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DIVISION OF STUDENT AFFAIRS
ACADEMIC ADVISEMENT AND TESTING CENTER

NEIUpport Important Information

A. Activate your NEIUpport account by going to:

<http://neiuport.neiu.edu>

It's extremely important that you please activate your NEIUpport account prior to Freshman Orientation since you will need your Net ID and password in order to register for classes.

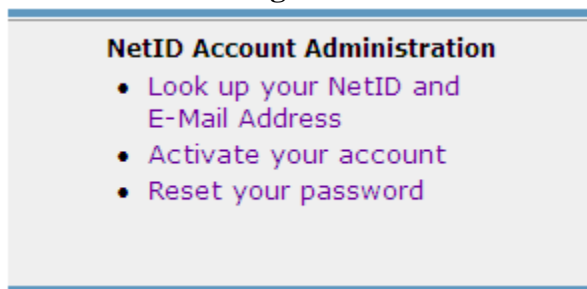
- NEIUpport accounts are automatically created for all admitted students but must be activated.
- To activate your account you will need: 1. NEIU ID number and 2. your date-of-birth. (*see instructions below*)
- Still having trouble logging on to the NEIUpport? Please contact the HELP desk at (773) 442 – 4357 from 8:30 a.m. to 4:30 p.m. Monday through Friday.

B. Log on to NEIUpport and click on the “Current Student” tab, here you will find detailed information regarding online registration procedures, registration dates including how to determine your time to register and Financial Aid Awards.

Instructions on How to Access your NetID

1. Go to <http://neiuport.neiu.edu>
2. Under NetID Account Administration click on “Look up your NetID and E-mail Address”. (*See Figure 1*)

Figure 1



3. On the next page, (See Figure 2) click on “Forgot your NetID”

Figure 2

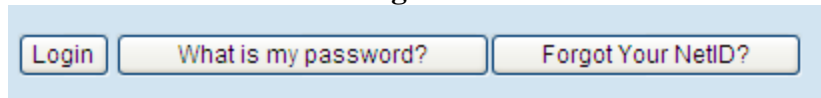


Figure 2 shows a horizontal bar with three buttons: "Login", "What is my password?", and "Forgot Your NetID?".

4. In the NEIU ID field type two zeros and then enter your university ID Number that, in most cases, starts with a “5”. In the birthday field, enter the month and day of your birthday. For example if your birthday is on January 1, you will enter “0101”. Then click on “Search for ID”. (See Figure 3)

Figure 3

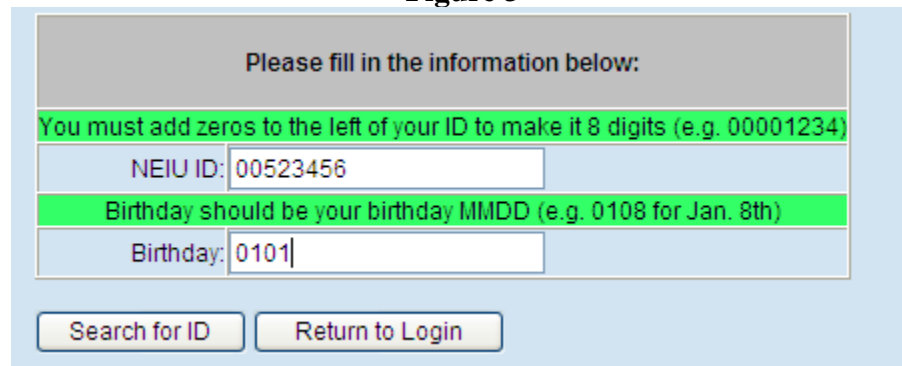


Figure 3 shows a form titled "Please fill in the information below:". It includes instructions: "You must add zeros to the left of your ID to make it 8 digits (e.g. 00001234)" and "Birthday should be your birthday MMDD (e.g. 0108 for Jan. 8th)". The form has two input fields: "NEIU ID: 00523456" and "Birthday: 0101". At the bottom are two buttons: "Search for ID" and "Return to Login".

5. On the next screen (See Figure 4) you will get your NetID which should be listed under User ID and E-mail Address. Make sure you make a note of it or write down.

Figure 4

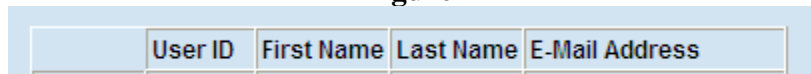


Figure 4 shows a table with columns: "User ID", "First Name", "Last Name", and "E-Mail Address".

6. On the left hand side of your NetID click on the Select button. On the next screen your NetID will be filled out automatically. Now click on “What is my password” (See Figure 5)

Figure 5

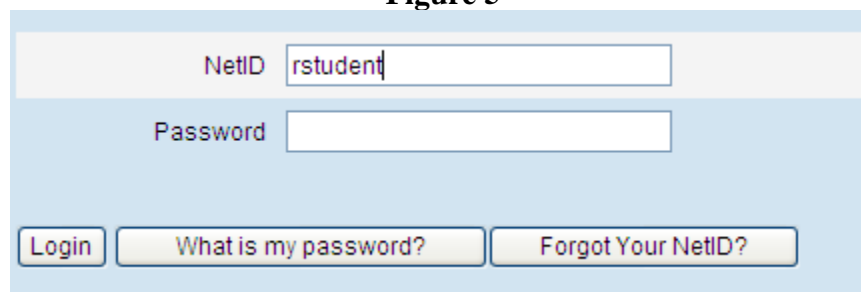


Figure 5 shows a form with two input fields: "NetID" (containing "rstudent") and "Password". At the bottom are three buttons: "Login", "What is my password?", and "Forgot Your NetID?".

7. On the next screen you will be asked your University ID Number and your PIN which is your birthday. Make sure that for your NEIU ID you **enter two zeros followed by your ID number** and for your birthday you enter **only the month and day**. Once you enter that information click on Login. (See Figure 6)

Figure 6

The screenshot shows a login interface with a light blue background. At the top, there is a header bar with an information icon and the text "NetID lyandrad". Below this, there are two input fields: "NEIU ID" with a masked value of "....." and "PIN Number" with a masked value of "....". Below the input fields are two buttons: "Login" and "Cancel". At the bottom, there is a green box containing two lines of instructional text: "You must add zeros to the left of your NEIU ID to make it 8 digits (e.g. 00001234)" and "The Birthday should be your birthday MMDD (e.g. 0108 for Jan. 8th)".

8. You will then be asked to set up a password. Make sure you write it down or remember it. Finally there will be a list of questions in case you forget your password. Out of those, you will be asked to answer between 4 and 5. It's important that you write the answers and keep in mind that the system is case sensitive. If possible try, typing your responses in lower cases.
9. Now that you have activated your account try, logging in to your NEIUport account at <http://neiuport.neiu.edu>.