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. 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 from the President, and more. You can access your email multiple ways, including the Outlook Mobile App, Outlook Desktop App, or via the Outlook Website.

Claiming Your Chico State Account
Please claim your account before accessing your Chico State 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 or employee 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 “ForgotPassword” on 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! What Do I Do?
If you had a prior Chico State account, Account Center will re-use it. It is beneficial during your first day of employment to determine if you need to change your username, Display Name, or both.

If your name has legally changed and is not updated on your account, you will need to change it in one of two ways: 1) If you have ever been a student at Chico State, you will need to talk to the Office of the Registrar, or 2) If you have never been a student at Chico State, you will need to talk to Human Resources.

Use Account Center to Setup or Change Your Display Name
Please note that you have an 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.

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 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 request 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 to 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.

Chico State requires annual password changes; you will receive email notifications 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.

Compliance Training
You will be assigned online compliance training that must be completed by 10/1/2024. It takes about five hours to complete the various trainings. Expect to receive regular reminders from training@csuchico.edu until you have completed the requirements. How-To Guides are provided to help you navigate CSU Learn.

1. Go to CSU Learn.
2. Select the “Chico” campus, then use your Chico State username and password (which will be the same as your email) to log in.
3. 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 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 be 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 on 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. ITSS regular business hours are Monday to Friday, from 7:30 a.m. - 5:00 p.m. You can call ITSS at (530) 898-4357, email itss@csuchico.edu, join live chat at support.csuchico.edu, or visit our office in Meriam Library 142.