

USING THE OISS PORTAL

For Alumni Whose NetIDs are Deactivated

How to access to OISS Portal after your NetID has been deactivated


Congratulations on completing your degree from Northwestern University! Upon completion of your degree, your NetID automatically expires and will be deactivated by the university within 148 days. As your NetID is used to access the OISS portal, this will cause you to lose access to your portal account. To prevent this from occurring, you will need to transition to new login credentials.

The OISS will first need to convert your portal account user ID from your NetID to your email address. Once your account user ID has been converted, you will receive an email with subject line:
Northwestern Office of International Student & Scholar Services Portal Account Conversion & New Login Credentials.

The email will list your new user ID (your email address) and a temporary password:

User ID: [REDACTED]@u.northwestern.edu
Temp Password: [REDACTED]
users, login here: <https://oissportal.northwestern.edu/secure/>
General non- login:
<https://oissportal.northwestern.edu/index.cfm?FuseAction=Security.Login>

Please keep this information in a safe place.



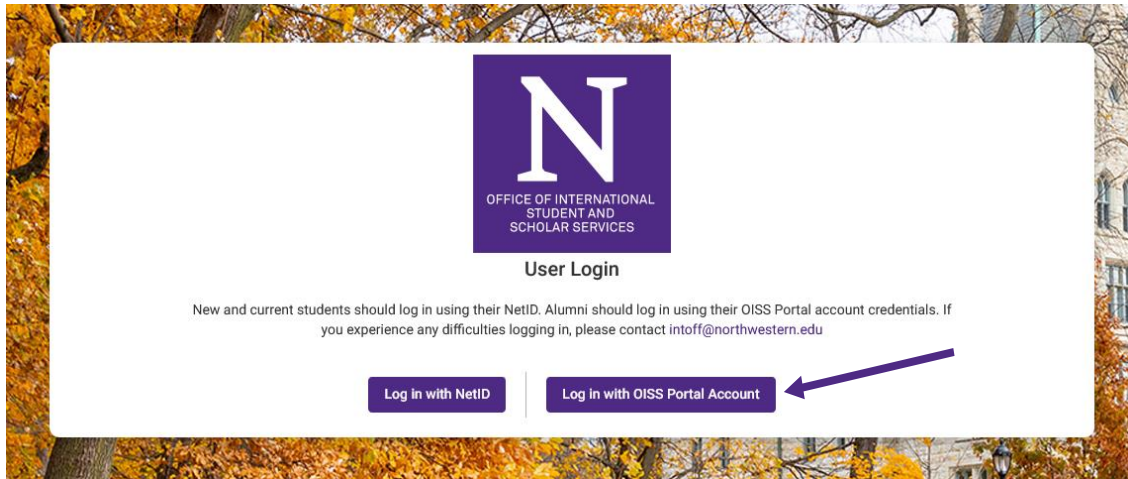
The temporary password will be valid for 30 days. If you do not log in within 30 days of receiving the email, you must reset your passport (see instructions on page 4).

In order to access your OISS portal account for the first time using your new login credentials, you must click on the “General non-login” link in the email:

<https://oissportal.northwestern.edu/index.cfm?FuseAction=Security.Login>

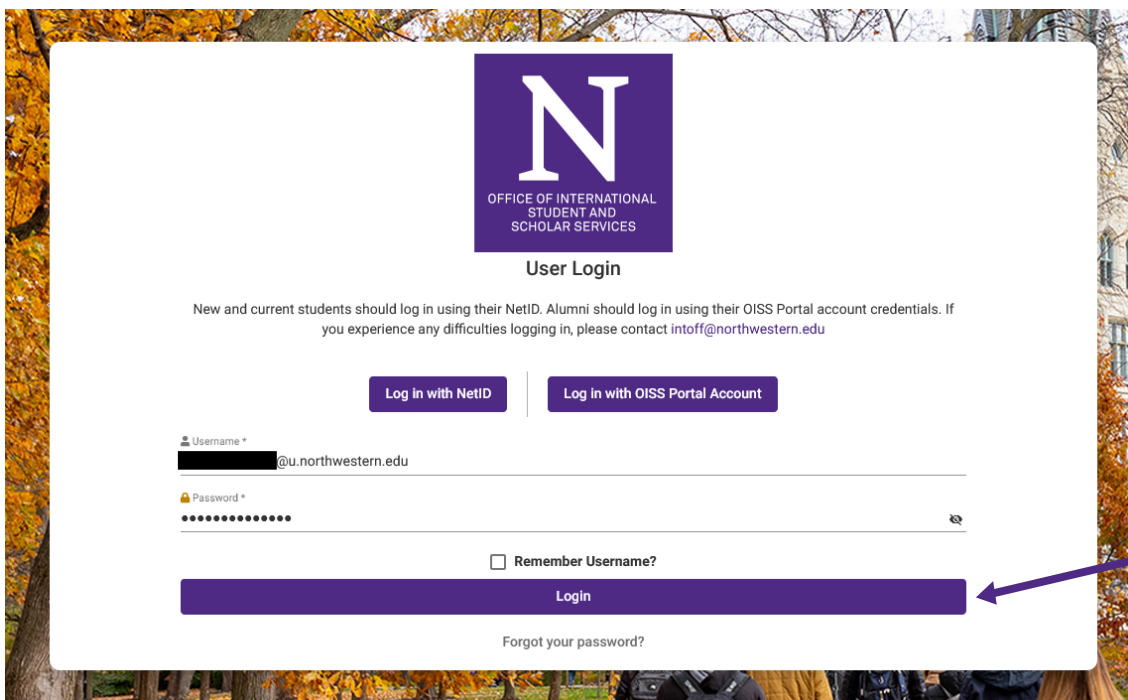
Step 1: From the User Login page, select “Log in with OISS Portal Account”.

