

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.

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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.

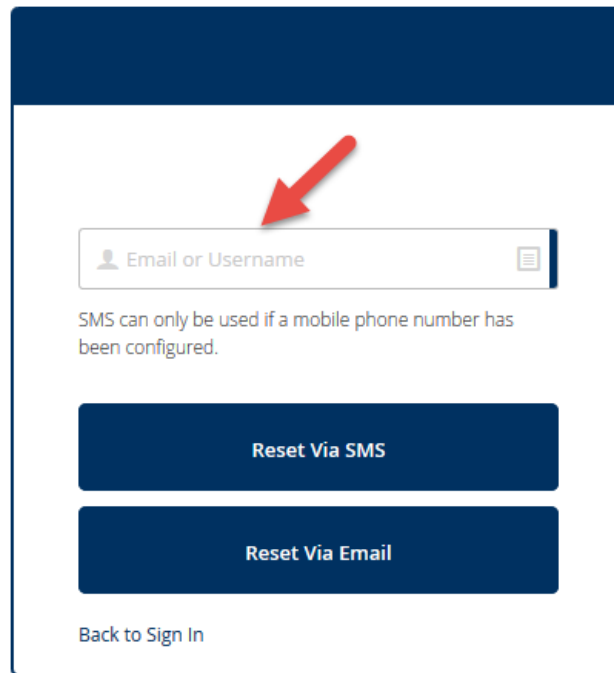
Single Sign-On

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?](#)

The image shows a screenshot of the National University Single Sign-On (SSO) login interface. At the top, there is a dark blue header with the National University logo. Below the header, the login form is displayed on a white background. It includes a 'Username' field with a person icon, a 'Password' field with a key icon, and a 'Remember me' checkbox. A prominent blue 'Sign In' button is centered below the fields. At the bottom of the form, there are two links: 'Forgot password?' (which is highlighted with a red rectangular box) and 'Unlock account?'.

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- b. Then enter your Student ID into the indicated box:



Email or Username

SMS can only be used if a mobile phone number has been configured.

Reset Via SMS

Reset Via Email

Back to Sign In

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 [redacted]

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 [redacted]

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.

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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. (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.

