

## **Benefits Enrollment Tool Access Help** <sup>[1]</sup>

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](#) <sup>[2]</sup> to learn more.

##### **Claim your account**

- Visit the [IdentiKey Activate Your Account](#) <sup>[3]</sup> 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](#) <sup>[4]</sup> 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](#) <sup>[5]</sup> 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](mailto:oithelp@colorado.edu) <sup>[6]</sup>
- **Website:** Visit the [IT Service Center website](#) <sup>[7]</sup>.
- **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](#) <sup>[8]</sup> page, fill out all the fields and press **Submit**.

## **Forgot your password? Need to change your password?**

- [Click here to reset your password](#) <sup>[9]</sup>.

## **Need help?**

### **IT Help Desk**

- **Call:** 719-255-4357
- **Email:** [helpdesk@uccs.edu](mailto:helpdesk@uccs.edu) <sup>[10]</sup>
- **Website:** [Visit the IT help page](#) <sup>[11]</sup>
- **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](#) <sup>[12]</sup>, and follow the steps to claim your account.

## **Forgot your password? Need to change your password?**

- Go to [Identity Self Service](#). <sup>[13]</sup>
- 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](mailto:oit-servicedesk@ucdenver.edu) <sup>[14]</sup>
- **Website:** [Visit the OIT help desk](#) <sup>[15]</sup>
- **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](#) <sup>[16]</sup>

## **Need help?**

### **UIS Service Desk**

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

### **Groups audience:**

Employee Services

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**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](https://accounts.uccs.edu/cgi-accounts/claim_account_wiw.pl?mode=claimaccount)  
[9] [https://accounts.uccs.edu/cgi-accounts/claim\\_account\\_wiw.pl](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>