For best results, please access the OISS Portal using the Google Chrome web browser.

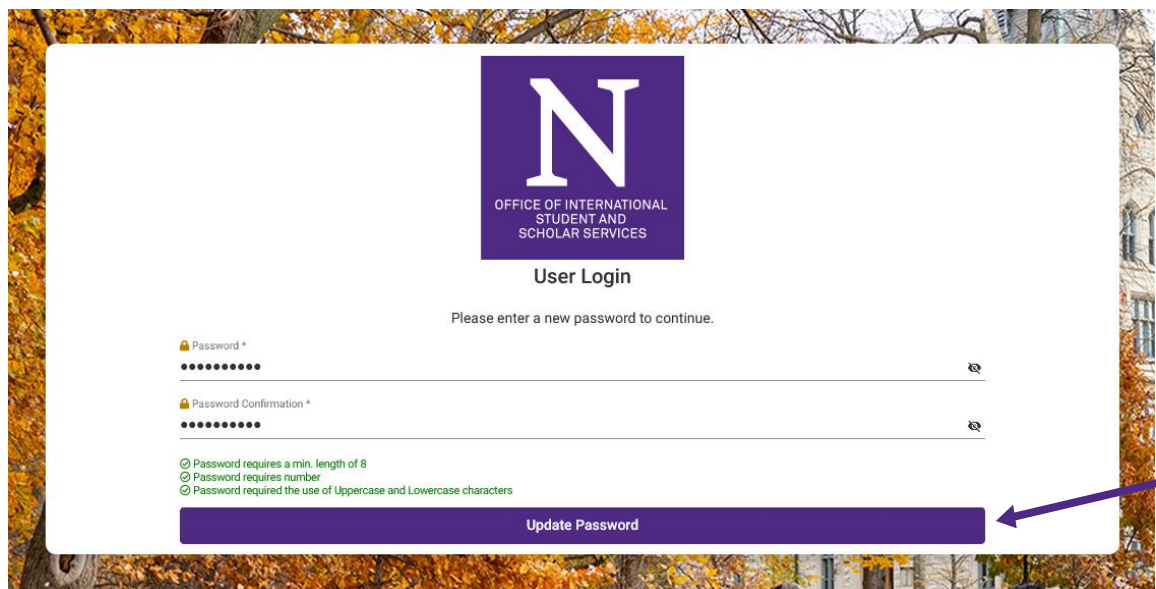


Step 2: Enter your username and password and select ‘Login’.

Your username is your email address that is listed as your “User ID” in your “Portal Account Conversion and New Login Credentials” email. Your password is the “Temp Password” from the same email.

