

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 [My UCCS Account site](#) [8], then click **Claim Your Account**, 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:** 719-255-4357
- **Email:** helpdesk@uccs.edu [9]
- **Website:** [Visit the IT help page](#) [10]
- **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](#) [11], and follow the steps to claim your account.

Forgot your password? Need to change your password?

- Go to the [OIT Service Center Portal](#) [12].
- 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 [13]
- **Website:** [Visit the OIT help desk](#) [14]
- **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](#) [15]

Need help?

UIS Service Desk

- **Call:** 303-860-4357
- **Email:** help@cu.edu ^[16]
- **Website:** Visit the [UIS Service Desk page](#) ^[17].
- **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:oihelp@colorado.edu> [7] <https://oit.colorado.edu/support/it-service-center>
[8] <https://myaccount.uccs.edu/> [9] <mailto:helpdesk@uccs.edu> [10] <https://oit.uccs.edu/get-help>
[11] <https://myaccount.ucdenver.edu/> [12] <https://servicecenter.oit.ucdenver.edu/CherwellPortal/IT>
[13] <mailto:oit-servicedesk@ucdenver.edu> [14] <https://www.ucdenver.edu/offices/office-of-information-technology/get-help> [15] <https://www.cu.edu/blog/tech-tips/how-reset-your-cu-account-password>
[16] <mailto:help@cu.edu> [17] <https://www.cu.edu/service-desk>