Greetings, and welcome to NMHU!

This document will guide you through setting up your account with NMHU. Your account gives you access to NMHU resources such as Self-Service Banner, Email, Desire2Learn, campus computers, and library remote resources.

Once you are accepted to NMHU, a username and temporary password is automatically created for you. Your username is a variation of your first and last name, and may contain a number. Your temporary password is your date of birth in a complex format: MonDDYYYY (For example, April 7, 1970 is Apr071970). You must change your password before logging in to Student Email and Desire2Learn. Self-Service Banner and campus computers will prompt you to change your temporary password when you log in. See instructions below if you do not know your username or password.

Please note that you are not issued an Email account until 4-24 hours after you have registered for a class.

When you are accepted to NMHU, you are also issued a Banner ID which takes the place of your Social Security number. Please memorize your Banner ID.

How to look up your username or reset your password:

ON CAMPUS (Main Campus, Rio Rancho, Albuquerque and Santa Fe): On any university computer, press Ctrl+Alt+Delete to logon, type HELP as the username (no password) and press Enter.

OFF CAMPUS: Go to the NMHU homepage www.nmhu.edu, click on My NMHU, click on Student Technical Help, and click on Option 1.

Password requirements:
Your new password must contain at least 8 characters, including at least one uppercase letter, one lowercase letter, and one number. It must not contain your first or last name. If applicable, it must be different from your previous 5 passwords. Special characters are allowed. Your password should be easy for you to remember, but difficult for others to guess. **Do not share your password with anyone!**

How to log in to university computers:
To access a university computer, press Ctrl+Alt+Delete and enter your email address and password. Press Enter. If you have not changed your temporary password from your date of birth, you will be prompted to do so.

Write your username here: __________________________
Write your Banner ID here: _______________________

Need more information?
Call us! Contact the ITS Help Desk at 505-454-3496 or 505-426-2222
Pay us a visit! We are located in Donnelly Library rm G28 (Ground floor)
Check out our Technical Help Page! Go to www.nmhu.edu, click on MyNMHU and select Student Technical Help.

See next page for instructions on how to access your NMHU online resources.
A Brief Overview of NMHU Online Resources

**Self-Service Banner (SSB):** On the NMHU homepage, click on **My NMHU**, click on **Enter Secure Area**, and enter your username and password. **Note:** your username is not your entire Email address.
- Self-Service Banner (SSB) makes it possible to:
  - Register for classes or Drop classes
  - View class schedule
  - View midterm and final grades
  - View unofficial transcripts
  - Submit course evaluations
  - View amount due and make On-Line Payments
  - View status of your Financial Aid awards
  - View and update mailing addresses
  - Sign up for emergency text messages
  - Degree Audits and much more …

**Student Email:** On the NMHU homepage, click on **My NMHU** and click on **Student Email**. When prompted, enter your entire email address and password. **Note:** You cannot log in until you change your temporary password. You will not be issued an email account until you have registered for a class.

Your Email address is: yourusername@live.nmhu.edu.

- NMHU email is the official method of communication between NMHU faculty, staff, and students.
- You are responsible for reading your email and deleting old messages.
- Student email includes more than just email. Be sure to read about all its features, including 5 licenses for Office 365.

**How to set up your smartphone or other device to receive NMHU Email:**
1. Download the Microsoft Outlook app.
2. Enter your NMHU Email address. Click Continue. You will be re-directed to the NMHU login page for Email.
3. Enter your NMHU password. Click on Sign In.

If you have difficulty setting up your device, please contact ITS at 505-454-3496 or 505-426-2222.

**Donnelly Library Remote Resources:** On the NMHU homepage, click on **Libraries** on the bottom of the page to get to the Library’s online resources. **Note:** You cannot log in until you change your temporary password.

- Access to some Library resources from off campus requires you to be a currently enrolled student and to enter your username and password.

**Desire2Learn (D2L):** On the NMHU homepage, click on **Desire2Learn Login** at the top of the page, then click on **Desire2Learn** and enter your email address and password. **Note:** You cannot log in until you change your temporary password.

- Requirements for your class may vary. Be sure to check your course syllabus or contact your instructor for more information.
- For further assistance, please contact the EOS Help Desk at 505-426-2215 or 1-877-248-9854.
- Not all students have or need access to D2L. If you feel that you should have access to D2L and cannot log in, please contact the EOS Help Desk.