

User's Guide to Creighton Technology

SIGNING INTO YOUR COMPUTER

1. Turn on the computer.
2. At the Welcome message, press **CTRL, ALT, DEL** at the same time.
3. At the Logon screen, enter the following information:
 - a. User Name – Type your **Net ID** (3 letters & 5 numbers found on your CU ID card); **EX: abc12345**
 - b. Password – Type your **Blue Password** (this password is set during the Account Activation process)
 - c. Logon to – Select **Blue** from the drop down list if it is not already selected
4. Click **OK**.

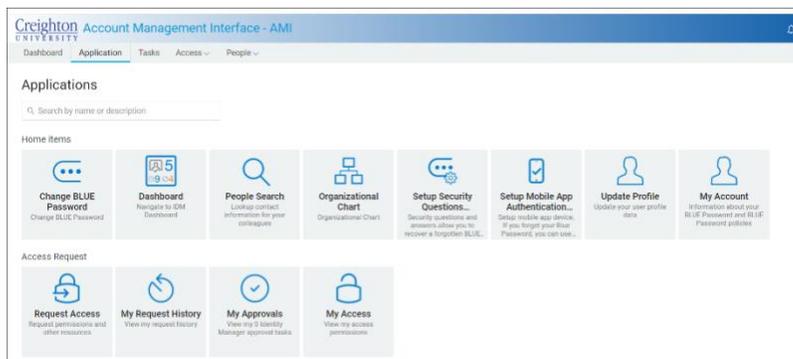
PASSWORD GUIDELINES

Password Requirements

- Must be changed every 180 days.
 - Will be prompted 14 days in advance with an email.
 - Email will come from doitofficial@creighton.edu.
- BLUE password is case sensitive.
- Minimum of 8 characters.
- Must include at least 1 number.
- Must have at least 1 lower case letter.
- Must have at least 1 uppercase letter.
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Must have at least 3 types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above.
- New BLUE Password may not have been used previously.

Changing Your Password

1. Open a web browser.
2. In the Address field, type **ami.creighton.edu**.
3. Enter your **netID** and **BLUE password**.
4. Click **Next**.
5. The Creighton University Account Management Interface (AMI) application will appear:



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6. Select the **Change Blue Password** tile.
7. In the *NetID* field, type your *NetID*.
8. In the *Blue Password* field, type your *Blue Password*.
9. Press **Sign In**.
10. Using requirements as identified in the Password Requirements section, type your *new Blue Password* in the *Enter New Password* field and again in the *Confirm New Password* field.
11. Click **Change/Set BLUE Password**.

Forgotten Blue Password

If you don't remember your password, you can reset it.

1. Open a web browser.
2. In the *Address* field, type *ami.creighton.edu*.
3. At the AMI login screen, click the **Forgot BLUE Password** link.
4. Enter your *NetID* (abc12345).
5. Click **Search**.
6. Select the method you would like to use to verify your identity (personal email / text or security questions). Note: You must have previously set up your mobile device to use the text option.)
7. On the Verification Step #2 screen, check to see that your method of verification is correct and click **Continue**.
8. Retrieve your verification code from your personal email or mobile device and enter it in the **Code** text box.
9. Click **Validate**.
10. In Verification Step #4, you will receive confirmation that your code was correct.
11. Click **Continue**.
12. You will then see the **Change/Set Blue Password** screen.
13. Review the password rules and enter a new password in the **New Blue Password** box.
14. As you enter your new Blue password, an indicator will signify the password strength.
15. Reenter your new password and click **Change/Set Blue Password**.
16. A message will display when your password is successfully updated.
17. Click **Continue** to complete your password change.

UPDATING YOUR INFORMATION IN AMI

1. Open a web browser.
2. In the *Address* field, type *ami.creighton.edu*.
3. Enter your *netID* and *BLUE password*.
4. Press **Next**.
5. The Creighton University Account Management Interface (AMI) application will appear.
6. Click the **Update Profile** tile from the **Application** tab.
7. Enter or update your information and click **Update**.
8. Review your updated information. If it is correct, select **Confirm**. If your information is incorrect, click **Go Back** to edit your information again.
9. When you receive the **Verification Successful** message, click **Continue**.

