Published on *University of Colorado* (https://www.cu.edu)

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.

Need to sign up for multifactor authentication?

- CU Boulder has 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:oithelp@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