

Guide for:

PASSWORDS AND PASSWORD RESET INSTRUCTIONS

Authoring Department: UNIVERSITY OF NEBRASKA FOUNDATION
INFORMATION TECHNOLOGY SERVICES

Contact: SERVICE DESK
servicedesk@nufoundation.org

Anticipated Audience(s): ALI CRM AND NUFFO USERS
Not for foundation staff users

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Introduction

Forget your password?

The University of Nebraska Foundation now offers self-service password reset for your Ali CRM account through Microsoft Office 365!

Resetting your password is simple and you will have control of managing your Ali CRM credentials. You will no longer need to contact the foundation's Service Desk team to request a password reset.

First-time users must register before being allowed to reset a password.

About Your Foundation Credentials

Each Ali CRM/NUFFO user is provided with a unique username and password. *University partners should note that the foundation's login is different from their business or campus login.*

Important password basics:

- Passwords may only be changed once every 24 hours.
- **Passwords expire every 90 days.**
- To change your password before it expires, select **Change password** from the "Welcome, Your Name" menu on the top right-hand side of the Ali CRM window.

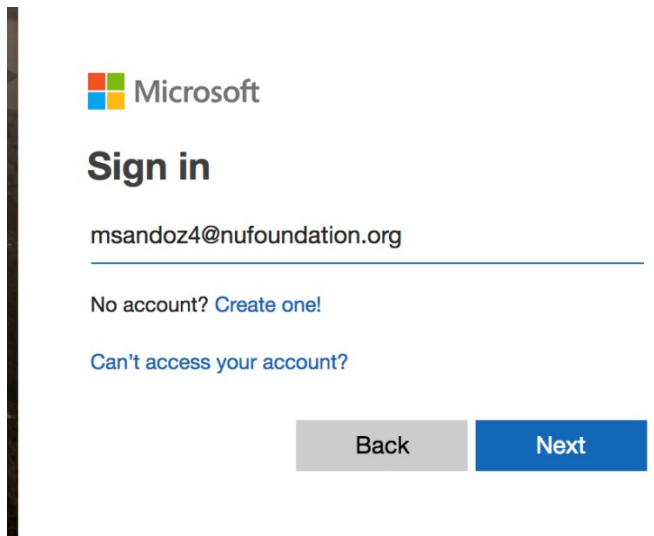
To Register Your Account for the First Time

Please click the [Register Here](#) link in the Login section to register if this your first time using the password reset tool. **You will need to know your current password in order to register.** If you do not know your current password, contact the foundation's [Service Desk](#).

Step 1

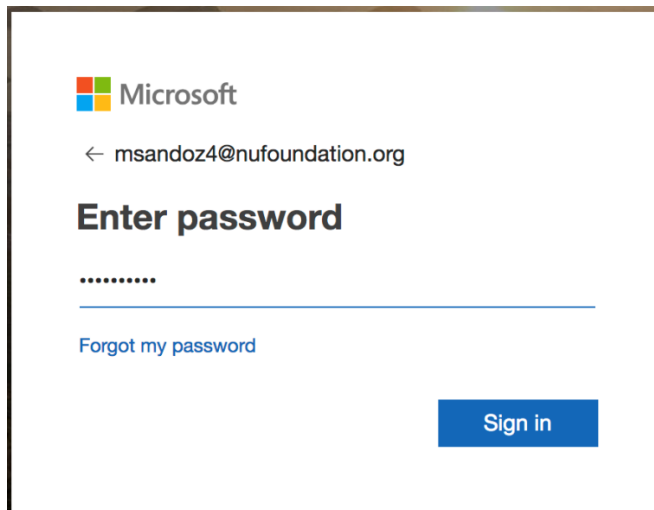
Type your Ali CRM username **followed by @nufoundation.org** in the Microsoft sign-in box. You must use @nufoundation.org in order to correctly reset your Ali CRM password. If you do not know your username, contact the foundation's [Service Desk](#).

In this example, the Ali CRM username is msandoz4.



Step 2

Enter your current password and sign in.



Step 3

Add your authentication email by clicking “Set it up now.” This email should be your business email address. You will receive an email at this address with a verification code. Enter the code in the box and select “verify.”

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

We've sent an email message containing a verification code to your inbox.