SETTING YOUR SECURITY QUESTIONS IN AMI

1. Open a web browser.
2. In the *Address* field, type *ami.creighton.edu*.
3. Enter your *netID* and *BLUE password*.
4. Press **Next**.
5. The Creighton University Account Management Interface (AMI) application will appear.
6. Click the **Setup Security Questions** tile from the **Application** tab.
7. Choose a question from the drop-down list and supply and answer.

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8. If you choose a very common answer to the question, it will prompt you to choose another. Please answer four security questions.
9. Click **Save Answers** when complete.
10. When you receive the **Verification Successful** message, click **Continue**.

EMAIL ACCOUNTS

Account Information

- Each individual has two email addresses automatically assigned to them. These addresses point to the same mailbox so you do not need to go to multiple mailboxes to review your messages.
 - FirstNameLastName@creighton.edu
 - NetID@creighton.edu
- New CUMail accounts are set at 50Gb. Cloud Versions and Desktop Versions of Outlook are available. To have access by web go to: <http://outlook.com/owa/creighton.edu>
- Smail (Secure Messenger) is used to scan the email from persons in departments covered under HIPAA for confidential data which is then encrypted. For more information, go to <http://doit.creighton.edu/security-passwords/secure-email>

Logging into your Account Remotely

As long as you have an internet connection, you can check your email account when you are away from your computer.

1. Open an internet browser.
2. In the *Address* field, type *cumail.creighton.edu*.
-OR-
3. From the Creighton Faculty/Staff home page, click on the **Office365** link on the right side of the screen.
4. The **Connect to cumail.creighton.edu** window will appear.
5. In the *User name* field, type *NetID@creighton.edu*
6. In the *Password* field, type *your Blue Password*.
7. Click **OK**.

TELEPHONE SERVICES

The following services and information are available at: <http://doit.creighton.edu/voice-video-web-and-mobile-apps/telecommunications>

- Request form for new or changing service
- Voicemail instructions
- Cisco IP telephone documentation
- Telephone set diagrams
- Request telephone accessories

Phoenix Campus to Omaha (and Vice Versa) Dialing Instructions

There is abbreviated dialing between the two campuses to eliminate long distance charges. When calling between Creighton University in Omaha and Phoenix, please use the following:

- From **Omaha** to Phoenix dial 72 plus the 4-digit Phoenix extension
PA for Phoenix, Arizona = 72 on the number pad
- From **Phoenix** to Omaha dial 66 plus the 4-digit Omaha extension
ON for Omaha, Nebraska = 66 on the number pad

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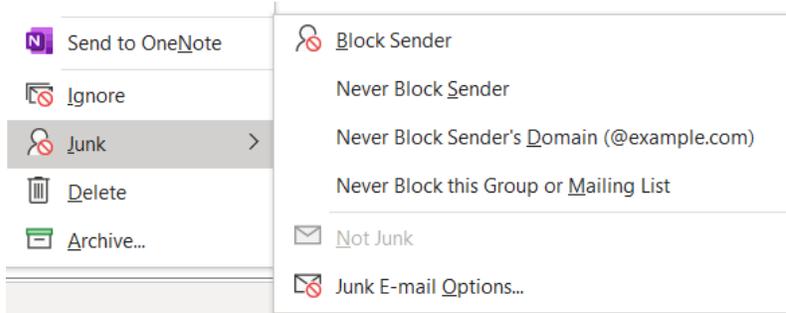
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MICROSOFT DEFENDER – JUNK EMAIL FILTERING SYSTEM

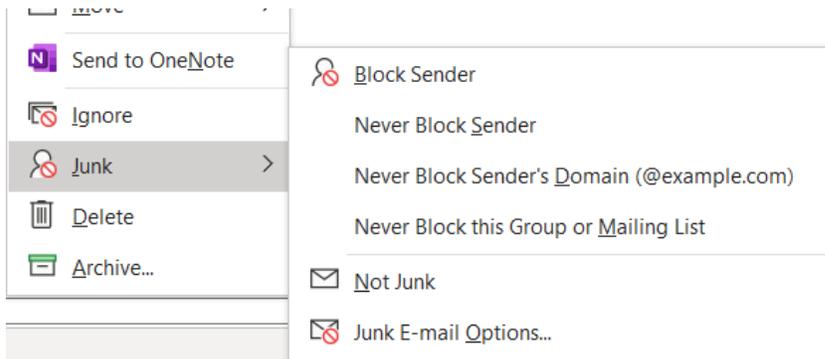
Microsoft Defender is an email filtering system for junk mail. Microsoft Defender is an advanced security solution offering the highest levels of protection from cyberattacks and malicious emails.

