Use of university computers and access to online resources requires a username and password

**Student Online Resources:** Student *Email, Self-Service Banner,* and Student Technical Help are available through *my nmhu* on the NMHU homepage: www.nmhu.edu. *E-COURSES* is a link on the top navigation of the page.

**Username & Password Help:** If you do not know your username or have forgotten your password or need to change your password, follow these instructions.

**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 www.nmhu.edu, click on *my nmhu*, select *Student Technical Help*, and select option 1.

- You will be able to Reset a Forgotten Password, Change your Password, or Look up your username and Banner ID Number.
- Your temporary password is your date-of-birth, in the format MonDDYYYY. Note that the month is only 3 characters and the first character is upper case.
  
  *Example:* if your birthday is September 3, 1992, your temporary password is Sep031992.

- **You MUST change your temporary password before you will be able to access any computer or online resources.** When you log into a university computer the first time, it will prompt you to change your password.

- Your new password must be at least 8 characters, contain at least one upper case letter, one lower case letter, and one number. 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.

**Login Instructions:**

*If you do not know your username or have forgotten your password, follow the instructions in this document under Username & Password Help above.*

**ON-CAMPUS LOGIN:** Accessing NMHU resources from a university computer (including the Rio Rancho, Albuquerque, and Santa Fe centers) requires you to login with your assigned username. If this is your first login, your temporary password will be your date-of-birth in the format MonDDYYYY. Your domain is STUDENTS. If the computer is not on the student domain please use your student email address (username@live.nmhu.edu) instead of just your username.

**OFF-CAMPUS:** Go to the NMHU homepage www.nmhu.edu to access online resources and click on *my nmhu*. If you are logging into NMHU resources for the first time, you are required to change your temporary password. You can change your password through the *Students Technical Help* (see Username & Password Help above).

You **must** change your temporary password **before** you can log into Email, E-COURSES or access Library Resources remotely.

Write your username here: ________________________ (This is not your email address)
Write your Banner ID is: ________________________
Self-Service Banner (SSB): On the NMHU homepage, click on *my nmhu*, click *Enter Secure Area*, and enter your username and password.

**Note:** For first time access, you cannot login until you change your temporary password. See Username & Password Help on the previous page for instructions.

- On your first use of SSB you will need to:
  - Accept the *Terms of Usage* by clicking continue.
  - Enter your *Security Question and Answer* (Your pin should be your date of birth – MMDDYY, unless you changed it)
  - Sign up for *Mobile Phone Emergency Text Messages*

- Self-Service Banner (SSB) makes it possible to:
  - Register for classes or Add / Drop classes
  - View class schedule
  - View midterm and final grades
  - View unofficial transcripts
  - View amount due and make On-Line Payments
  - View status of your Financial Aid awards
  - View and update mailing addresses
  - Degree Audits and much more …

Student Email: On the NMHU homepage, click *my nmhu* and click *Student Email*.

**Note:** For first time access, you cannot login until you change your temporary password. See Username & Password Help on the previous page for instructions.

- When prompted, enter your entire email address and password. **Your Email address is:** yourusername@live.nmhu.edu.
- NMHU Email is the official method of communication between professors, HU departments and offices, and students.
- You are responsible for reading Email and deleting old messages.
- Student Email includes more than just email, be sure to read about all the features.

**Note:** Google Chrome is currently not compatible with our student email system. The problem is that it will not allow you to login. Please use another browser. Firefox requires the latest version.

Donnelly Library Remote Resources: On the NMHU homepage, click *Libraries* on the bottom of the page to get to the library’s online resources.

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

**Note:** For first time access, you cannot login until you change your temporary password. See Username & Password Help on the previous page for instructions.

E-COURSES (Desire2Learn): On the NMHU homepage, click *E-COURSES* on the top navigation bar of the page, then click *Log in to E-COURSE* and enter your username and password.

- EOS Help Desk number: 505-426-2215

**Note:** For first time access, you cannot login until you change your temporary password. See Username & Password Help on the previous page for instructions.

We recommend accessing online resources through the Highlands home page at [www.nmhu.edu](http://www.nmhu.edu) and discourage bookmarking pages as the links are subject to change.

For more help: on [www.nmhu.edu](http://www.nmhu.edu) click *my nmhu* and select *Student Technical Help*

Confused? Still have questions? Contact: IT Services Help Desk
Donnelly Library ground floor room G28
(505) 426-2222