



SERVICE CENTER

Guide for Early College Students

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How to Claim Account

If the student is a first-time student at Northeast, please have them check their email that they used when they applied to Northeast (this could be their personal email or a high school email). The student should have received an email including their College Wide ID number and Claim Code. Make sure to check their Spam/Junk Folder.

If you are a Guidance Counselor and you have multiple students who have not received any emails from Northeast Community College, please check with your IT department to make sure your school isn't blocking Northeast emails from the student's school email addresses.

If this is a previous student, please see on page 10 to follow **Reset Password** instructions.

If you are still needing assistance, please contact the Northeast Service Center at 402-844-4357 or send us an email at help@northeast.edu

1. [Claim account link](#)

When students first go to claim their account, they will be presented with this screen below. On this screen choose "Staff/Students" then click "Next".

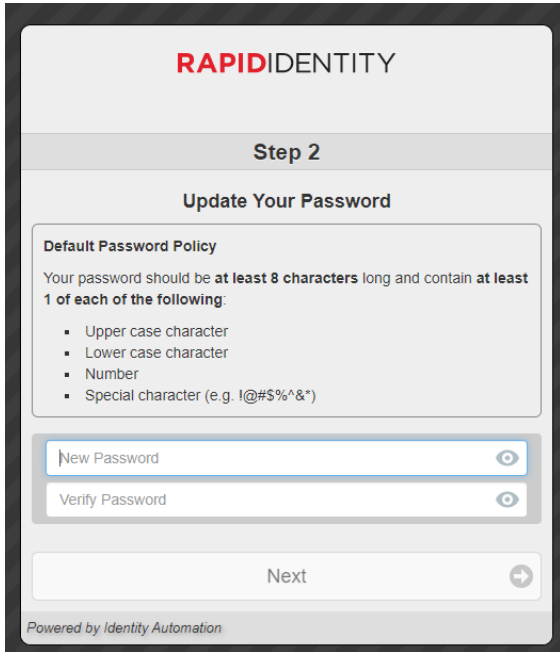
The screenshot shows the 'RAPIDIDENTITY' interface. At the top, it says 'Claim Account Policies'. Below that is a section titled 'Choose a Policy' with a dropdown menu currently showing 'Staff / Students'. At the bottom of this section is a 'Next' button with a right-pointing arrow. The footer of the screen reads 'Powered by Identity Automation'.

2. On the next screen, the student will need to enter their College Wide ID Number and Claim Code. Make sure they check the checkmark to agree to the terms and click "Next".

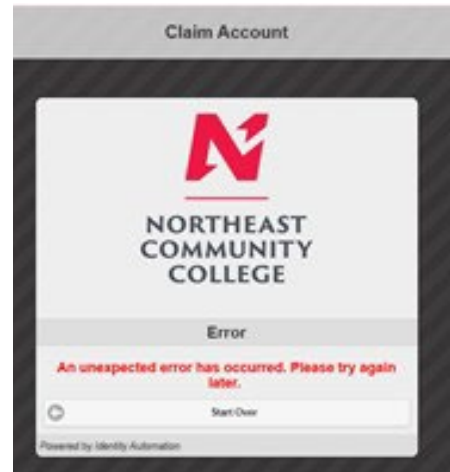
The screenshot shows the 'RAPIDIDENTITY' interface at 'Step 1'. It asks the user to 'Answer the following questions to claim your account:'. There are two input fields: 'College ID:' and 'Claim Code:'. Below these is an 'Acceptable Use Agreement' section with a scrollable text area containing the college's administrative policy. At the bottom of the agreement is a checkbox labeled 'Please read and acknowledge the terms of use for your Northeast account.' and a 'Next' button with a right-pointing arrow. The footer reads 'Powered by Identity Automation'.

