



Logging In To A University Internet Account – Reference Guide

v1.1 Updated 01/16/2020

Introduction

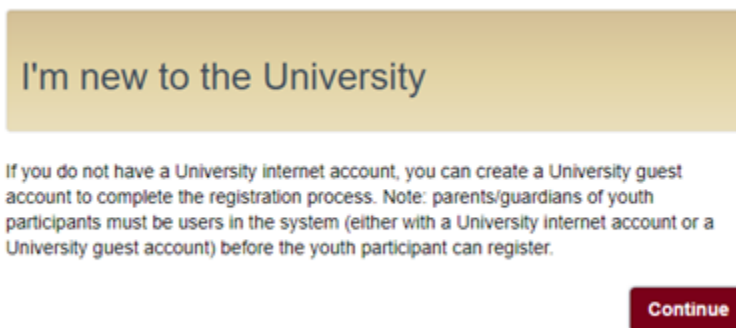
This reference guide will address multiple scenarios when attempting to log in to the registration system, using a University internet account.

Overview

- I. I don't have an existing account
- II. I have an existing account, and I know my e-mail address and password
- III. I have an existing account, and I know my e-mail address but not my password
- IV. I have an existing account, but I do not know my e-mail address

I. I don't have an existing account

- Select the 'Continue' button, underneath the 'I'm new to the University' heading.



- You will be presented with the 'Create Guest Account' page. Enter the requested information into the relevant boxes, and once complete, click the 'Submit' button at the bottom of the page.

Create Guest Account

Name

First Name

Middle Initial (optional)

Last Name

Contact

Email Address
This email address will be your University internet ID

Phone Number

ABOUT GUEST ACCOUNTS

The information requested on this screen is used to identify your guest account. It will be used to contact you regarding changes to your guest account. Applications you use at the University of Minnesota may send you email for various purposes. Consult each application's privacy policy for specific details. The University of Minnesota will not reveal this information to third parties except as required by law.



- If there are any errors in the information you have entered, you will be prompted to correct them before continuing. If all the information is valid, you will be presented with a 'Guest Account Created' screen. From here, select the 'Continue' button to continue to log in.
- You will be taken to the 'My Profile' screen. Check that the information in the profile is correct, then enter your initials in the boxes at the bottom of the form in the 'Privacy Policies' section. Click 'Submit' to return to your checkout process.

Privacy Policies

The Family Educational Rights and Privacy Act (FERPA) is a United States law that protects the privacy of student records. The University of Minnesota must have your permission to release non-public information.

The Employer/Affiliation entered above may allow you to have your employer/group billed or to take advantage of membership discounts (if applicable) when you enroll for courses. If you choose these options, you are providing permission for your personal information to be shared with that employer or group contact. This choice will be presented to you each time you enroll.

Please type your initials into each of the boxes below to indicate that you have read and understand these privacy policies:

• I understand that the University of Minnesota abides by FERPA regulations and will not release my student information unless I expressly give the University of Minnesota permission to do so.

• I understand that if I choose one of the following:

- Affiliate my course enrollment(s) with a company or group, OR
- Request that my company or group be billed directly for my courses

The University of Minnesota will release the following enrollment details to the appropriate company or group: my account number, my student type, my course(s), course schedule(s), delivery method(s) and location(s), units, tuition amount(s), and fees due.

II. I have an existing account, and I know my e-mail address and password

- Select the 'Continue' button, underneath the 'I have a University Internet Account' heading.

I have a University Internet Account

I have an account already

Log in using your existing account information.

University Alumni: If you have not used your University email account in the past 90 days, it is probably inactive. Reactivate your University account to login. Contact University Tech Support at T: 612-301-4357 | HELP@umn.edu. Request to have your "Google email and internet account activated." The other option is to use a non-umn.edu email address and create a "New to the University" guest account.

Continue



- You will be prompted to enter your Internet ID and password. Your Internet ID is the e-mail address with which you created your account. Enter these details, and click the 'Sign In' button.

INTERNET ID

[Recover your Internet ID](#)

PASSWORD

[Reset your password](#)

Sign In

III. I have an existing account, and I know my e-mail address but not my password

- Select the 'Continue' button, underneath the 'I have a University Internet Account' heading.

I have a University Internet Account

I have an account already

Log in using your existing account information.

University Alumni: If you have not used your University email account in the past 90 days, it is probably inactive. Reactivate your University account to login. Contact University Tech Support at T: 612-301-4357 | HELP@umn.edu. Request to have your "Google email and internet account activated." The other option is to use a non-umn.edu email address and create a "New to the University" guest account.

Continue



- Underneath the 'Password' box, click the 'Reset your password' link.

- Enter the email address associated with your account into the 'Username or Alternate Email' box, then click the 'Submit' button. You will then receive confirmation that a password reset email has been sent to you. Follow the steps in the e-mail to complete the password reset.

Reset Password

Username or Alternate Email

Enter your Username (InternetID) to answer your account's Challenge Questions (if they are set) to reset your password.

Enter your account's Alternate Email to have your password reset via email.

If you have not set your UMN account challenge questions and/or cannot access your alternate email, call Technology Help at 612-301-4357 (1-HELP) for assistance

IV. I have an existing account, but I do not know my e-mail address

- If you do not know the email address associated with your University internet account, please contact 1-HELP at **612-301-4357**.



Version History

Version Number	Implementation Date	Change Summary	Approved By	Approval Date
1.0	9/19/2017	Original Document	Created by: Chris Johnson Approved by: Sandy Nelson	9/19/2017
1.1	01/16/2020	Formatting updates	Theresa Anderson	01/16/2020