

[Student, Staff, and Faculty Password Change](#)

Users will often call in to change their password for one reason or another. If the user knows their current password but need to update it, they can follow the *Change Password* instructions. Those that have forgotten their password can use the *Forgot Password* instructions.

[Change Password](#)

To start the password change process, users will need to visit the TrueYou Identity Manager found at trueyou.nebraska.edu. On the TrueYou home page, have the user click Change Password under the Manage Your Accounts heading.

Manage Your Accounts

TrueYou's Self-Service feature allows you to manage your account information simply and easily:

[Change Password](#) ←

[Lookup NUID or Username](#)

[Forgot Password](#)

[Enroll in Two-Factor](#)

The user will then be able to sign into their TrueYou account using their current password. Users can choose to sign in with their TrueYou credentials (NUID and password) or their UNK credentials (UNK shortname and password).

Sign On Using Your TrueYou Identity

(Firefly, SAP, MyBlue, MyRecords, MyRED, MyNCTA, MavLINK, MyCSC, MyPSC, WildcatsOnline, Campus Solutions, etc.)



Sign On Using Your Campus Identity

(Blackboard, Canvas, Sakai, Campus Email, etc.)

 University of Nebraska – Lincoln	 University of Nebraska Medical Center
 University of Nebraska Omaha	 Wayne State College
 University of Nebraska at Kearney	 Chadron State College

Once signed in, users will see a notice information them that the password change process will update their password for ALL university accounts, including their TrueYou account and their UNK accounts. The user can close the dialog box and continue with the password change process. Inform the user that their password must meet the requirements set. All passwords must be at least ten characters with three of the four character types (uppercase, lowercase, number, and/or special character). Passwords cannot contain the users name, username, or date of birth.

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

[Change Password](#)

After the user changes their password, invite them to sign into one of the university resources to make sure they are able to get signed in.

Forgot Password

If a user has forgotten their password, have them follow these instructions before transferring to a supervisor.

As with changing a password, have the user visit the TrueYou Identity Manager at trueyou.nebraska.edu to start the forgotten password process. Once at the TrueYou Identity Manager, have the user click **Forgot Password** under the **Manage Your Accounts** heading.

Manage Your Accounts

TrueYou's Self-Service feature allows you to manage your account information simply and easily:

[Change Password](#)

[Lookup NUID or Username](#)

[Forgot Password](#)



[Enroll in Two-Factor](#)

They will be asked if they know their NUID, if they do not know their NUID, walk the user through the *Lookup NUID or Username Instructions* before proceeding. If the user knows their NUID, the system will then ask for their NUID. Have the user enter their NUID.

Forgot Password

NUID or Campus ID

After entering their NUID, the user will be asked for an email account to send a password reset link to. If the user has forgotten their password, advise them to enter a personal email address (i.e. Hotmail, Outlook, Gmail) rather than their UNK email address.

Forgot Your Password: Email Reset

Enter an email address that is associated with your account:

[Answer Security Questions](#)

[Forgot Email?](#)

If the user enters an email address we don't have on file, the user can try answering security questions instead. Once the user enters an email address that we have on file, have the user go into the email account they entered to find the email from the TrueYou system. In the email, they will find a link to be taken back into the TrueYou system to change their password. As with the *Change Password* process, when users change their password, it will update the password for all university accounts.

If the users doesn't remember the email address on file, and unable to remember the answers to their security questions, transfer them to a supervisor.