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:

![Email content]

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 password (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”.

**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.

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”.

![User Login Screen with arrows pointing to “Log in with OISS Portal Account”]

**Step 2:** Select “Forgot your password?”

![User Login Screen with arrows pointing to “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.

![Password Reset form](image)

**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]

For users, login here: [https://oispportal.northwestern.edu/secure/](https://oispportal.northwestern.edu/secure/)

For General non-Login, login here: [https://oispportal.northwestern.edu/index.cfm?FuseAction=Security_Login](https://oispportal.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.

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.