User Registration and New User Administration Process

Users can register in the Student Admin PeopleSoft system via Self-Service User Registration. This group of users can request information, update their personal data, or Apply for Admission to one of the institutions currently on the PeopleSoft system. (In this document, the User is someone who has entered their data via Self-Service, and the Evaluator is the person who will be contacted by the User to determine what to do with the Reference Number. The Evaluator could be either a Campus Access Control Officer or Campus Help Desk staff. Also, registration in this context is limited to entering their data and having a User ID assigned. It does not imply course registration.)

The User will be prompted for Biographic/Demographic information through the User Registration process. (below) This process is available to anyone who accesses the portal with the GUEST signon (default access to portal).
This process will add the User to the database and assign them a User ID. However, there are times when the User may already exist, or appear to exist in the system. The User may not be aware of this, or they may have forgotten their User ID and/or password.

In any case, if a potential duplicate Bio/Demo data record is found, the user is given a Reference Number and directions on who they should contact to resolve it. This Reference Number will retrieve the data they have already entered, and allow an Evaluator to determine whether it is a potential duplicate record, or a new entry to the database.

The following is an example of the page that is returned to the User. The Reference Number here is 321.

When the User calls, they should tell the Evaluator the Reference Number. (If they have forgotten the Reference Number, there is a search by name as well). The Evaluator will retrieve the data via the link ‘New User Administration’ contained on the Enterprise portal. Following is the page the Evaluator will see:
By entering the Reference number from the User, the following screen will appear.

At this point, the User may or may not have a User ID on the Student Admin database. The Evaluator can review the data, or search for existing records via Search/Match. The Evaluator should ask the user if the user may have used a former name, such as a maiden name, etc. (Situations that have been encountered are a name change because of marriage or a hyphenated name change.)

**User Does Not Exist**

If it is deemed that this is a new and unique record, the Evaluator can select the ‘Create New User’ button. This will generate a User ID and system-generated password. This also gives the Evaluator an opportunity to make a contact with the User, in order to collect any questions the User has, or to give them any additional information.
The following screen will appear:

**User Registration Successful**

Carlos Antenna has been successfully entered into the system as ID 0579205.

**User ID:** W0579205  
**Password:** VPFMZX5S2

The above User ID and Password has been auto-generated for this user. To ensure security, the user should be encouraged to login to the Portal at their earliest convenience. By using the link ‘My Profile’, they will be able to update their password, as well as create/verify their email address and ‘Forgot My Password’ Question and Hint. They can then generate a new password if they forget it.

If the User has any other questions, they can contact the NDUS Help Desk at 866/457-6387 or the Help.Desk@ndus.edu.

**User Already Exists**

If the Reference Number indicates that the user already exists, the Evaluator will receive the following screen.
The User can then be told their Userid, and how to gain access to the system, in
case they have forgotten their password, or were unaware they had any login credentials
at all. The Evaluator can guide the user thru the process on how to receive a password to
gain access to their information.

In either outcome, the Evaluator should tell the User their new Userid and
password (if necessary). Case is important in dealing with User IDs and Passwords.

Also, they can urge the User to login to the portal and update their password, email
address and the ‘Forgot My Password’ Question and Response. This is important, in that,
if the User ever forgets their password, they can have the Portal prompt them with a clue
that only they would know. The random password would be emailed to their account,
thereby allowing them to regain access to their account with no Help Desk intervention.