

Accessing Systems for New Faculty

All new employees are assigned a [Chico State username](#) that is used to log in to the [Chico State Portal](#), Microsoft Exchange email, and other systems using Single Sign-On (SSO).

Account Center automatically creates a Microsoft 365 Exchange account for all employees with access to email and Microsoft Office applications.

Claiming your Chico State account

Please [claim your account](#) prior to accessing email. You will be asked to set up security questions and answers; these are case sensitive. It is important you remember the answers to your security questions.

Have you been a Chico State student, employee, or parent in the past?

Both current and former usernames, email addresses, and other information have been loaded into [Account Center](#). You will need to know your Chico State ID #, username and personal email to reclaim your account in Account Center.

- Log in to the Chico State Portal with your username and password.
 - If you forgot your username or password, select “Forgot Username?” or “Forgot Password” at the login screen to reclaim your account or reset the password.
 - If you need help with this, please review the [Forgot Password FAQ](#) or call IT Support Services at 530-898-4357.

My name has changed!

If you had a prior Chico State account, the Account Center will re-use it. It is beneficial during your first day of employment to visit the [Human Resource Service Center webpage](#) and review if your legal name, preferred name, account center display name, or personal information needs to be updated. If you need to request a [username change](#), follow the Knowledge Base steps.

Use Account Center to Setup or Change Your Display Name

Please note that you have the option to use a preferred name, even if that is not your legal name. You can [change the display name](#) in Account Center, then your display name should change in Canvas, Outlook, and other services overnight.

Chico State Email

Your Chico State email will be [username@csuchico.edu](#). Chico State uses [Microsoft Outlook](#) as the primary email and calendar tool. You will receive official employee information, including notices to complete required compliance training, campus updates, and more. You can access your email multiple ways, including the [Outlook Mobile app, Outlook Desktop App, or via the Outlook website](#).

Managing Multi-Factor Authentication and Passwords

Your Chico State account requires [Multifactor Authentication](#) to access campus systems. This helps protect your data and keep your account secure. Chico State uses Duo for multifactor authentication.

When you log in to the Chico State Portal with your username and password, you will be prompted to either send a notification to your smartphone using the Duo Mobile app, a text message to an SMS-capable cell phone, or you can use a Duo Token to enter a passcode. Once you have verified that you are the person logging in, you will be able to access your campus services. Never approve a Duo notification unless you requested it.

Creating and Maintaining Passwords

Because some Chico State systems contain both student and employee data, it is recommended that you don't use your Chico State Portal password for anything else, and that you [create and maintain strong passwords](#). Chico State does require annual password changes; you will receive email notification before the password expires. Remember to never share your password with anyone, even IT Support Services, no one will EVER ask for your Chico State password.

This will ensure your Chico State account stays secure and does not risk your account being compromised by phishers or hackers. A compromised account status occurs when campus systems report suspicious logins or email activity on your account and Information Security disables access to your account. If you believe your account has been compromised, [call IT Support Services](#) as soon as possible.

Information Security (ISEC) strongly encourages all users to use a password manager. Chico State provides access to the [LastPass Password Manager](#).

Compliance Training

Please plan four hours to complete online compliance training *before* semester classes begin. [How-To Guides](#) are available to walk you through the process of completing assigned training and you will receive reminders from training@csuchico.edu.

1. Go to <https://www.csuchico.edu/training/>.
2. Click the "CSU Learn" Login graphic.
3. Select the "Chico" campus, then use your CSU, Chico username and password (which will be the same as your email) to login.
4. Select the Assigned Learning tile to view training assigned to you.

Software for Employees

Most software applications on campus-managed devices are provided by the [Application Catalog](#). If you require a software that is not available in the Application Catalog, you can [put in a ticket](#) or [contact IT Support Services](#).

Adobe Creative Cloud, including Acrobat Pro, is provided to all staff and faculty [upon request](#). If you would like to request that students in your courses are provided licenses, you can [submit a class roster](#).

If you need access to Microsoft Office applications on your home computer, go to [Office.com](#) and sign in with your Chico State username and password to download and click "Install Apps". You can also find [instructions in the Knowledge Base](#).

Virtual Private Network (VPN)

A virtual private network (VPN) extends a private network, such as the network at Chico State across a public network (from home, coffee shop, etc). Chico State uses [Palo Alto GlobalProtect](#) as our VPN Provider. All campus-managed devices will be deployed pre-configured with the Global Protect AlwaysON VPN client. This will allow you to connect to campus services, even if you are working from home.

Other Systems and Resources

If you need any [additional access](#) to systems or resources, there may be specific authorization forms or permissions needed. Please work directly with your department. All new requests for software or equipment should be approved first by your direct manager or department leadership, before making a request.

If you need additional IT Support Services (ITSS), please visit the [Client Support Portal](#) (support.csuchico.edu), the [Knowledge Base](#), and the [Service Catalog](#). You can call ITSS at 530-898-4357, email itss@csuchico.edu, join live chat at chat.csuchico.edu, or visit our office in Meriam Library 142.