

# 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 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 [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, Information Technology Support Services (ITSS) will NEVER ask for your password under any circumstance. 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

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](mailto: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).

- o 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).