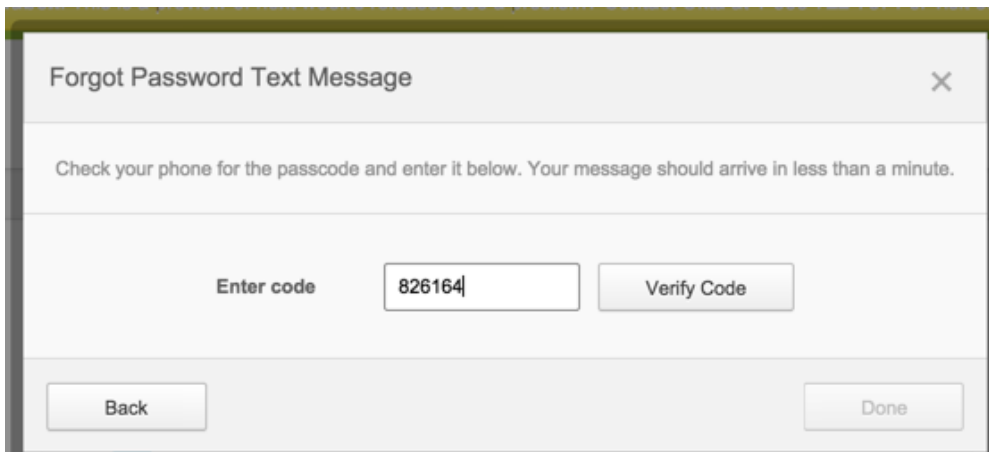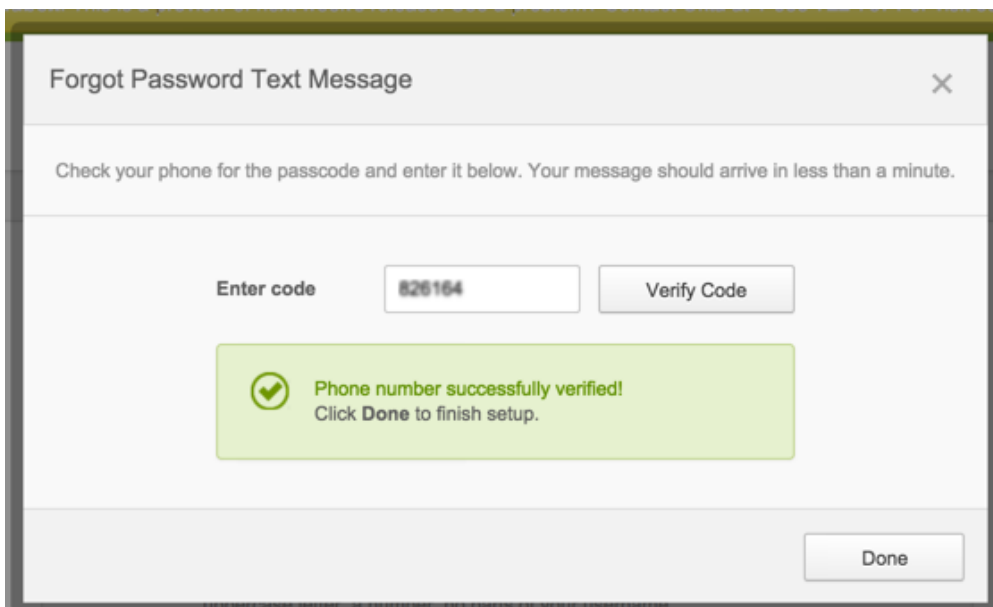
b. You will receive a text message with a confirmation code to be entered into the next window

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   826164   Verify Code

Back   Done

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   826164   Verify Code

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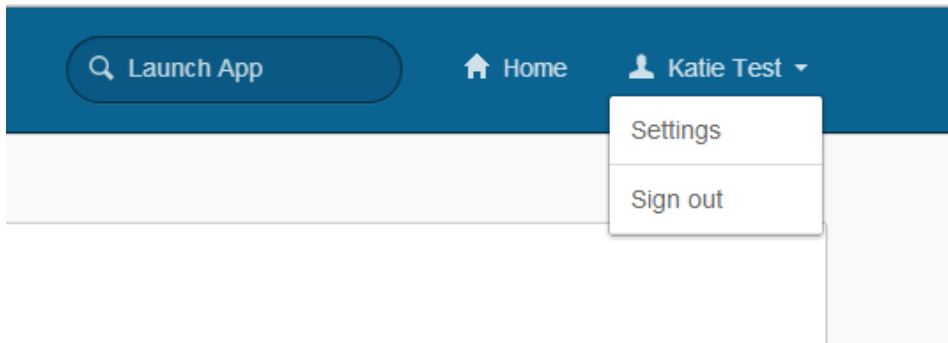   Click **Done** to finish setup.

