Creighton University AMI **Reset Blue Password** Instructions

To reset your Blue password please follow the steps listed below. This document will also instruct you on completing your security profile. The security profile is provided to allow self-service when requesting a password reset. If you do not create a Security Profile, you will need technical assistance whenever you must reset your password.

1) Go to the link: [https://ami.creighton.edu](https://ami.creighton.edu)

2) You will see the information below on the page

3) Click the **Reset Blue Password** link

![AMI Login Menu](image1)

**Account Management Interface**

You can use AMI to search for employees or students at Creighton, guest access, and many other features!

You can also download the latest University phone books:
- CUMC Phone Book [pdf]
- Administrative Phone Book [pdf]

4) Enter your NetID. Click **Next**

![Reset Blue Password](image2)
5) You are prompted to enter your ISO number and also the last four digits of your social security number. Click Next. Note: if you have already set up your security profile you will see a prompt to answer your security questions instead of the page below.

![Reset Blue Password](image)

1. Type in your ISO number. The ISO number is the number present on the front of every new Creighton ID, circled above. If you do not have a current Creighton ID, you can obtain one by visiting Card Services on the lower level of the Harper Center.
2. Enter the last 4 digits of your social security number.
3. Click Next. You will then be prompted to set up a security profile which will be used should you need to reset your password in the future. You will also be able to set your new blue password.

If you encounter any issues, please contact the service desk at 402.280.1111.

![Verify Information](image)

6) A message about the recent change is displayed above the “Create Security Questions” area.

![Reset Blue Password](image)

Creighton is migrating from using ISO numbers to reset passwords. Therefore, please fill out the security profile below which will be used for any future password resets. You will also be able to set your new password. If you have any questions, please contact the service desk at 402.280.1111.

![Create Security Questions](image)

Answer security questions that will be used if you ever forget your password and need to reset your account. Answers are not case sensitive.

**Question 1:** What band did you see at your first concert?

**Answer 1:**
7) Select your preferred security questions and provide answers for Questions 1, 2 and 3

8) Enter an Alternate Email - If you do not have an alternate email or do not want to provide one, you will not be able to use the service to automatically reset your password

9) Enter a mobile number to receive text messages when resetting account (optional)

10) Enter a new password. It must follow the requirements listed and you will need to enter this new password a second time

11) Click Save
12) Logoff of AMI
13) Completely close your browser