3. The student will then need to create a password.

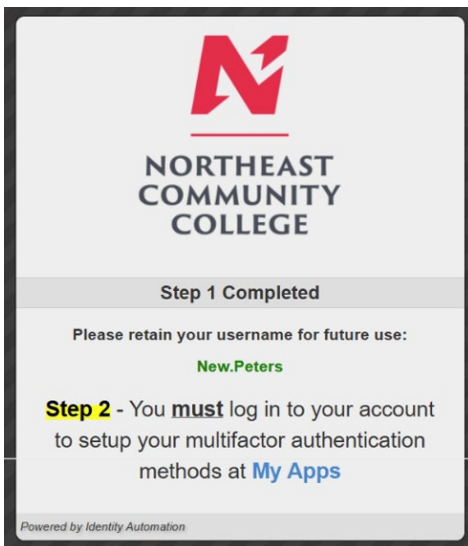
Password requirements- MUST BE 12 characters long, include a capital letter, special character and number. The system is very picky and wants a strong password. It will not accept a password that includes the student’s first/last name. We recommend using a phrase for the password. If it keeps denying the password, please keep trying stronger passwords with more special characters, numbers or extra letters.



If students get the below error saying “An unexpected error has occurred. Please try again later” that means that their password did not meet the requirements and they need to try claiming their account again with a stronger password.



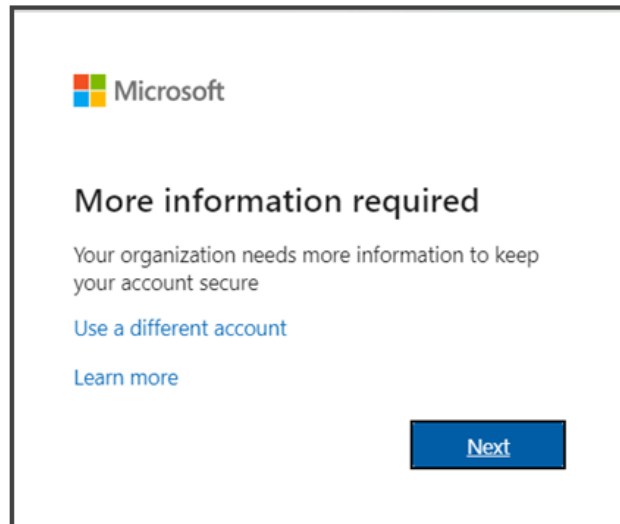
4. Once the student creates their password, they will need to sign into their account by clicking on the blue “My Apps” (See picture below). Students can also sign in by going to <https://myapps.microsoft.com/>.



Students will use their whole Northeast email (EXAMPLE@northeast.edu) and the password they just created.

Note: Occasionally, our system takes a couple of minutes to sync. If the student tries to sign in and the system is telling them that password is invalid, please wait a few minutes and try again.

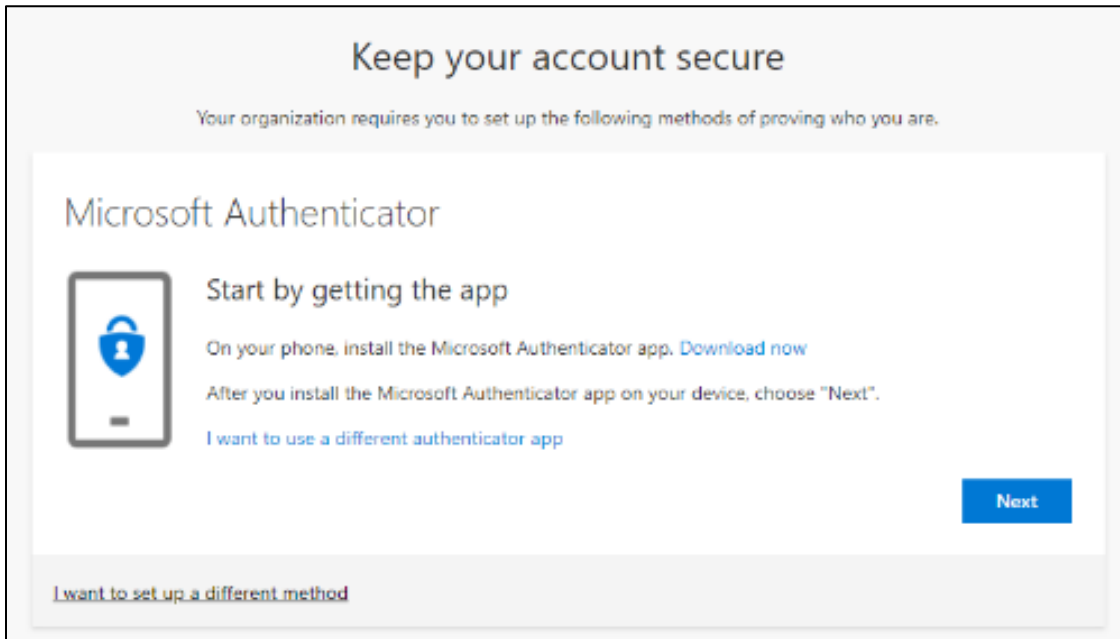
5. After putting the password in, the student will be prompted to set up MFA (Multi Factor Authentication). This is an extra step to keep accounts secure. Click “Next” and then follow the steps on page 6 for **Setting up MFA (Multi-Factor Authenticator)**.



