User Account Registration and New User Administration Process

Individuals can register for a User Account 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 in most instances will be a NDUS Help Desk staff representative. 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 Obtain a User Account 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 53217.

**Obtain a User Account**

Carlos Antenna

Based on the information you provided, we are unable to accurately determine that the record found is yours. We want to make sure the correct person gets their specific User Account. We are very aware that identity theft is a major security problem, and ask for your understanding in this matter.

Because of that, you are being assigned the Reference Number below. By giving this Reference Number to the NDUS Help Desk, they will be able to refer to your request and take appropriate action.

NDUS Help Desk:
1-888/457-6387 (toll free in the US and Canada)
Email: help.desk@nodak.edu
Website: www.help.nodak.edu

Reference Number: 53217

If you would like to apply for admission, please select the following link to download the North Dakota University System Application for Admission in PDF format. You will need to mail this application to the institution of your choosing. For address information, please see the link entitled "University System Admissions Office Contacts" below.

Download NDUS Online Admissions Application in PDF Format

This link will download the North Dakota University System Core Courses Requirements form in PDF format. If you are applying to DSU, MASU, MISU, NDSU, UND or VCSU, you may be required to submit this form.

Download NDUS Core Requirement Form in PDF format

University System Admissions Office Contacts
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 “PeopleTools – Student Admin > New User Administration” contained on the Enterprise portal. Following is the page the Evaluator will see:

![New User Registration Data](image)

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 0742976.

**User ID:** W0742976  
**Password:** XOFTQY3C8

The User ID and Password displayed above has been auto-generated for this user.

The user should be encouraged to login to the Portal at their earliest convenience.

By using the link ‘My System Profile’, they will be able to update their password, as well as create/verify their email address and ‘Forgot My Password’ Question and Hint. (This function will allow them to email themselves a new password, in the rare event that they forget their current password.)

It is STRONGLY recommended that they update the default Hint Question and Response to something other than their birthdate.

If they have supplied a valid email address, they will receive a confirmation email with their only their User ID. It will have the subject line of ConnectID Login Information.

If the User has any other questions, they can call the NDUS Help Desk at 800/457-0387 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.