



WELCOME TO MSU-NORTHERN ONLINE



LOGIN INSTRUCTIONS FOR NEW STUDENTS

- I. Your Desire2Learn (D2L) Username and Password will be identical to your MSU G-Mail Username (MSU NetID) and Password. If you already know these, you can go directly to <https://msunonline.org> and log in. A link to Desire2Learn is also available from MSU-Northern's homepage (www.msun.edu) in the "Navigate Northern" pick list on the upper right of the page. If you do not know your G-Mail Username (MSU NetID) and Password, you can retrieve them as follows.

- II. Go to <https://www3.montana.edu/uprofile-hv/> and fill in the four fields: character verification, Student ID Number (eight digits starting with a dash; note that your Social Security Number will not work as your Student ID Number in this field), last name, and Banner Web – My Info PIN. In order to use this password reset page, you **MUST** know your Student ID Number and Banner Web – My Info PIN. If you do not know your Student ID Number and/or PIN, skip to section III below.
 - a. After filling in the four fields, click "Continue." On the next page, you will see "Account Credentials" at the top of the page. Please take note of your MSU NetID, which is a string of letters and numbers seven characters long. This is **BOTH** your MSU Net ID (G-Mail) **AND** your D2L Username. We recommend that you memorize this string, as security experts advise against writing down Usernames and Passwords.
 - b. Click the checkbox next to "MSU NetID/D2L Username," then create a new password for your NetID. The following password rules apply: must be at least 8 but no more than 20 characters in length; must include a letter (case sensitive) and a number; must include at least one special character (from \$,*,%,@,#, &); and cannot contain your name or username. This will be your NetID password, which you will use for your Desire2Learn password as well. Re-enter your password for verification, and click "Change Selected Passwords."
 - c. After you have successfully changed your password, please be sure to completely log out and close your browser before attempting to log into Desire2Learn.
 - d. Open a new browser window, go to <https://msunonline.org>, and log in using your Net ID as your Username and the Password you just created.

- III. If you do not know your Student ID Number and/or PIN Number, they can be accessed/reset from your Banner Web – My Info account. Go to MSU-Northern's homepage

(www.msun.edu) and in the “Navigate Northern” pick list on the upper right of the page select Banner Web – My Info.

- a. Click on the “Enter Secure Area” link. On the User Login page, enter your Student ID Number (including the preceding dash). If you do not know your Student ID Number, try using your Social Security Number (without dashes) as your User ID. Please note that your Student ID and Social Security Number are not the same number, but your SSN will work to log in to Banner Web – My Info.
- b. If this is the first time you have ever logged into the MyInfo system, your initial PIN will be set as your date of birth with a format of ddmonyyyy. For example, if your birthday is January 1, 1970, your initial PIN will be 01jan1970. Be sure to enter your month of birth in lowercase. If you have logged into MyInfo previously but have forgotten your PIN, skip to subsection e below.
- c. After entering your User ID and PIN, if you receive a message indicating “Your PIN has expired,” please re-enter your initial PIN (i.e., your date of birth) in the “Old PIN” box and then create a new PIN, which must be between 8 and 15 characters long and contain at least one letter and one number. Please memorize your PIN, as security experts advise against writing down Usernames and Passwords. You should next be asked to create two security questions in case you forget your PIN. Please create two security questions and answers.
- d. Once you are in the secure area of MyInfo, click on the “View MSU Generated ID” link to retrieve your Student ID Number. Please memorize your Student ID Number. Skip to subsection f below.
- e. If you have logged into MyInfo previously but have forgotten your PIN, please enter your User ID and select the “Forgot PIN” button. Answer your security questions correctly, and you will receive a message indicating “Your PIN has expired.” Create a new PIN, which must be between 8 and 15 characters long and contain at least one letter and one number. Re-enter the new PIN for verification. Please memorize your new PIN, as security experts advise against writing down Usernames and Passwords.
- f. Log out of MyInfo. Remember to click “Exit” and to completely close your browser window.
- g. Open a new browser window, and go back to Section II above.

NOTE: Your account will not have course access until approximately seven days before classes begin. If you attempt to log in prior to that date, you might be bounced back to the log in screen.

If you are having difficulty logging in to Banner Web – My Info, please contact either the ITS Help Desk at 406-265-3765 (1-800-662-6132, extension 3765) or the Registrar's Office at 406-265-3703 (1-800-662-6132, extension 3703).

If you are having difficulty using the Password Reset Page, please contact either the ITS Help Desk at 406-265-3765 (1-800-662-6132, extension 3765) or Randy Bachmeier at 406-265-4152 (1-800-662-6132, extension 4152), or e-mail rbachmeier@msun.edu.

If you have been locked out of your Desire2Learn account, or if after logging in you have any questions or need assistance with the D2L system, please contact Randy Bachmeier at 406-265-4152 (1-800-662-6132, extension 4152), or e-mail rbachmeier@msun.edu.