

University of Nebraska at Kearney Password reset instructions –

1. Visit <https://trueyou.nebraska.edu/SelfService/>

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.' To the right of the banner, it says 'Use your TrueYou credentials at all University of Nebraska campuses and Nebraska State Colleges to access:' followed by two green checkmarks: 'Student Information Systems' and 'SAP & Firefly'. Below the banner are two main sections: 'Claim Your Identity' and 'Manage Your Accounts'. The 'Claim Your Identity' section has a sub-header 'Claim Your ID' and a button 'Claim Your ID'. The 'Manage Your Accounts' section has a sub-header 'Manage Your Accounts' and three links: 'Change Password', 'Lookup NUID or Username', and 'Forgot Password'. A blue arrow points from the 'Forgot Password' link to the 'Forgot Password' section of the instructions below. Below the 'Claim Your Identity' section is the 'Re-Activate Account' section with a sub-header 'Re-Activate Account' and a button 'Re-Activate Account'.

2. On this website, any Nebraska state college or University staff, student and faculty member can claim their identity, re-activate account, change password, Lookup NUID, etc.
3. If you Forgot your password, click on the “Forgot Password” link on this page under manage your accounts.
4. On the next page, the system will ask you if you know your NUID. If you don’t, click no, then it will direct you to the NUID lookup webpage for you to look up your NUID. When you have your NUID, click Yes.

Forgot Password

Do You know your NUID or Campus Id?

Yes

No

Submit

5. On the next page, type your NUID (or Campus ID) and click continue

Forgot Password

NUID or Campus Id

Continue

6. Then, enter an email address associated with your account, preferably your campus email.
 - a. Alternatively, you can choose to answer security questions or click on **forgot email**, if you forgot your email or no longer have access to that email account, then follow the instructions after clicking on “Forgot Email”.

Forgot Your Password: Email Reset

Enter an email address that is associated with your account:

[Answer Security Questions](#)

[Forgot Email?](#)

Submit

7. TrueYou will send an email to the email address you provide with a link to change your password.
8. Open that email and click on “**complete the process**”

TrueYou

IDENTITY MANAGER

This email is a response to a request made from the TrueYou Identity Manager website regarding your password or claiming your account.

Use this link to [complete the process](#). NOTE: This link is valid for 24 hours.

If you did not authorize this request, please contact the Information Technology Services Helpdesk at (402) 472-7373 or (877) 472-7694.

9. Create new password on the webpage that opens when you click on the link.

Change 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

NOTE: Changing your password here will update the password for all accounts associated with TrueYou.

10. Click on “Change Password” and if it’s successful you should be able to access your accounts with the new password. If it’s not successful, check the requirements again.

Note: Once you have your password changed, you can visit outlook.unk.edu on a web browser and sign in to your UNK Mailbox using your full UNK email (*your campus email is listed in MyBlue under “Profile”*) and the password you just set.

Canvas – canvas.unk.edu; login using your UNK username and the same password. Your UNK username is just the first part of your UNK email without the “@lopers.unk.edu” part.

You can login to most UNK services using your UNK username and password.

A complete list of services offered by UNK can be found on easi.unk.edu.

Questions? – visit helpdesk.unk.edu