Done

4. After the account is created, you will be directed to the portal page:
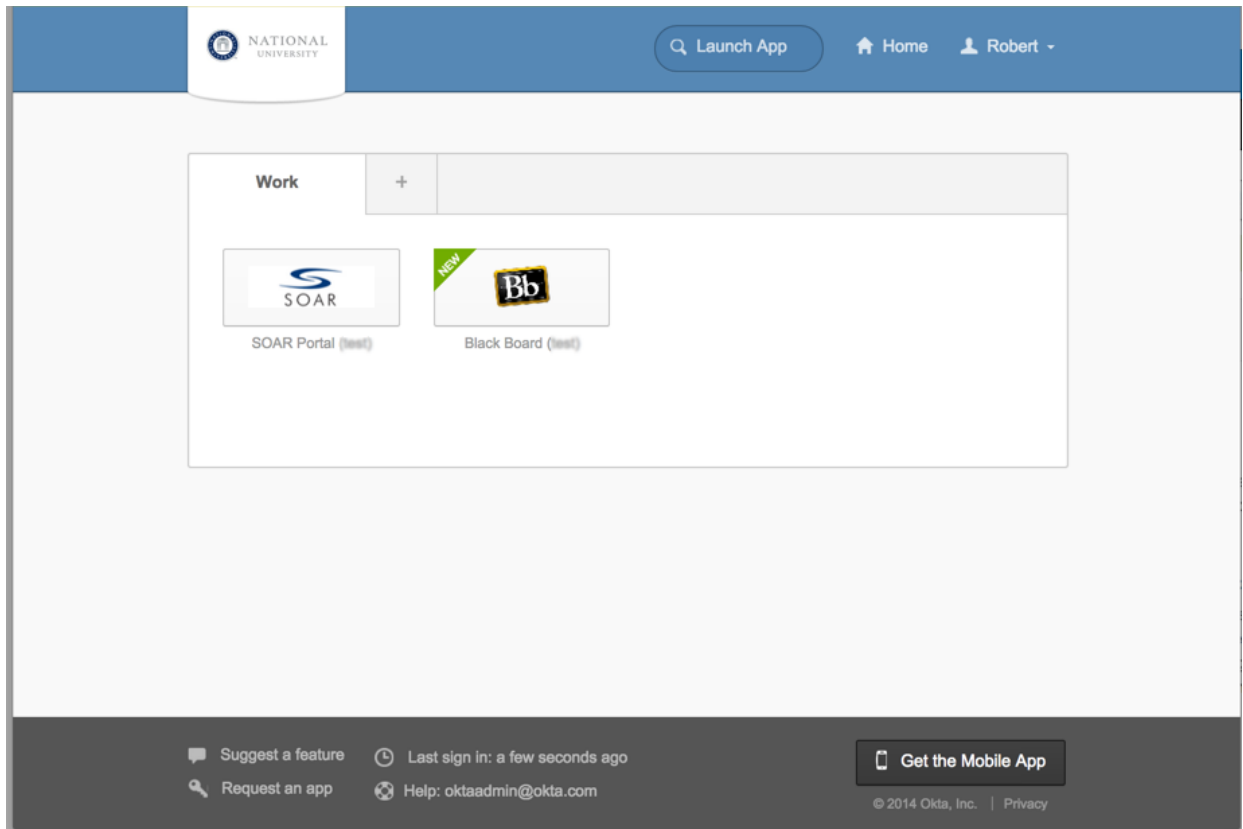
User Settings and Changing Passwords | Self-service

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

1. Select "Settings"

a. 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.

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Student Settings Page:

Account

👤 Personal Information

Please update your information in either the SOAR Student Portal or HR Self-Service Database.

Login Page

First name	
Last name	
Okta username	@student.nu.edu
Primary email	
Secondary email	
Mobile phone	

🗐 Security Image Help   Edit

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

🔒 Change Password

Your password must have at least 10 characters, a lowercase letter, an uppercase letter, a number, no parts of your username.

Enter current password		✳
Enter new password		
Repeat new password		

Change Password

💬 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

What was your dream job as a child?

📱 Forgot Password Text Message

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.
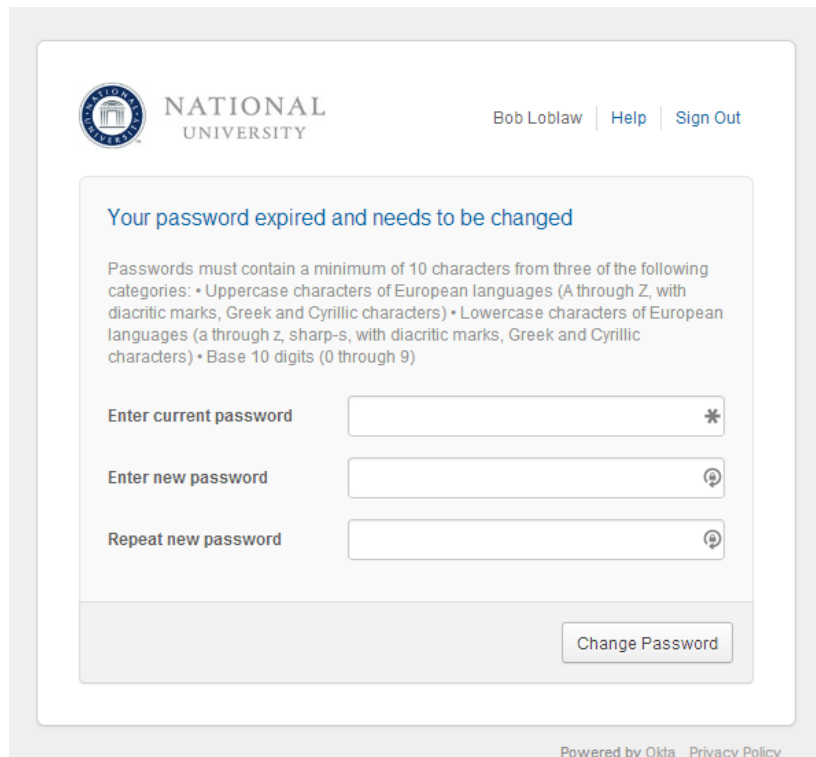
🔧 Add Phone Number

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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: