

# Claim Account

1. Go to [trueyou.nebraska.edu](https://trueyou.nebraska.edu)
2. Click on "Claim Your ID"

The screenshot shows the TrueYou Identity Manager website. At the top left is the TrueYou logo and 'IDENTITY MANAGER'. At the top right is a 'LOGIN' button. Below the header is a banner with text: 'TrueYou is the Identity Management system where you manage your authentication information, such as changing your password and answering your authentication questions.' and 'Use your TrueYou credentials at all University of Nebraska campuses and Nebraska State Colleges to access:'. Below this are two columns of options: 'Claim Your Identity' (with a 'Claim Your ID' button highlighted in red), 'Enroll in Two-Factor', 'Re-Activate Account', and 'Request Guest Account'. On the right side, there is a 'Manage Your Accounts' section with links for 'Change Password', 'Lookup NUID or Username', 'Forgot Password', and 'Enroll in Two-Factor'.

3. Enter your NUID

# Claim Your Identity

The University of Nebraska and the Nebraska State College Systems (except UNMC) use a common Student, Faculty and Staff ID number known as the NUID—Nebraska Unique ID. This process will allow you to claim it by creating a TrueYou password and answering challenge questions to help you reset your TrueYou password if needed. The combination of your NUID and TrueYou password is referred to as your TrueYou account.



Enter Your NUID

[Look Up Your NUID?](#)

## Email Address

Enter your Email address. If you do not have an Email or do not know the Email associated with your identity, use the SSN option below:

Enter the Email Address:

Don't know Email address

Next

If you experience difficulties claiming your TrueYou account, the [Claim Your Identity document](#) has more information, or you can contact your [Campus Helpdesk](#) for assistance.

1. If you don't know your NUID, Click "Look Up Your NUID"

# Email Account Recovery

Enter an email address associated with your account to lookup up your NUID. We will contact you at the address with your account information. If you prefer, you may provide other identification in order to look up your NUID.



Enter an email address that is associated with your account:

[Provide other identification to lookup NUID](#)

Submit

A. If you know the email associated with your account

- Fill in *your email*
- Click "Submit"
- The following screen will appear

## Account Lookup Email

If an account uniquely matches the email address provided, we will send an email containing your NUID. If you do not receive an email, use the [alternate lookup method](#) or contact your [Campus Helpdesk](#) for assistance.

- An email with your NUID will be sent to that email

B. If you don't know the email associated with your account

- Click "Provide other identification to Lookup NUID"

## Account Lookup

Enter your personally identifying information to look up your NUID and the accounts associated with your TrueYou Identity

This claim process uses your Social Security Number. If you do not have a SSN or did not provide your SSN to your institution, contact your [Campus Helpdesk](#) for assistance.



First Name

Middle Name

Last Name

Date of Birth


  

Gender

- Female  Male

Social Security Number

 -  - 

I'm not a robot  reCAPTCHA  
Privacy - Terms

Lookup Account ID

- Fill out the *appropriate information*

- Click "Lookup Account ID"
- Enter an *email* that is on file

## Claim Your Identity

The University of Nebraska and the Nebraska State College Systems (except UNMC) use a common Student, Faculty and Staff ID number known as the NUID—Nebraska Unique ID. This process will allow you to claim it by creating a TrueYou password and answering challenge questions to help you reset your TrueYou password if needed. The combination of your NUID and TrueYou password is referred to as your TrueYou account.



Enter Your NUID

[Look Up Your NUID!](#)

### Email Address

Enter your Email address. If you do not have an Email or do not know the Email associated with your identity, use the SSN option below:

Enter the Email Address:

Don't know Email address

**Next**

If you experience difficulties claiming your TrueYou account, the [Claim Your Identity document](#) has more information, or you can contact your [Campus Helpdesk](#) for assistance.

1. If the email belongs to your account, continue to step 5

## Claim Your Identity

### Check Your Email

Your password has been reset and instructions have been provided on how to continue the claim process.

[Return Home](#)

2. If the email doesn't belong to your account, Click "Return Home", start the process back over, but try a different email.

## Claim Your Identity

### Verification Failed

We could not find an identity using the information you provided. Please [try again](#) or contact your [Campus Helpdesk](#) for assistance.

[Return Home](#)

3. If you don't know the email associated with your account or none of the ones you know are working, Click "Don't know Email address"
  - o Enter *Social Security Number*

## Claim Your Identity

The University of Nebraska and the Nebraska State College Systems (except UNMC) use a common Student, Faculty and Staff ID number known as the NUID—Nebraska Unique ID. This process will allow you to claim it by creating a TrueYou password and answering challenge questions to help you reset your TrueYou password if needed. The combination of your NUID and TrueYou password is referred to as your TrueYou account.



Enter Your NUID

[Look Up Your NUID?](#)

**Social Security Number**

Enter your Social Security Number.

 -  - 

Don't know Email address

**Next**

If you experience difficulties claiming your TrueYou account, the [Claim Your Identity document](#) has more information, or you can contact your [Campus Helpdesk](#) for assistance.

- o Click "Next", continue on to step 6.
4. In the email that you receive click on the link "complete the process"
  5. Enter a password that meets all of the requirements outlined, click "submit".

# Claim Your Identity - Set Your Password (Step 1 of 3)

Step 1 of 3: Set a password for your account.



Your NUID: XXXXXXXXXX

## Set Your Password

Passwords must be at least 10 characters long, and must contain uppercase and lowercase letters, numbers, and special characters, and **MUST NOT** include any resemblance to personal information like your name, username, birthdate.

New Password

Confirm New Password

**Submit**

6. Answer 5/6 questions, Click "Continue"

# Claim Your Identity - Set Your Security Answers (Step 2 of 3)

Step 2 of 3: Set your Security Answers.



Your NUID: XXXXXXXXXX

## Set Your Authentication Answers

Provide answers to at least 5 questions.

What are the last 5 digits of your drivers license number?

[show](#)

What was the name of your elementary/primary school?

[show](#)

What was your favorite pet's name?

[show](#)

What is the name of your favorite childhood friend?

[show](#)

Who was your childhood hero?

[show](#)

What was the make and model of your first car?

[show](#)

[Continue](#)



7. Enroll Two-Factor Devices, Click "Continue"

---

## Claim Your Identity - Enroll Two-Factor Devices (Step 3 of 3)

Your account is configured to use Two-Factor authentication. Please enroll your Two-Factor devices now. Note: If you do not have any devices enrolled at this time, you will be asked to enroll a device when you access a service that requires Two-Factor. For questions please access <http://its.nebraska.edu/two-factor>



8. Your Account has now been claimed.

If you have any questions, feel free to contact the ITS Help Desk at 308-865-8623 or [support@nebraska.edu](mailto:support@nebraska.edu)