How to train your mailbox's Junk Email Folder:

1. If you receive an email in your Inbox, you can designate it as Junk by:
 - a. Right clicking on the email.
 - b. Selecting **Junk**.
 - c. Selecting the appropriate action.



2. Periodically monitor the Junk Email folder for any emails that may have been moved incorrectly into that folder. If there is an email that should not be considered junk:
 - a. Right click on the email.
 - b. Select **Junk**.
 - c. Select the appropriate action.



ANTI-VIRUS SOFTWARE

SentinelOne anti-virus software is automatically installed on your computer. It is set up for automatic maintenance so you do not need to do anything.

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CUALERT

CUALert is the emergency notification system which sends voice, email, and text messaging to subscribers in emergency situations affecting campus. All active Creighton students, faculty, and staff automatically have their CUMail address added to the notification system. Up to six phone numbers, two email addresses, and one text messaging device can be added for additional means of notification. To add additional notification methods, go to www.creighton.edu/cualert.

CAMPUS CALENDAR

The Campus Calendar allows you to see everything that is happening on campus. Calendar events can be added to your Google or Outlook calendars, reminders can be sent, or the information can be shared on Facebook. The calendar can be accessed at <http://calendar.creighton.edu>. To request the ability to create a new calendar and add events, contact the Service Desk at ext. 1111 or servicedesk@creighton.edu

SERVICE DESK

The Service Desk provides a number of services to assist you. If you have questions or issues regarding any of the following categories, please contact them for assistance.

- Computer
 - Application Support (i.e. Software Installations, Usage)
 - Password Resets
 - Computer Troubleshooting
- Data
 - Outage
 - Network Issues
- Voice
 - Dial Tone Issue
 - Voice Mail Problems
- General Reference

The Service Desk provides the following support:

- Phone: 402-280-1111 or 800-329-1011
 - Monday – Thursday 7:30 a.m. – 8:00 p.m.
 - Friday from 7:30 a.m. – 5:00 p.m.
 - The phones are answered 24/7/365.
- Email: servicedesk@creighton.edu
- Web Site: <http://myIT.creighton.edu>
 - The web site contains information as well the ability to report an incident (failure) or request new service.

TRAINING

A number of on-line training opportunities for some major programs are available:

- Banner Finance & Student systems
- CUBuyplus
- Typo3/Drupal

Banner Finance & Student Systems

The Banner Systems provide Creighton faculty and staff with access to financial and student data information. Banner Finance provides budgetary information as well as Accounts Payable, Accounts

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Receivable, and procurement data. Banner Student manages student services and administrative operations such as student, classroom, and financial aid data.

To request Banner access, please complete the appropriate form located in the myIT portal:

1. Go to myIT.creighton.edu.
2. Select **I Need Something**.
3. Select **Access and Permissions**.
4. Select one of the following: Banner Finance Access, Banner Student Access, or CUBuyplus Access.
5. Complete the form. There is a text field at the end of the form for special requests.
6. Click **Submit**.

For Banner on-line training, please see this page: <https://doit.creighton.edu/training-offerings>

CUBuyplus

CUBuyplus® is Creighton's eProcurement tool powered by UniMarket. This application supports University-wide supplier selection and purchasing.

CUBuyplus Browser and/or Approver access:

You will need to complete the appropriate training before access is granted. Please contact either Jennifer Rasmussen (JenniferRasmussen@creighton.edu) or Jeff Klein (JeffKlein@creighton.edu) for the course link.

CUBuyplus Contract Approver access:

You will need to complete the training before access is granted. Please contact Lannette Chavez (LannetteChavez@creighton.edu) for the course link.

After training is completed, submit a myIT request for access:

1. Go to myIT.creighton.edu.
2. Select **I Need Something**.
3. Select **Access and Permissions**.
4. Select one of the following: Banner Finance Access, Banner Student Access, or CUBuyplus Access.
5. Complete the form. There is a text field at the end of the form for special requests.
6. Click **Submit**.

Typo3/Drupal

Typo3 is the content management system used for maintaining departmental web sites at Creighton. The campus also uses Drupal. The creation or migration of a web site is handled by the University Web Team. For more information, go to: <http://doit.creighton.edu/web-content-training>.

Log On @ Lunch

These short technology presentations are offered once a month and will cover technology you have in your office, on your computer and phone, or in the classroom. This is an easy, no cost way to learn about new and current technology. These sessions are open to everyone and are held at various dates and times. For more information, go to <http://doit.creighton.edu/center-academic-technology/resources/technology-training/breakfast-bytes>.

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MICROSOFT OFFICE SOFTWARE

You can install the Microsoft Office suite on five of your personal devices. Please see this page for more information: <https://doit.creighton.edu/personal-software>

LIST SERVS

List Servs are a tool for those individuals with common interests to share or communicate information. Mailman is the application that is used.

To Subscribe

1. Open a web browser.
2. In the *Address* field, type <http://mailman.creighton.edu>.
3. Browse through the list of list servs.
4. Click the *list name* to which you wish to subscribe.
5. In the *Your email address* field, type your *email address*.
6. If you choose to, you can select your own password by typing a *password* in the *Pick a password* field.
NOTE: If you do not enter a password, one will automatically be assigned to you once you have confirmed your subscription.
7. Type the *same password* again in the *Reenter password to confirm* field.
8. If you choose to have all daily emails from the list serv batched together in one email, click **Yes** in the field, *Would you like to receive list mail batched in a daily digest?*
9. Click **Subscribe**.

VIRTUAL PRIVATE NETWORK (VPN)

VPN allows you to connect to Creighton from off campus in a secure manner using several layers of encryption and authentication. Palo Alto Global Protect is the software used to connect. For more information about installing and using the VPN, please see the VPN FAQ page:

<https://doit.creighton.edu/wireless-networking/vpn-virtual-private-network/vpn-faq> .

Once the software has been installed on your home computer, you will use your Blue credentials to connect. **You must set this up off campus.** For further instructions, you may contact the myIT Service Desk at 402-280-1111.

EDUROAM

Eduroam enables you to use your Creighton NetID and Blue Password to obtain wireless access to the internet at participating institutions around the world. Students and colleagues from participating institutions can enjoy the same benefit when visiting Creighton.

Eduroam wireless access is available at more than 1,000 institutions within the US and thousands more around the world.

Please see the following web site for further information: <https://doit.creighton.edu/network-security/connecting-network/eduroam>

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MICROSOFT MULTI-FACTOR AUTHENTICATION (MFA) - MICROSOFT AUTHENTICATOR APP



Microsoft Azure MFA protects Creighton accounts from lost or stolen passwords by adding a verification step, most often a push notification to a mobile device, prior to logging in. More than 39,000 Creighton students, alumni, and retirees are currently using Microsoft Azure via the Microsoft Authenticator app.

You can use the Microsoft Authenticator app to receive notifications on your smartphone or tablet to verify your identity when prompted for **Multifactor Authentication (MFA)**.

Installing the Microsoft Authenticator App:

Step 1. Download and install the Microsoft Authenticator app.

- Visit the [Apple app store](#) or [Google play store](#) on your device and install the Microsoft Authenticator app. Alternatively, you can visit aka.ms/authapp and download the Microsoft Authenticator app.

Step 2. Add your account to the app.

- On your desktop, visit <https://aka.ms/mysecurityinfo>.
- Select **Add Method > Authenticator app**.
- Follow the wizard experience to setup the app.
- Scan the QR Code in the app and test the push notification flow as part of this experience. For more information, see [this guidance](#) or watch this video [How to register for MFA \(YouTube\)](#).

Step 3. Add a backup authentication method - To ensure that you can always authenticate, add a backup authentication method.

- Visit <https://aka.ms/mysecurityinfo>.
- Select **Add Method > Phone**.
- Enter your text capable **phone number**.
- Select **Text me a code**
- Follow the wizard experience to setup the backup method.

Step 4. Change default sign-in settings to the Authenticator app - To ensure that you are prompted to sign-in using push notifications:

- Visit <https://aka.ms/mysecurityinfo>.
- Select Default sign-in method > Change > Authenticator – notification option.

You are now setup with the Microsoft Authenticator app and can receive push notifications for multifactor authentication verification.

Questions? If you have any questions about enrolling or using Microsoft Azure MFA, please contact the myIT Service Desk:

- **By Email:** servicedesk@creighton.edu
- **Phone Number:** 402-280-1111 or 800-329-1011

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