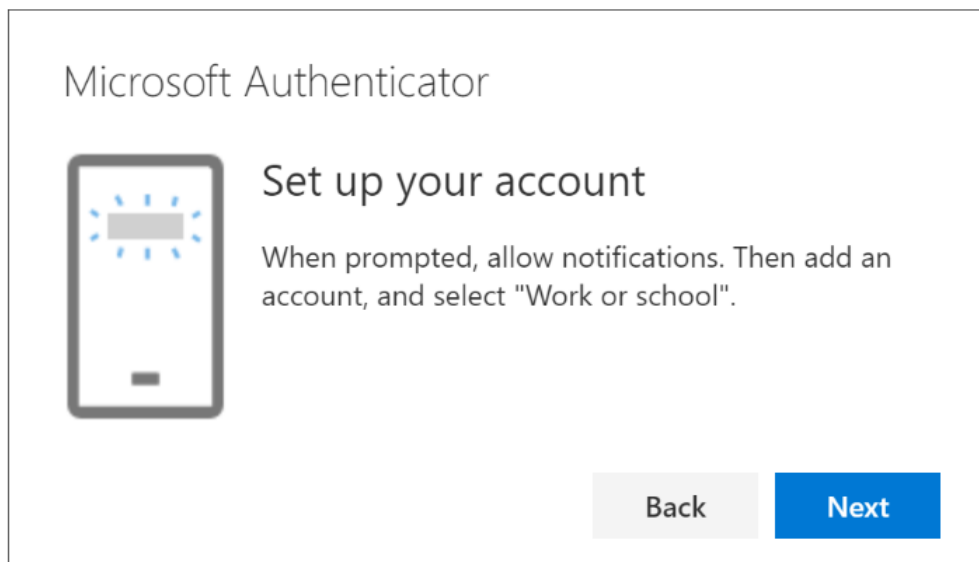
Setting up MFA (Multi-Factor Authenticator)

1. Students will be required to set up MFA using the Microsoft Authenticator App. To set up MFA with the App select, "Next" on the screen.

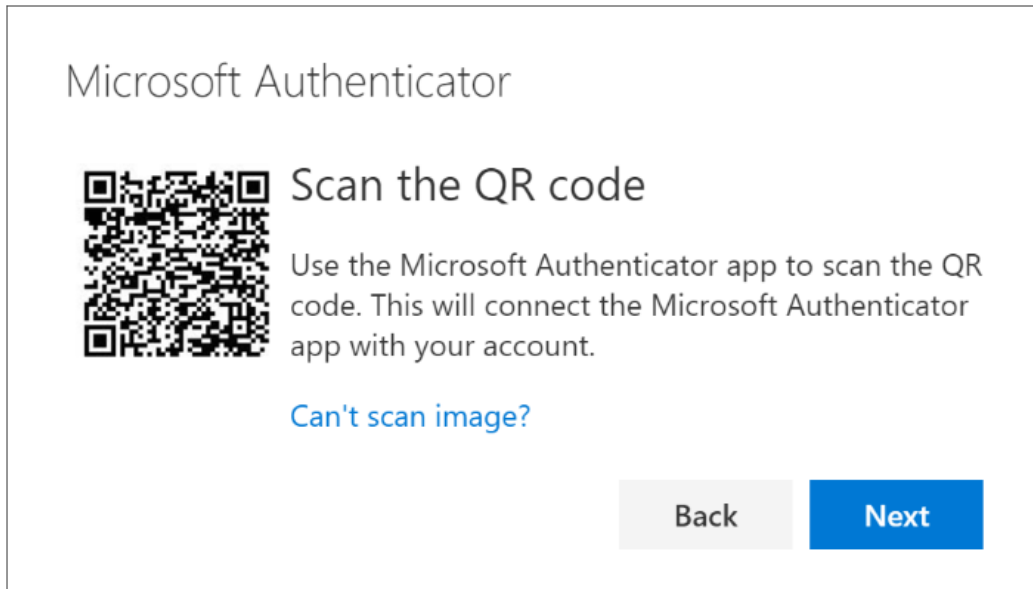
Note: If students do not want to use the MFA app and would rather receive text messages, please see **How to set up MFA with a different method** on page 9.



