

## Secure Access ID Lookup

Use Secure Access to login to all Enterprise Applications including **iSiS Self-Service** and **UMass Lowell Live@edu** student email accounts

1. Navigate to the **Login Information** link at <http://www.isis.uml.edu>.
2. Under the section titled "Getting Started for the First Time" select the **Lookup your Campus User ID / Email address** link.

UMASS Secure Access ID Lookup

Please enter the following information to retrieve your Secure Access Logon ID.

This ID will be used to access Administrative Applications such as campus Student Information Systems and HR Direct.

Please enter your date of birth, last name, and either your Student ID, HR Employee ID, or Social Security Number.

If you encounter issues using this tool or logging into any Administrative Application, please contact your campus Help Desk.

Click the link to the right for Help Desk contact information [Help Desk Contact Information](#)

Student ID:

OR

HR Employee ID: (Found on Pay Advice)

Get ID

Use the appropriate link to the right to logon to the Administrative Application:

- [UMass Boston - WISER](#)
- [UMass Dartmouth - COIN](#)
- [UMass Lowell - iSiS](#)
- [HR Direct](#)

3. Enter the correct information into the

corresponding fields and click

UMASS SA ID Lookup

| Last Name | Email Type  | SA Logon ID              |
|-----------|-------------|--------------------------|
| Doe       | UML-Student | John.Doe@student.uml.edu |

Please record the information above and click one of the links below to log on to the SA Application.

As a reminder, the SA ID listed above does not ensure that your account is active and you may need to contact your campus Help Desk.

If you encounter issues using this tool or logging into the SA Application, please contact your campus Help Desk: [Help Desk Contact Information](#)

Use the appropriate link to the right to logon to the SA Application: [UMass Lowell - iSiS](#)

4. Your username will appear under the SA Logon ID. Use this username to gain access to iSiS Self-Service, Student email accounts, the wireless network, HRDirect, myAlert, the Online Housing Gateway, VPN, library resources and the Echo 360 lecture capture system.

## Password Management using myPassword

myPassword is UMass Lowell's Self-Service Password Management tool which allows you to securely manage your email account password.

1. Once you have your Secure Access user name, Navigate to <https://myPassword.uml.edu>.
2. When using myPassword for the first time, click **Change my Password** to create a password.

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Self-Service Password Management

FIRST TIME USERS - Change your password then click on "Create/Edit my Profile" to create a profile.

You will not be able to take advantage of any of the options below until you have created a profile. If you are not able to log in and have not created a profile, please contact the Help Desk at (978)934-4357 or [Help@uml.edu](mailto:Help@uml.edu).

[Change my Password](#)      [Reset my Password](#)

Change your password if you know your current password.      Reset your password if you don't know your current password.

[Unlock my Account](#)      [Create/Edit my Profile](#)

Unlock your account if you remember your password.      Edit the questions and answers in your Password Reset Profile.

[UMass Lowell Password Requirements](#)

3. On the next screen enter your full UMass Lowell email and your default password, and then click the Logon button.  
**Note: By default your initial password has been set to be the letters Ums (Uppercase "U", Lowercase "ms") followed by your iSiS system ID number. For example if your iSiS system ID number is 01234567 your default password will be Ums01234567.**
4. Click the Enter option and create a new password.

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Self-Service Password Management

Set your new password

Generate     

Enter      Password:

Confirm:

[Reset Password](#)

You will automatically be returned to Main Menu after 2:00 of inactivity

Inactivity Counter: 2:00

[Return to Main Menu now](#)

5. To comply with the Universities complexity requirements, your password must have a minimum length of 8 characters and must follow three of the following four rules:
  - 1 uppercase
  - 1 lowercase
  - 1 number
  - 1 special character (!@#%&\*)
6. Once you have created your password, click **Create/Edit my Profile** on the mail menu.
7. Enter your full UMass Lowell email address and the password you have just created using myPassword, and click the **Logon** button.
8. Answer the three security questions and then click **Update** to create your profile.

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Self-Service Password Management

Answer these questions to complete your profile

Answers to all questions are required

Select a Question from the list.

Question: What is your favorite color?

Answer:

Select a Question from the list.

Question: What is your favorite food?

Answer:

Enter your own Question.

Question:

Answer:

[Update](#)

You will automatically be returned to Main Menu after 2:00 of inactivity

Inactivity Counter: 2:00

[Return to Main Menu now](#)

9. This new password will now give you access to your UMass Lowell email account, as well as your iSiS Self-Service, Student email accounts, the wireless network, HRDirect, myAlert, VPN, the Online Housing Gateway and the Echo 360 lecture capture system.
10. Next, logon into iSiS, navigate to <http://www.isis.uml.edu>.
11. Click [Student Self-Service Login](#).
12. Enter your User ID, which will be your full UMass Lowell email address, followed by the password you have created using myPassword.  
**Note: Students will be able to use iSiS Self-Service to manage all aspects of their academic careers. Features include search for adding, dropping, and swapping classes and viewing and paying tuition balances using eBilling.**

## Accessing Student Email Accounts

UMass Lowell has partnered with Microsoft to launch "UMass Lowell Live@edu", a new online system for e-mail and other online communications services for UMass Lowell students.

1. Navigate to <http://mail.student.uml.edu>.
2. Enter your Windows Live ID, which is your full UMass Lowell email address followed by the password you have created using myPassword.
3. When your first logon, you will be asked to set your time zone. The correct time zone for UML Students is **GMT -5:00 (Eastern Standard Time)**.
4. Once you have entered the correct time zone, you will be re-directed to your inbox where you will have full access to your student email account.

*Note: The UMass Lowell Student E-mail Policy states that email is an official means for communication from Faculty and Staff. Faculty and Staff use this email address often to communicate with you regarding such things as your academic information, e-bill, financial aid, etc.*

## Online Web Tutorials

iSiS Self-Service offers online Web Tutorials and Video Screencasts. Click on the "Information For" link, and select **Student**.

<http://www.isis.uml.edu>

## Application Support

If you encounter any login or desktop issues, please contact:

**Help Center- Olsen Hall, Rm. 107**  
**978-934-4357 (HELP)**  
**866-435-7437 (866-HELP-HERE)**



Getting Started  
with iSiS Self-  
Service & Email

This brochure provides a quick reference guide to help students create a password using myPassword, access their iSiS Self-Service accounts and their UMass Lowell Live@edu student email accounts.

<http://www.isis.uml.edu>

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