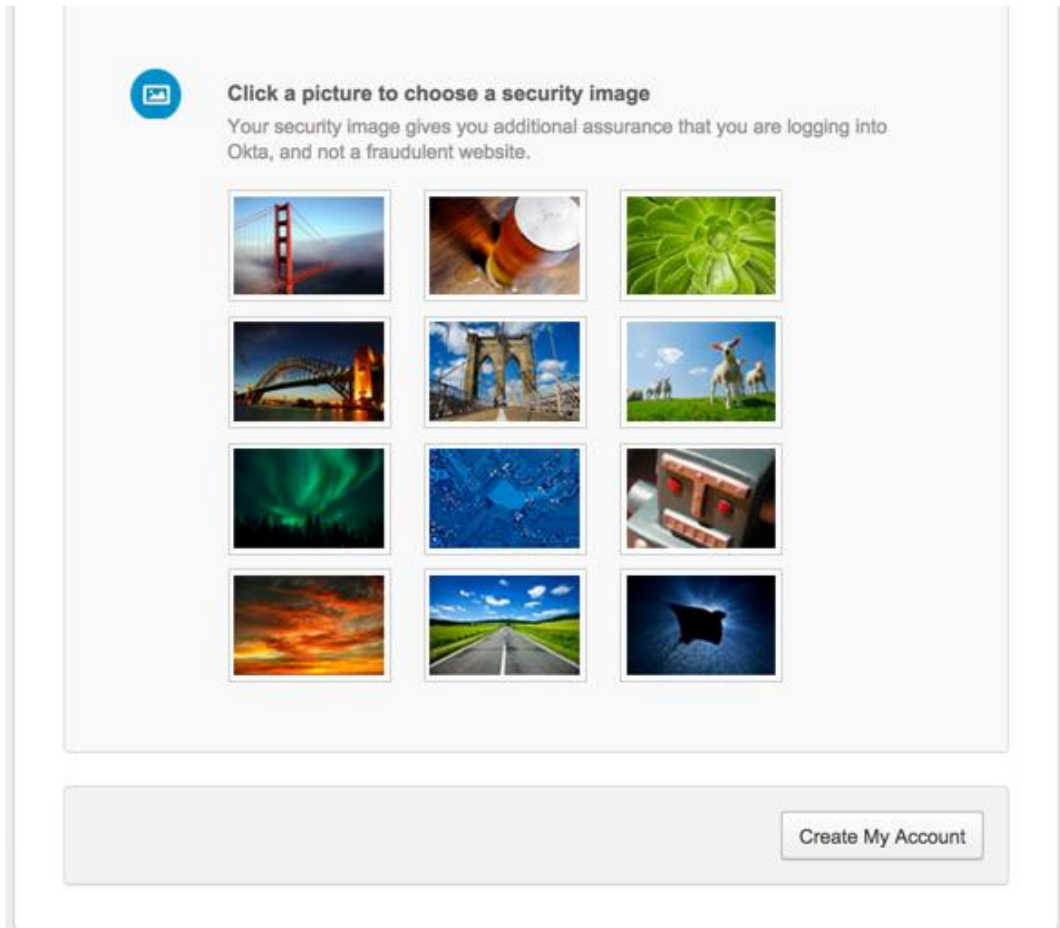
Repeat new password


**Choose a forgot password question**

Answer

**Add a phone number for resetting your password(optional)**

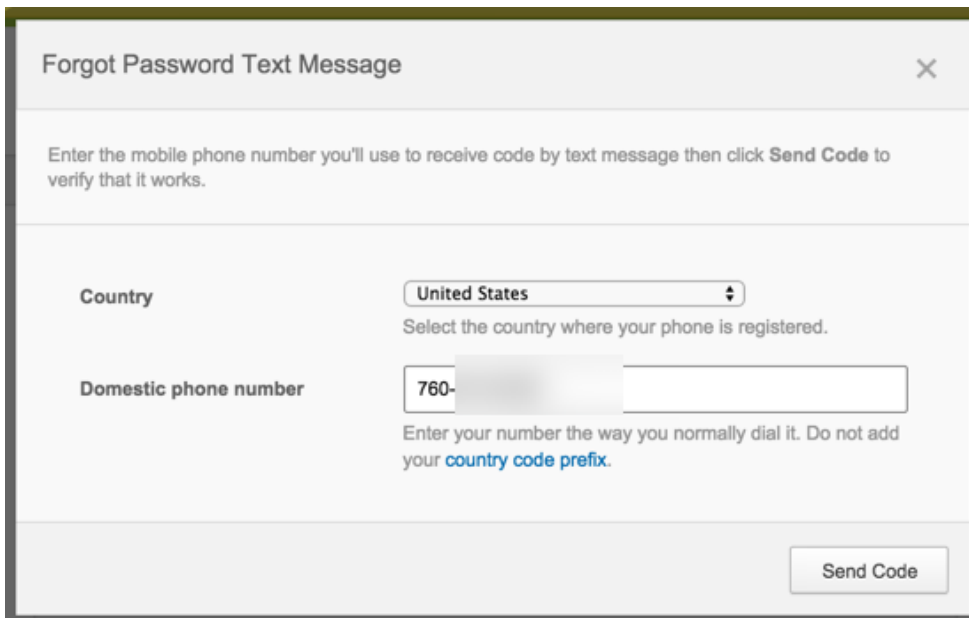
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.