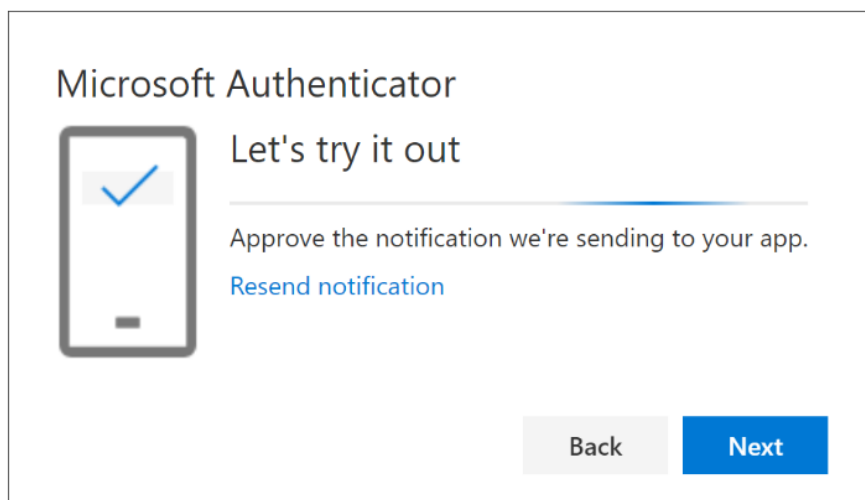
2. Remain on the "Set up Your Account" page while setting up the Authenticator App on the student's mobile device. The student will need to go to their phone's app store and install the Microsoft Authenticator App.



3. Open the Microsoft Authenticator App, select to allow notifications (if prompted), select "Add Account" from the Customize and control icon on the upper right corner and select, "Work or School Account".
4. Return to the, "Set up Your Account Page" on your computer and then select, "Next". The "Scan the QR Code" page appears. The student may be prompted to allow camera access. The student will need to ALLOW it. Scan the provided code with the Microsoft Authenticator App QR code reader, which should've appeared on the student's mobile device after they created their work or school account. After scanning the QR Code select, "Next".

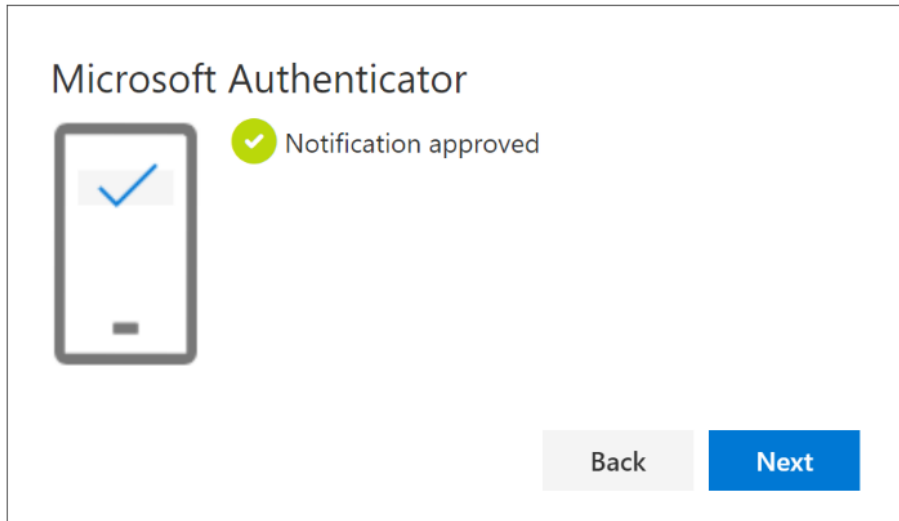


5. The Authenticator app should be successfully added to the student's work or school account without requiring additional information. To test the student's account, a test notification is sent to the Microsoft Authenticator App on the student's mobile device. The test looks like the picture below. Select, "Next".



