**Benefits Enrollment Tool Access Help** [1]

Having trouble accessing the portal and its benefits enrollment tool? Whether you’re a retiree without access or a CU employee who can’t log in, use this page to learn how to obtain a username and a password (called an ?IdentiKey? or a ?PassportID? depending on your campus) so you may access this tool.

For instructions on obtaining a username and a password, please select your campus from the options below.

**CU Boulder**

**Learn about IdentiKey.**
Visit CU Boulder's [IdentiKey FAQ](https://www.cu.edu) [2] to learn more.

**Claim your account.**
Visit CU Boulder's [Primary Account Activation](https://www.cu.edu) [3] site. This tutorial will walk you through the process of obtaining login credentials.

**Forgot your password? Need to change your password?**
Use the [Identity Manager](https://www.cu.edu) [4] area to reset your password.

**Need help?**
IT Service Center

- Call: 303-735-4357 (5-HELP from a campus phone)
- Email: help@colorado.edu [5]
- Hours: Visit [https://oit.colorado.edu/support/it-service-center](https://oit.colorado.edu/support/it-service-center) [6] for times.

**CU Colorado Springs**

**Claim your account.**
Go to the [Claim Your Account](https://www.cu.edu) [7] page, fill out all the fields and press submit.
Forgot your password? Need to change your password?
Click here to reset your password [8].

Need help?
IT Help Desk

- Call: 719-255-3536
- Hours: 8 a.m. - 6 p.m. Monday - Thursday; 8 a.m. - 5 p.m. Friday; closed Saturdays, Sundays and staff holidays

CU Denver and CU Anschutz

Claim your account.

- Go to https://myaccount.ucdenver.edu/ [10].
- Select ?Claim Your PassportID.? 
- Enter Employee ID, last name, and day and month of birth.
- Follow on-screen instructions to select security questions, and finish claiming account.

Forgot your password? Need to change your password?

- Enter your username and password.
- Click ?Sign In? and follow the instructions to reset your information.

Read more about Passport ID and how to change your password or security questions [12].

Need help?
Help Desk

- Call: 303-724-4357 (4-HELP)
- Email: UCD-OIT-HelpDesk@ucdenver.edu [13]
- On the Web:
  http://www.ucdenver.edu/about/departments/ITS/OITHELPdesk/Pages/HelpDesk.aspx [12]
- Hours: 7:30 a.m. - 5 p.m. Monday - Friday

CU System

Contact the UIS Service Desk for assistance in claiming your username and resetting your password:
UIS Service Desk

- Call: 303-860-4357
- Email: help@cu.edu [14]
- Hours: 7:30 a.m. - 5:30 p.m. Monday - Friday
Is your web browser compatible with the Benefits Enrollment Tool?

Visit this page to ensure you're using a supported browser. [15]

Not sure which browser version you're using? Visit www.whatismybrowser.com [16].

Note: If your web browser is out of date, we recommend downloading the correct version directly from the organization by clicking the browser names within the table above.

Groups audience:
Employee Services

Right Sidebar:
ES: Benefits Contact

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
[3] https://oit.colorado.edu/tutorial/identikey-primary-account-activation
[5] mailto:help@colorado.edu
[6] https://oit.colorado.edu/support/it-service-center
[8] https://ithelp.uccs.edu/CherwellWebForms/?cmd=New&amp;BusObName=PasswordResetForm
[10] https://myaccount.ucdenver.edu/
[12] https://www1.ucdenver.edu/offices/office-of-information-technology/
[13] mailto:UCD-OIT-HelpDesk@ucdenver.edu
[14] mailto:help@cu.edu
[16] https://www.whatismybrowser.com/