Accessing Systems for New Faculty

All new employees are assigned a CSU, Chico username and this username is used to log in to the CSU, Chico Portal, Microsoft Outlook email, and other systems that access Chico State single sign-on technology. The Account Center automatically creates an employee Microsoft 365 Exchange account for all employees with access to email, and Microsoft Office applications. Your Exchange email account receives official employee information, including notices to complete required compliance training.

Claiming your Chico State account
Please claim your account prior to accessing email. You will be asked to set up security questions and answers. It is important you remember the answers to your security questions.

Have you been a Chico State student, employee, or parent in the past?
Past and existing usernames, email addresses and other information has 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 CSU, Chico Portal with your username and password.
  - If you forgot your username or password, select “Forgot Username?” or “Forgot Password” at the log in screen to reclaim your account or reset the password.
  - If you need help with this, please review the Forgot Password FAQ.

My name has changed!
If you had a prior CSU, Chico email or username, the Account Center will re-use it. It is beneficial during your first day of employment to choose if you want to change your username, Display Name or both.

Use Account Center to Setup or Change Your Display Name
Please note that if you use your middle initial, the name search will sort in the following order: First Name, Middle Name/Initial, Last Name. If you would like others to find you easily by last name, you may wish to delete your middle name/initial from the Display Name.

Managing Multi-Factor Authentication and Passwords
Your CSU, Chico Portal password requires 2-Step Verification, also known as Duo or "multi-factor authentication", which uses mobile technology to send an authentication request to a registered device. When you log in to the CSU, Chico Portal with your username and password, a notification will be sent immediately to your smartphone, SMS-capable cell phone, or other registered device. You simply tap Approve on the screen, which verifies that you are the person logging in and your access will be available.

Creating and Maintaining Passwords
You may be asked to create passwords that do not link to the CSU, Chico multi-factor authentication and because the CSU, Chico systems protect student and employee data, we ask that you don’t use your CSU, Chico Portal password for anything else, and that you create and maintain strong passwords when necessary.
The information security (ISEC) and support staff strongly encourages all users to use a password manager. Also, IT support will NEVER ask for your password under any circumstances. Please remember you must never share your password with anyone.

If you need to Report an Incident or Request Identity Management Services, please Submit a Service Request and be specific with the subject of the ticket request.

Compliance Training
Plan 4 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.

Email
The campus uses Microsoft Outlook as the primary email and calendar tool. After you log in to your work desktop with your CSU, Chico username and password, you may select the Outlook icon to begin setting up access to your email.

Virtual Private Network (VPN)
A virtual private network (VPN) extends a private network, such as the network at CSU, Chico across a public network (from home, coffee shop, etc).

- All newly configured University owned devices will be deployed pre-configured with the Global Protect AlwaysON VPN client. If University Equipment will be used for University business at an off-campus location, you are required to complete an Off-Campus Use of University Equipment form. If you access work systems from a personal device, you must be connected to the Global Protect OnDemand VPN.

Software for Employees
It is preferred that you use the Application Catalog to download the software you need to use for work through a university issued computer. If you need access to Microsoft Office 365 applications on your home computer for work, please sign in with your CSU, Chico username and password to download and “Install Office” (upper right-hand).

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.

IT/Technology Quick Start Guide for Faculty - If you need additional IT Support Services (ITSS), please review the IT Support Portal, IT Knowledge Base and IT Service Catalog. You can also visit the ITSS Zoom Lobby or call 530-898-HELP (4357).