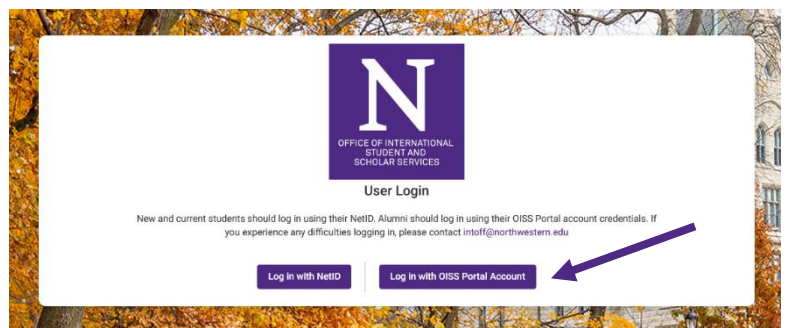
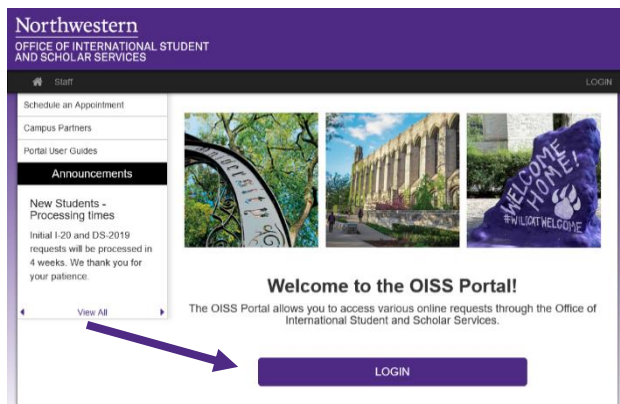


Step 3: Create a new password and select ‘Update Password’.
This new password will be used for all future log-ins to the OISS portal.

A screenshot of the OISS User Login page. At the top is a purple square with a white 'N' and the text 'OFFICE OF INTERNATIONAL STUDENT AND SCHOLAR SERVICES'. Below this is the heading 'User Login' and the instruction 'Please enter a new password to continue.' There are two password input fields, each with a lock icon and a 'Password *' label. Below the fields are three green checkmarks indicating password requirements: 'Password requires a min. length of 8', 'Password requires number', and 'Password required the use of Uppercase and Lowercase characters'. At the bottom is a large purple button labeled 'Update Password'. A purple arrow points to this button from the right.

Once you have updated your password, you will have access to the OISS portal.

Step 4: To log into the OISS Portal in the future, you will select ‘Login’ from the [portal homepage](#) and then select “Log in with OISS Portal Account” from the User Login page.



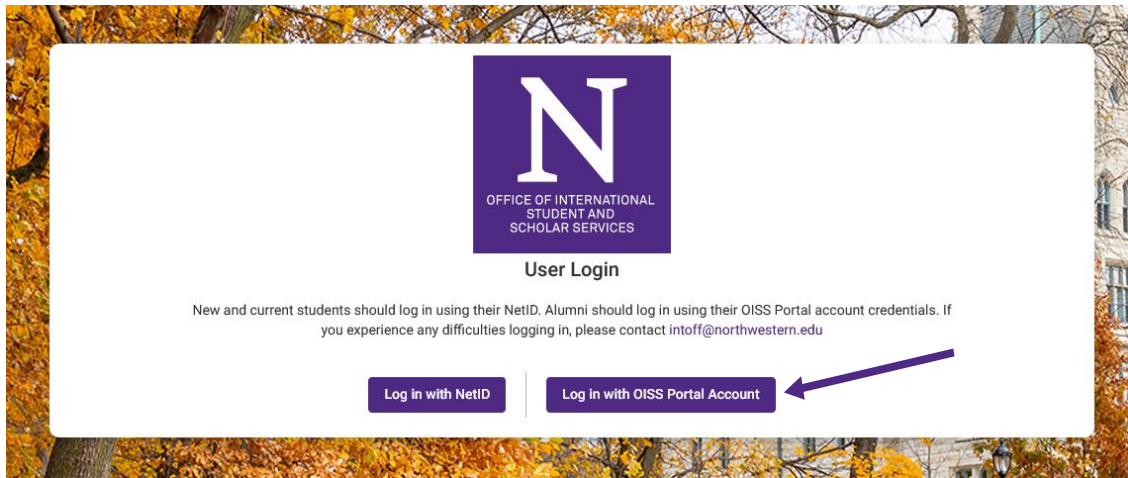
Never select “Log in with NetID”. You will no longer be able to log in using “Log in with NetID” as this option is available only to new and current students with active NetIDs.

Even if your NetID remains active for any reason after you have graduated, you **must** log in using your OISS Portal Account credentials once your portal account has been converted.