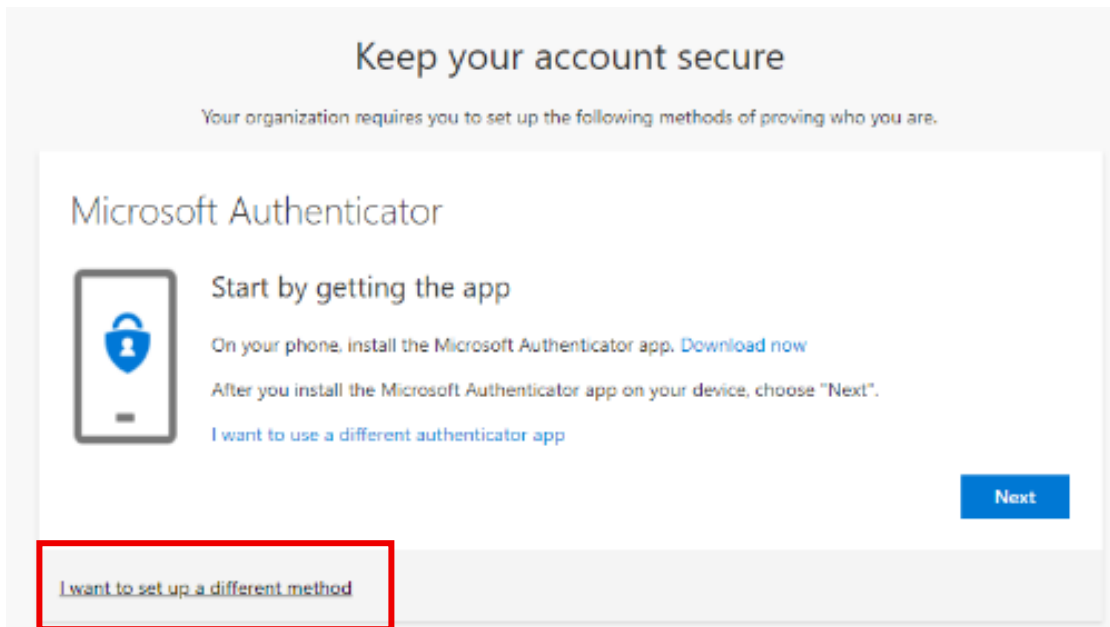
6. Approve the notification in the Microsoft Authenticator App, then select "Next". The student's security Info is updated to use the app by default to verify their identity when using two-step verification or password reset. Will look like the below picture once approved and ready. Select "Next".

The student should now be logged into their MyNortheast account.



How to set up MFA with a different method

1. Select the, “I want to set up a different method” on the screen below.



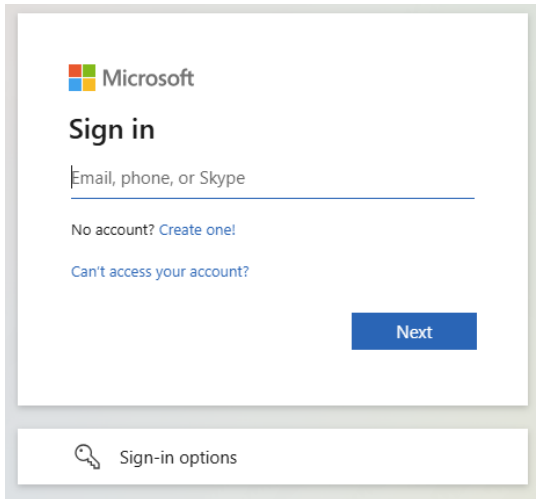
2. On Step 1, the student will select “Authentication Phone”. Insert cell phone number in the text box to the right and select “Send me a code by text message”. Click “Next”.