 **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 leaf, a bridge at night, a suspension bridge, a field with cows, the Aurora Borealis, a blue abstract pattern, a red and white control panel, 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 ✕

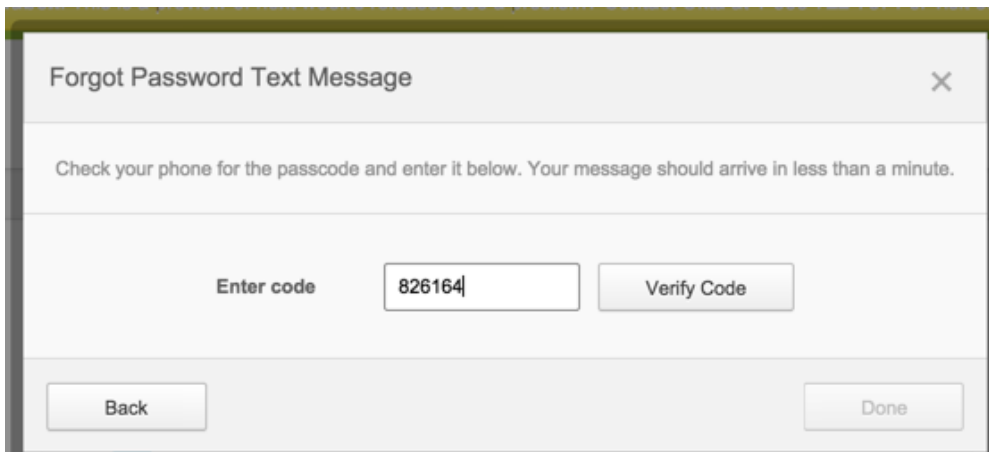
Enter the mobile phone number you'll use to receive code by text message then click **Send Code** to verify that it works.

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](#).

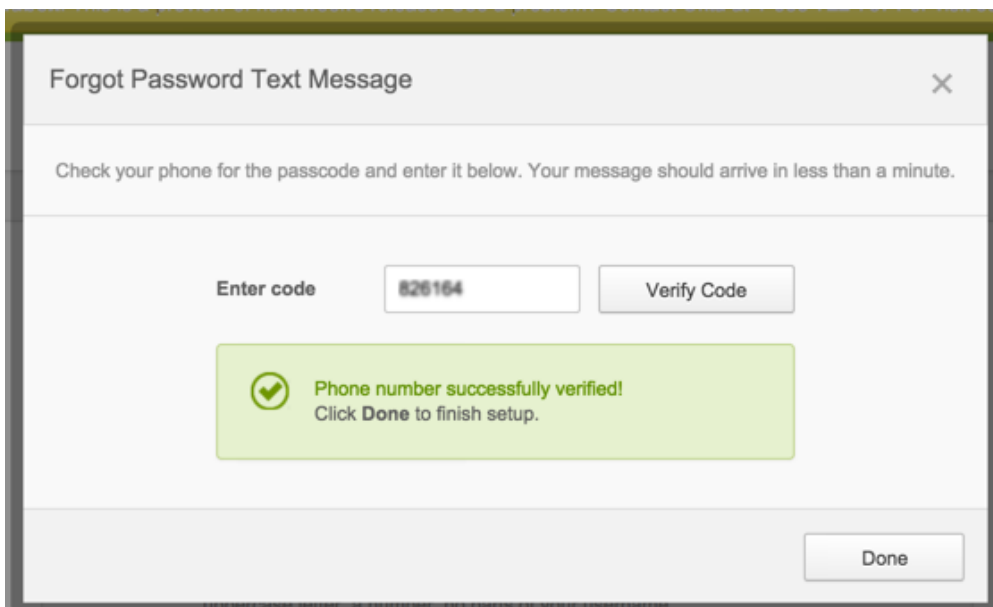
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- b. You will receive a text message with a confirmation code to be entered into the next window



The screenshot shows a window titled "Forgot Password Text Message" with a close button (X) in the top right corner. Below the title is a message: "Check your phone for the passcode and enter it below. Your message should arrive in less than a minute." In the center, there is a label "Enter code" followed by a text input field containing the code "826164" and a "Verify Code" button. At the bottom, there are two buttons: "Back" on the left and "Done" on the right.