Step 4

Complete your security questions by clicking “Set them up now.”
Click “save answers” once completed.

IMPORTANT: YOU WILL NEED TO RETAIN THE ANSWERS TO YOUR SECURITY QUESTIONS. FOUNDATION SERVICE DESK DOES NOT HAVE ACCESS TO THIS INFORMATION AND CANNOT CHANGE YOUR ANSWERS.

don't lose access to your account!

Please select questions to answer below. *Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.*

Security question 1

Security question 2

Security question 3

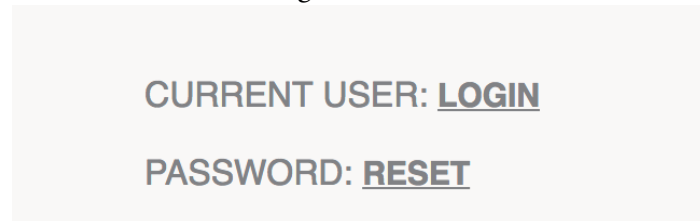
Step 5

Select “finish” to complete registration. You can then close that browser tab.

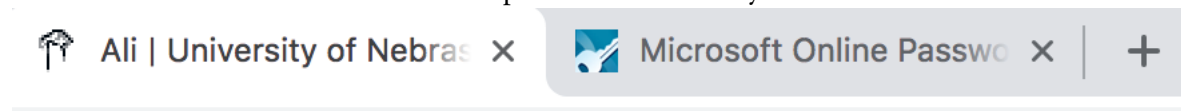
To Reset Your Password

Step 1

Go to nufoundation.org/ali and click RESET



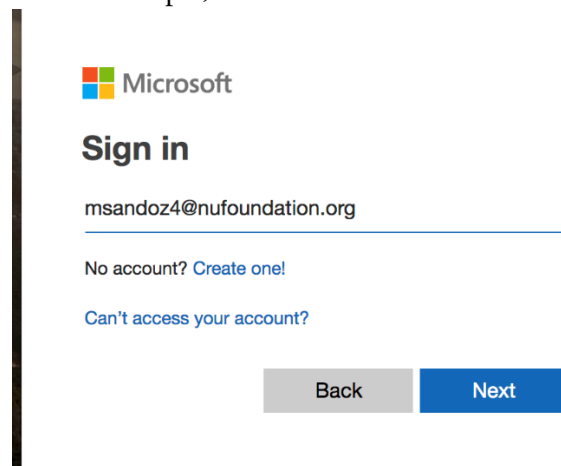
Microsoft Online Password Reset will open in a new tab in your Chrome browser.



Step 2

Type your Ali CRM username **followed by @nufoundation.org** in the Microsoft sign-in box. If you do not know your username, contact the foundation's [Service Desk](#). **IMPORTANT: Do not enter your business email address. You must add @nufoundation.org after your username.**

In this example, the Ali CRM username is msandoz4



Step 3

Select **“Forgot my password.”** You’ll be taken to the page “Get back into your account.” Your [username@nufoundation.org](#) will auto populate.

Type the characters you see displayed in the blank box and select “Next.”



← msandoz4@nufoundation.org

Enter password

Password

[Forgot my password](#)

Sign in

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel

Step 4

Complete verification by answering the security questions you created during your registration and select “Next.”

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Answer my security questions

What is your oldest sibling's middle name?

What school did you attend for sixth grade?

What is your favorite food?

Next

[Cancel](#)

Step 5

Select your new password following the guidelines below.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

Password Requirements

The UNF security and password policies are governed by the Payment Card Industry Data Security Standards (PCI). The password requirements are:

- Password must be ten (10) characters minimum.
- Password may not contain your user account name (e.g. jdoe).
- Password may not contain two consecutive characters.
- Password may not be a repeat of any of your last 24 passwords used.
- Password is required to be changed every 90 days.
- Password must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numbers 0-9
 - Special characters (e.g. !, #, \$, %)

Step 6

Get back into your account

✓ Your password has been reset

~~To sign in with your new password, [click here.](#)~~

← DO NOT USE THIS LINK. Go to <https://nufoundation.org/ali>

Return to <https://nufoundation.org/ali> and log in using your Ali CRM username and new password. You can go back to the Ali tab or open a new tab and type the URL in the address bar.