3. It will then send a code to the student’s phone. Once they enter the code, select “Next”. The student will now be logged into their Northeast account.

Reset password

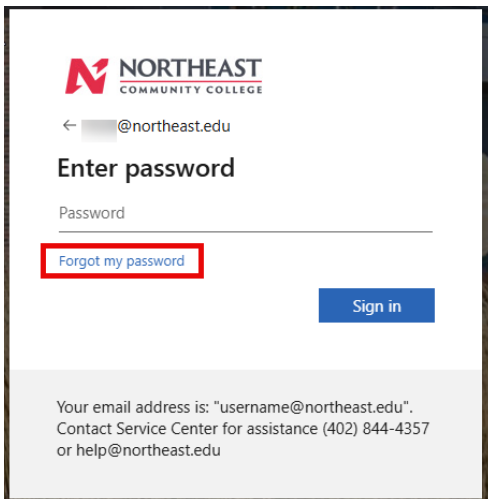
To reset your password please go to the login screen at <https://myapps.microsoft.com/>

1. The student will enter their Northeast email address (example@northeast.edu)



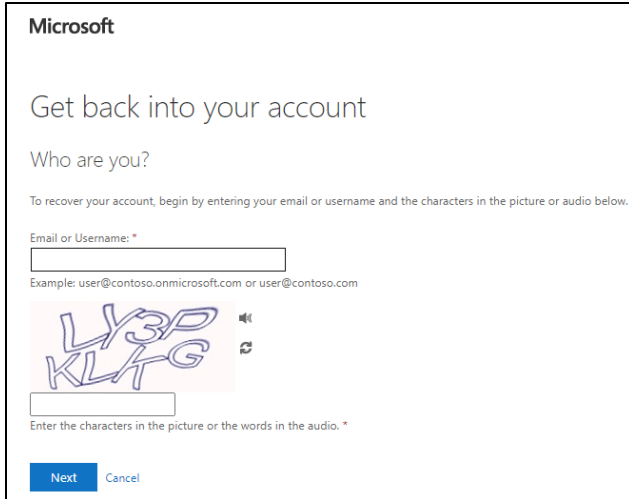
The image shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field is labeled "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is positioned to the right of the input field. At the bottom of the main content area, there is a section titled "Sign-in options" with a magnifying glass icon.

2. Click "Forgot my password"



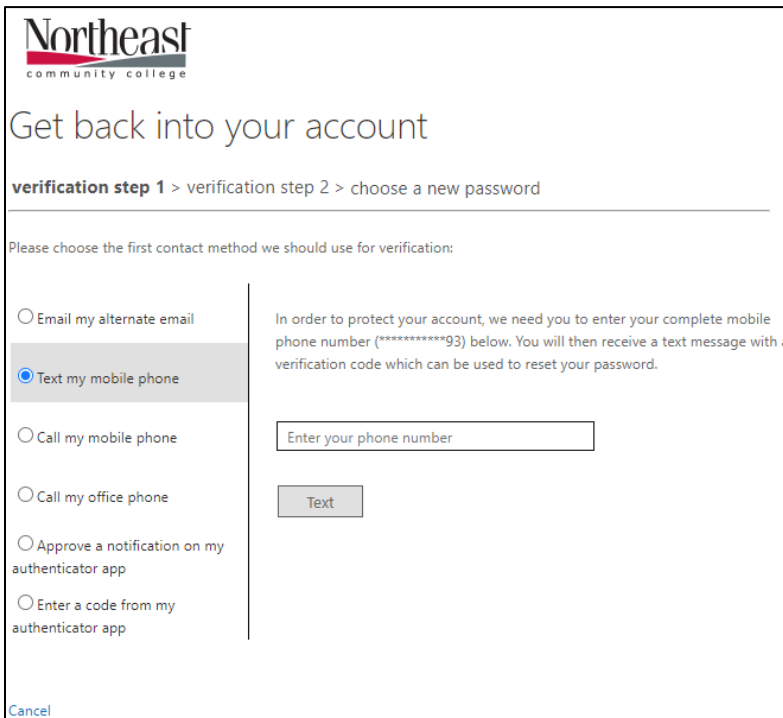
The image shows the password reset screen for Northeast Community College. At the top left is the Northeast Community College logo. Below it, the text "Enter password" is displayed. A text input field is labeled "Password". Below the input field is a link labeled "Forgot my password" which is highlighted with a red rectangular box. A blue "Sign in" button is positioned to the right of the input field. At the bottom of the screen, there is a footer area with the text: "Your email address is: 'username@northeast.edu'. Contact Service Center for assistance (402) 844-4357 or help@northeast.edu".