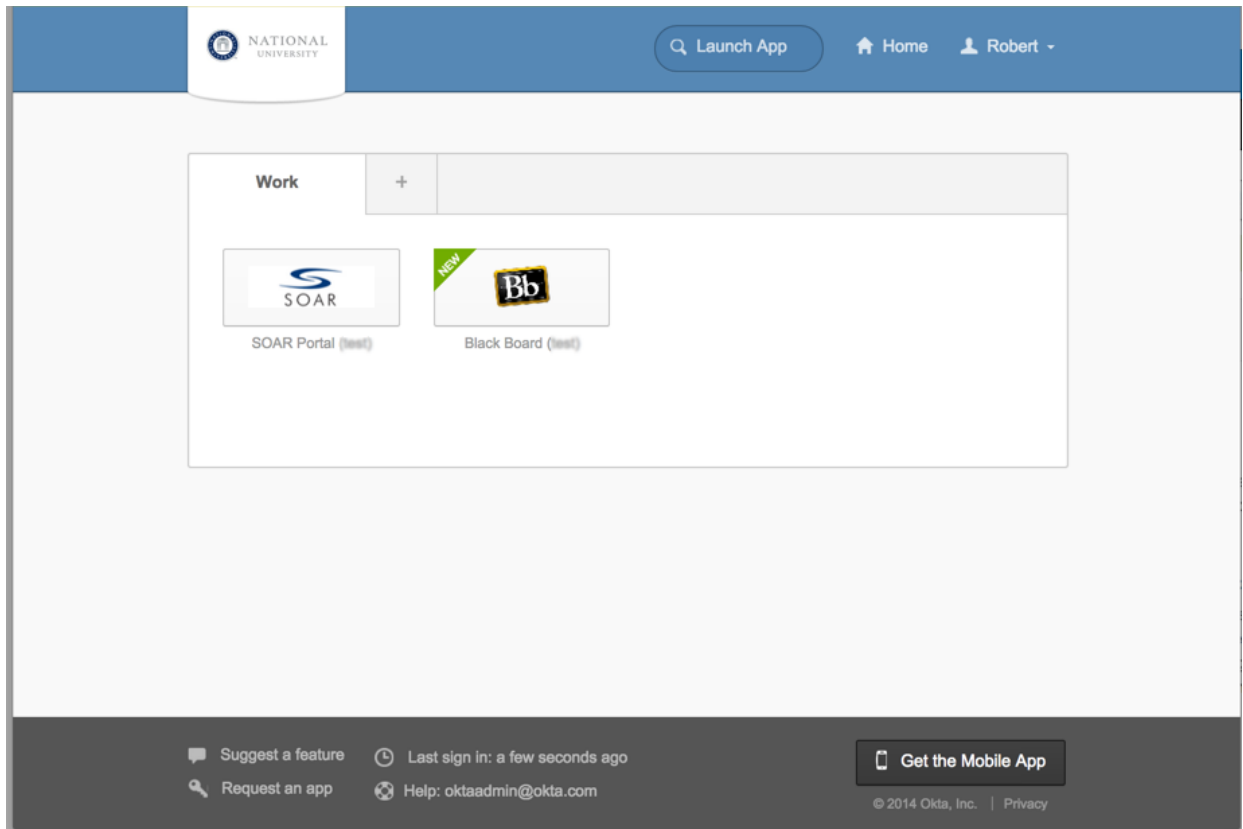
- c. After the correct code is entered, your validated cell phone number will be stored for password reset purposes.



The screenshot shows the same "Forgot Password Text Message" window. The code "826164" is now displayed in the input field. A green success message box is centered on the screen, containing a checkmark icon and the text: "Phone number successfully verified! Click Done to finish setup." The "Verify Code" button is now disabled. The "Back" button is no longer visible, and the "Done" button is now positioned at the bottom right of the window.

