UAOnline Password/PIN Change
Front Line Staff FAQ

Goal:

The University is working to allow students, staff and faculty to use a single set of credentials for all online services. UAOnline is the latest online tool to join this movement. That means that you will be able to use your same login credentials - UA Username and your Password - to log into UAOnline.

Available: February 17, 2014

The UAOnline login currently uses the UA ID Number and PIN. After February 17, UAOnline will accept either UA Username or UA ID and Password or UA ID Number and PIN. We are changing the UAOnline login to allow the following combinations:

UA Username	Password
UA ID	Password
UA ID	PIN

Keeping both login options available for a limited time will allow everyone to become familiar with the process before we remove the option of using the PIN.

What if someone is having trouble? You are the best judge of how to handle each situation; however, here are some alternatives for helping those who are unable to get into UAOnline.

- **Try the UA Username and password first.** Ask students/staff if they are able to access other university systems like Blackboard or university email. If yes, let them know they can use those same log-in credentials to log into UAOnline.

- **Is a PIN reset needed?** This is still available. The PIN will be phased out over the next few months.* However, the PIN can be used to login during this transition time. Please encourage everyone to learn their password.
  * Employees will still be required to submit time sheets and print tax documents using their PIN.

- **Does the UA username or password need to be activated?** It depends.
  o Current users of online university resources such as email and blackboard should not need to reactivate their account.
  o New users of online university resources can claim their credentials at:
    UAA - me.uaa.alaska.edu   UAF - elmo.alaska.edu   UAS - elmo.uas.alaska.edu

- **Do you need help?** Contact your campus help desk. Contact information for each help desk is available at http://www.alaska.edu/oit/services/uaonline/help/#contactInfo.