3. Enter the characters displayed. Click "Next".



The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it asks "Who are you?" and provides instructions: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username: *" with an example: "user@contoso.onmicrosoft.com or user@contoso.com". Below the input field is a CAPTCHA image showing the characters "LY3P" and "KL1G" in a stylized font. There is a small audio icon next to the CAPTCHA. Below the CAPTCHA is another text input field with the instruction: "Enter the characters in the picture or the words in the audio. *". At the bottom, there are two buttons: "Next" and "Cancel".

4. The student will confirm their phone number (Please see **step #6** if they get an error saying Password Reset isn't set up)



The screenshot shows the Northeast Community College account recovery interface. At the top, it says "Northeast community college" and "Get back into your account". Below that, it says "verification step 1 > verification step 2 > choose a new password". There is a heading: "Please choose the first contact method we should use for verification:". There are five radio button options: "Email my alternate email", "Text my mobile phone" (which is selected), "Call my mobile phone", "Call my office phone", and "Approve a notification on my authenticator app". Below the "Text my mobile phone" option, there is a text input field labeled "Enter your phone number" and a "Text" button. At the bottom left, there is a "Cancel" link. A note on the right side of the screen states: "Note: If the student's phone number isn't listed in the system, but their alternate email or authenticator app is, they can use either of those to reset their password."

5. A pin will be sent via text to the student's cellphone. Enter that pin and then create a new password.

Password requirements- MUST BE 12 characters long, include a capital letter, special character and number. The system is very picky and wants a strong password. It will not accept a password that includes the student's first/last name. We recommend using a phrase for the password. If it keeps denying the password, please keep trying stronger passwords with more special characters, numbers or extra letters.

6. If the student gets to step #4 but it tells them that their password reset is not yet set up, that means their cellphone number isn't in our system.
 - a. Please call the Service Center at 402-844-4357 or email us at help@northeast.edu and tell us you need a cellphone number added to the account so you can do a password reset.
 - b. The student will need to be prepared to verify their identity with us.
 - i. We will need the student's birthdate and their personal email or the last 4 digits of their Social Security.
 - c. Once we add their number to their account, please start over at step 1 under "Reset Password".

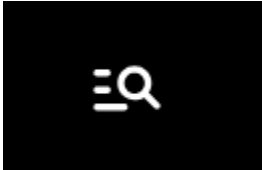
Accessing your Northeast MyApps and Canvas

To sign into your Northeast MyApps, go to <https://myapps.microsoft.com/> and type in your Northeast email and password.

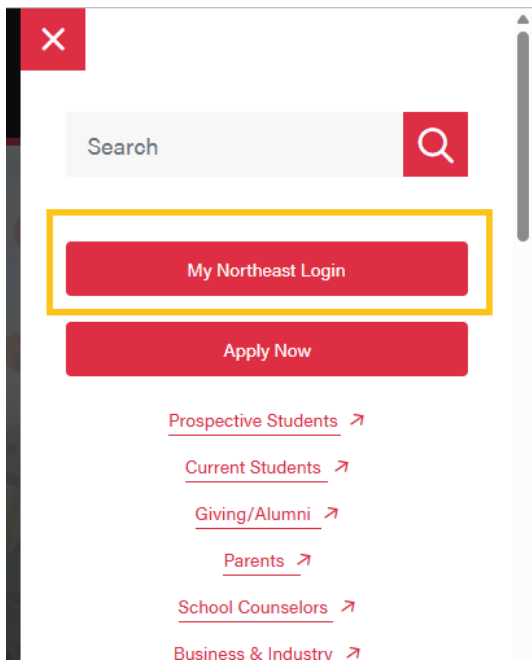
OR

Signing in from our website (Northeast.edu)