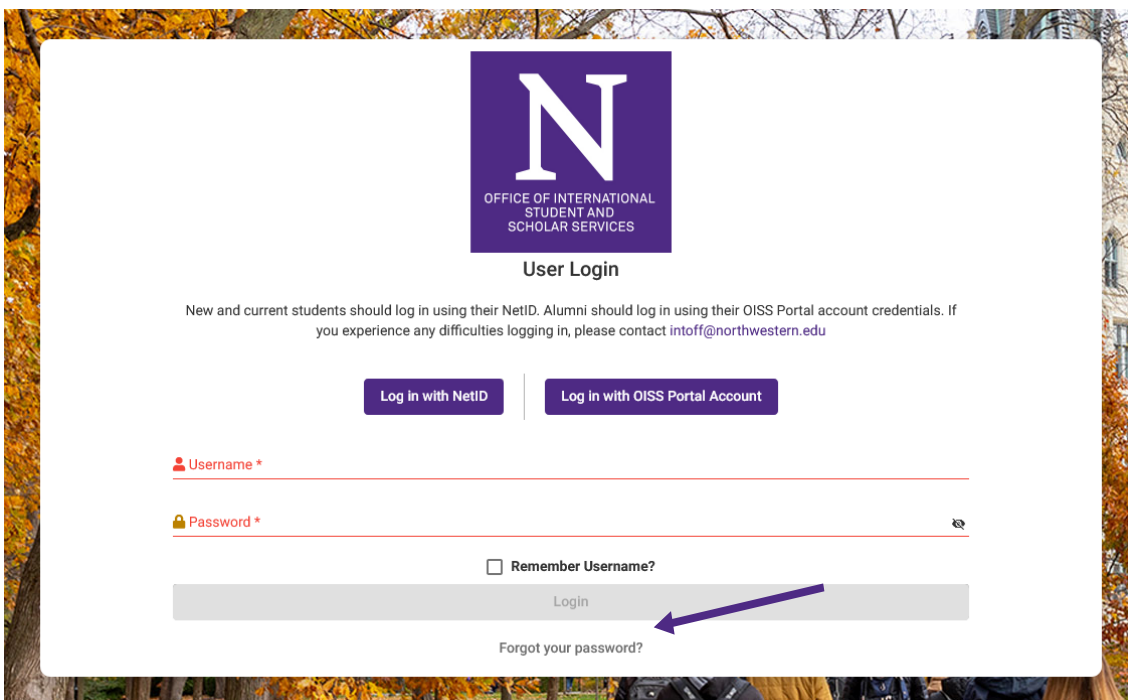
How to reset your OISS Portal Account password

If you have not updated your OISS Portal Account password within 30 days of receiving the “Portal Account Conversion and New Login Credentials” email or you have forgotten your password, you will need to reset your password to access the OISS portal.

Step 1: From the User Login page, select “Log in with OISS Portal Account”.

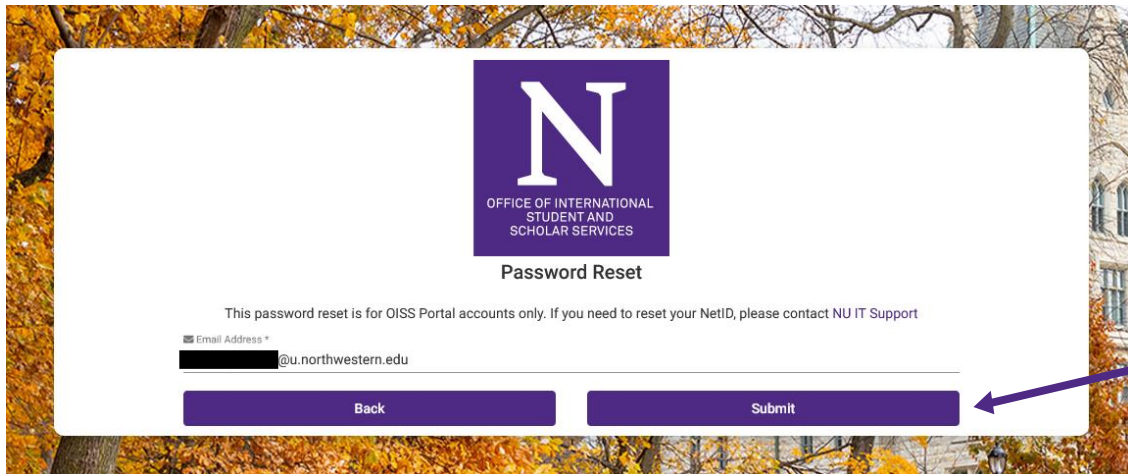


Step 2: Select “Forgot your password?”



Step 3: Enter your email address and select “Submit”.

This **must** be the email address that serves as your username for the OISS portal. If you do not enter the correct email address, you will not receive a new temporary password.

