

SAVE ME!

NMHU ITS Technical Help for Students

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, Office 365 Apps (which include Email and OneDrive), Brightspace, ZOOM, 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, 1990 is Apr071990).** You must change your password before logging in to Student Email, Brightspace, and Self-Service Banner. 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.

When you are accepted to NMHU, your official NMHU Email account is created. NMHU Email is the official method of communication between NMHU faculty, staff, and students. 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 **STUDENT LOGIN**, click on **Student Technical Help** located under Academic Resources, and click on **Option 1** and select **Change Your Password**.

Password requirements:

Your password 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!**

Your new password must contain the following:

- At least 8 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number.

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: _____

[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, www.nmhu.edu click on **STUDENT LOGIN**, then 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 ...

Office 365

Office 365 includes more than just a 50 Gigabyte email account. It also contains several apps and features. Be sure to explore all Office 365 features, including 5 licenses to install office products on your devices, and OneDrive which contains a Terabyte of cloud-based storage.

How to Access Office 365: On the NMHU homepage, click on **STUDENT LOGIN** and click on **Office365**. When prompted, enter your entire email address and password. You will be automatically logged in to your Email account. To access other Office 365 features, click on the menu at the top left corner of the window.

Note: You cannot log in until you change your temporary password.

- **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.

How to set up your smartphone or other device to receive NMHU Email:

1. Download the Microsoft Outlook app using your device App Store.
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 505-426-2215.

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. You must only enter your username and password.

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

Brightspace (Formerly D2L): On the NMHU homepage, click on **STUDENT LOGIN**, then click on **Brightspace (D2L) Login** at the top of the page, then click on **Click here to Login to Brightspace** and enter your email address and password.

Note: You cannot log in until you change your temporary password. Brightspace is the Learning Management System used by NMHU. Your instructor may post course content and quizzes here, or your entire class may be online. Be sure to become familiar with Brightspace.

- Requirements for your class may vary. Be sure to check your course syllabus or contact your instructor for more information.
- Brightspace also gives you access to Net Tutor and access to activate your Zoom account.

Need more information?

Call us! Contact the ITS Help Desk at 505-426-2215 or 1-877-248-9854.

Pay us a visit! We are located in the Student Center room 216 (Located inside Purple Pub)

Check out our Technical Help Page! Go to www.nmhu.edu, click on **STUDENT LOGIN** and select **Student Technical Help**.