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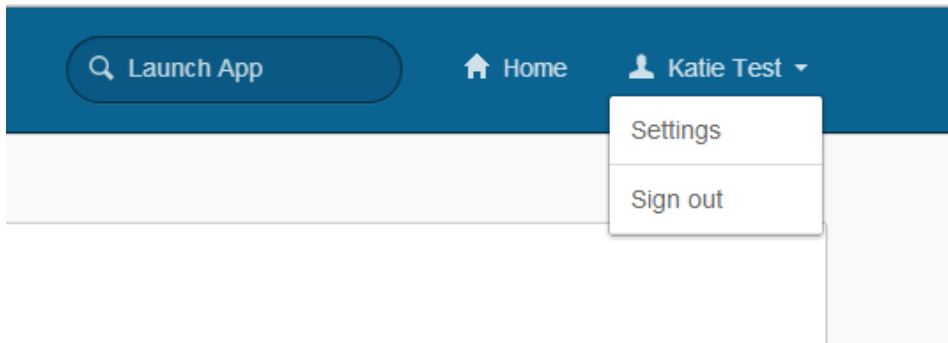
4. After the account is created, you will be directed to the portal page:



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

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

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

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

[Login Page](#)

First name

Last name

Okta username

Primary email

Secondary email

Mobile phone

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

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](#)

Security Image Help

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



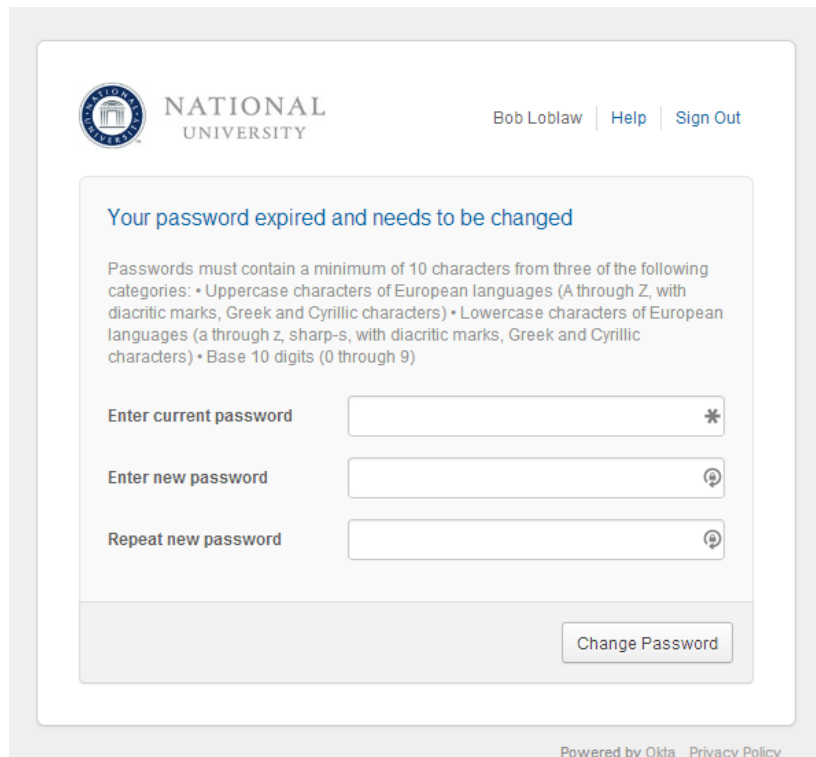
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Troubleshooting

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:



The screenshot shows a web interface for National University. At the top left is the university's logo and name. To the right, the user's name 'Bob Loblaw' is displayed along with 'Help' and 'Sign Out' links. The main content area features a message: 'Your password expired and needs to be changed'. Below this, a list of password requirements is provided: a minimum of 10 characters from three 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), and base 10 digits (0 through 9). Three input fields are present: 'Enter current password' with a visibility toggle (eye icon), 'Enter new password' with a visibility toggle, and 'Repeat new password' with a visibility toggle. 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'.