A screenshot of a web form titled "Password Reset" from the Northwestern University Office of International Student and Scholar Services. The form is set against a background of autumn foliage. At the top is a purple square logo with a white "N" and the text "OFFICE OF INTERNATIONAL STUDENT AND SCHOLAR SERVICES". Below the logo, the title "Password Reset" is centered. A note states: "This password reset is for OISS Portal accounts only. If you need to reset your NetID, please contact NU IT Support". Below this is a text input field labeled "Email Address *" containing a redacted email address followed by "@u.northwestern.edu". At the bottom are two purple buttons: "Back" and "Submit". A purple arrow points to the "Submit" button.

Step 4: Check your email for an email with subject line: **Northwestern Office of International Student and Scholar Services Website: Request for login information**

This email will contain your new temporary password.

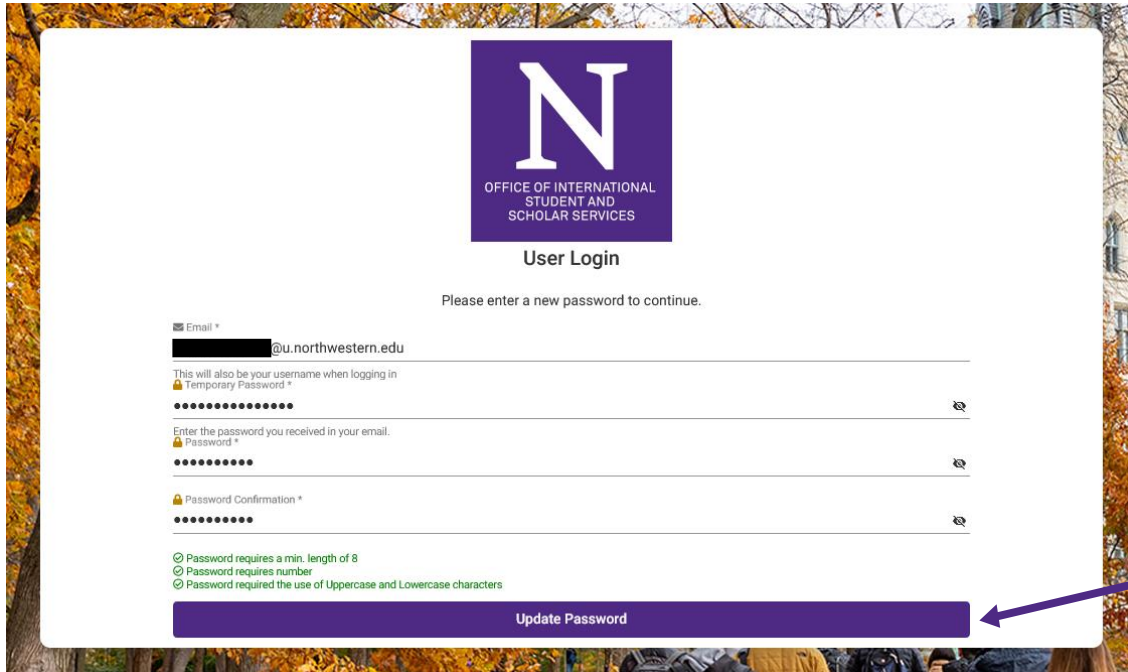
If you do not receive this email, that means you have not entered the correct email address in Step 3.

User ID: [redacted]@u.northwestern.edu
Temp Password: [redacted]
users, login here: <https://oissportal.northwestern.edu/secure/>
General non- login:
<https://oissportal.northwestern.edu/index.cfm?FuseAction=Security.Login>

Please keep this information in a safe place.

Step 5: Enter your email address (i.e. username) and temporary password (the “Temp Password” from the email). Then create a new password and select “Update Password”.

This new password will be used for all future log-ins to the OISS portal.



The screenshot shows the 'User Login' page for the Office of International Student and Scholar Services (OISS). At the top, there is a purple square logo with a white 'N' and the text 'OFFICE OF INTERNATIONAL STUDENT AND SCHOLAR SERVICES'. Below the logo, the title 'User Login' is centered. A message says 'Please enter a new password to continue.' The form contains three input fields: 'Email *' with a placeholder '@u.northwestern.edu', 'Temporary Password *' (masked with dots), and 'Enter the password you received in your email. Password *' (masked with dots). Below these is a 'Password Confirmation *' field (masked with dots). At the bottom, there are three green checkmarks indicating password requirements: 'Password requires a min. length of 8', 'Password requires number', and 'Password required the use of Uppercase and Lowercase characters'. A purple button labeled 'Update Password' is at the bottom right, with a purple arrow pointing to it from the right side of the image.

Once you have updated your password, you will have access to the OISS portal.

If you are unable to properly reset your password following these instructions, please contact intoff@northwestern.edu for assistance.