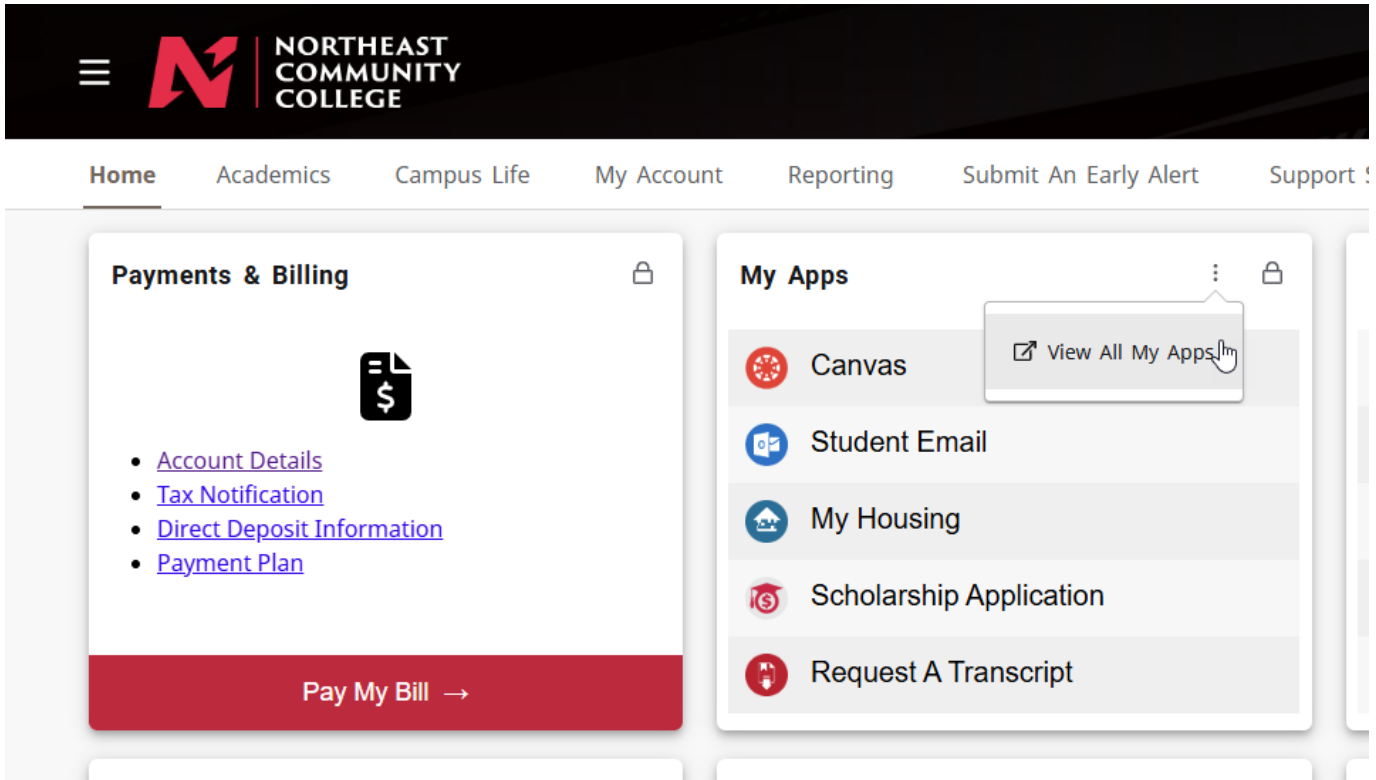
1. Go to [Northeast's website](#)
2. Click the Menu Search button in the top right corner



3. Click "My Northeast Login"



- Once you enter our Northeast email and password, it will open your MyNortheast dashboard. Click the 3 dots on "My Apps" to go to your Apps Dashboard to view all your apps.



Once signed into your MyApps, some of the apps you will have access to are

- Canvas
- Outlook (your Northeast emails)
- Office 365 (Word, Excel, Powerpoint, etc.)
- Housing App
- Scholarship App

We always recommend accessing Canvas through your Northeast MyApps. The mobile app is not 100% reliable.

Northeast Community College
Service Center
help@northeast.edu
402-844-4357