Secure Access ID Lookup
Use Secure Access to login to all Enterprise Applications including iSiS and UMass Lowell Office 365 Exchange Online student email accounts.

2. Under the menu option titled Getting Started with iSiS select the Secure Access ID Lookup tool link.
3. Enter the correct information into the corresponding fields and click Get ID.
4. Your username will appear under the SA Logon ID. Use this username to gain access to iSiS, Student email accounts, the wireless network, HR Direct, 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.
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.

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.

9. This new password will now give you access to your UMass Lowell email account, as well as iSiS, the wireless network, HR Direct, myAlert, VPN, the Online Housing Gateway and the Echo 360 lecture capture system.
11. Click student self-service login button
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 to manage all aspects of their academic careers. Features include 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 Office 365 Exchange Online**, a new online system for e-mail and other online communications services for UMass Lowell students.

2. Enter your username, 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](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)