TrueYou (MyBlue, Firefly, etc) or UNK (UNK Email, Canvas, Box) Password reset instructions –

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

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, it 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**

Enter your 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”

72x477 to 540x742
72x137 to 540x392
90x456
108x456

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 opened when you click on the link.
10. Make sure you select the correct account in this step. To change your **MyBlue** password, select **TrueYou** in the list of available accounts, if you want to change your **UNK** password, select **UNK**. You can change multiple account passwords by clicking on the ‘**complete the process**’ link in your email which is valid for 24 hours.
11. Click on “Change Password” and if it’s successful you should be able to access your account with the new password. NOTE: The UNK password must be at least 10 characters long and must contain uppercase and lowercase letters, numbers and/or special characters and MUST NOT contain any part your name. The TrueYou password can be 8 or more characters long.

Note: Once you have your UNK password, you can visit outlook.unk.edu on a web browser and sign in to your UNK Mailbox using your full UNK email and your UNK password.

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