

Benefits Enrollment Tool Access Help ^[1]

Need to access the portal's Benefits Enrollment Tool?

You must request a username and a password (called an "IdentiKey" or a "PassportID", depending on your campus) to access the Benefits Enrollment Tool.

Select your campus for instructions

CU Boulder

Learn about IdentiKey

- Visit CU Boulder's [IdentiKey FAQ](#) ^[2] to learn more.

Claim your account

- Visit the [IdentiKey Activate Your Account](#) ^[3] page. This tutorial will walk you through the process of obtaining login credentials.

Forgot your password? Need to change your password?

- Visit the [IdentiKey Password Reset](#) ^[4] page to reset your password.

Need to sign up for multifactor authentication?

- In January 2024, CU Boulder implemented multifactor authentication a requirement to access campus portals. Visit CU Boulder's [DUO MFA webpage](#) ^[5] for details on how to set up multifactor authentication.

Need help?

IT Service Center

- **Call:** 303-735-4357 (5-HELP from a campus phone)
- **Email:** oithelp@colorado.edu ^[6]
- **Website:** Visit the [IT Service Center website](#) ^[7].
- **Hours:** 7:30 a.m. to 7 p.m. Monday - Friday; closed weekends and campus holidays

CU Colorado Springs

Claim your account

- Go to the [Claim Your Account](#) ^[8] page, fill out all the fields and press **Submit**.

Forgot your password? Need to change your password?

- [Click here to reset your password](#) ^[9].

Need help?

IT Help Desk

- **Call:** 719-255-4357
- **Email:** helpdesk@uccs.edu ^[10]
- **Website:** [Visit the IT help page](#) ^[11]
- **Hours:** 7:30 a.m. to 6 p.m. Monday - Friday; closed weekends and campus holidays

CU Denver and Anschutz Medical Campus

Claim your account

- Go to [My Account](#) ^[12], and follow the steps to claim your account.

Forgot your password? Need to change your password?

- Go to [Identity Self Service](#). ^[13]
- Enter your username and password.
- Click “Sign In” and follow the instructions to reset your information.

Need help?

OIT Help Desk

- **Call:** 303-724-4357 (4-HELP from a campus phone)
- **Email:** oit-servicedesk@ucdenver.edu ^[14]
- **Website:** [Visit the OIT help desk](#) ^[15]
- **Hours:** 7:30 a.m. to 6 p.m. Monday - Thursday; 7:30 a.m. to 5 p.m. Friday

CU System

Contact the UIS Service Desk to claim your account.

Forgot your password? Need to change your password?

- [Follow these instructions to reset your password](#) ^[16]

Need help?

UIS Service Desk

- **Call:** 303-860-4357
- **Email:** help@cu.edu ^[17]
- **Website:** Visit the [UIS Service Desk page](#) ^[18].
- **Hours:** 7:30 a.m. to 5:30 p.m. Monday - Friday, excluding official university holidays

Groups audience:

Employee Services

Source URL: <https://www.cu.edu/employee-services/benefits-enrollment-tool-access-help>

Links

[1] <https://www.cu.edu/employee-services/benefits-enrollment-tool-access-help>
[2] <https://oit.colorado.edu/services/identity-access-management/identikey/faq>
[3] <https://oit.colorado.edu/tutorial/identikey-primary-account-activation>
[4] <https://oit.colorado.edu/tutorial/identikey-manager-forgot-my-identikey-password>
[5] <https://oit.colorado.edu/services/identity-access-management/duo-multi-factor-authentication>
[6] <mailto:oithelp@colorado.edu> [7] <https://oit.colorado.edu/support/it-service-center>
[8] https://accounts.uccs.edu/cgi-accounts/claim_account_wiw.pl?mode=claimaccount
[9] https://accounts.uccs.edu/cgi-accounts/claim_account_wiw.pl [10] <mailto:helpdesk@uccs.edu>
[11] <https://oit.uccs.edu/get-help> [12] <https://myaccount.ucdenver.edu/> [13] <https://passport.ucdenver.edu/oim> [14] <mailto:oit-servicedesk@ucdenver.edu>
[15] <https://www1.ucdenver.edu/offices/office-of-information-technology/> [16] <https://www.cu.edu/blog/tech-tips/how-reset-your-cu-account-password> [17] <mailto:help@cu.edu> [18] <https://www.cu.edu/service-desk>