

# 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>
- 2) You will see the information below on the page
- 3) Click the **Reset Blue Password** link

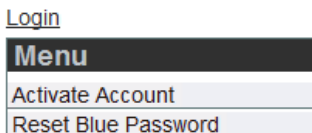


## Account Management Interface

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**



The screenshot shows the 'Reset Blue Password' form. It has a title bar that says 'Reset Blue Password'. Below the title bar, there is a label 'Enter NetID' and a text input field. Below the input field, there is a label 'NetID:' and another text input field. At the bottom left of the form, there is a button labeled 'next'.

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



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

ISO number:

Last four of SSN:

Next >

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

### Reset Blue Password

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

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:

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)

**Create Security Questions**

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:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

**Set reset confirmation contact**

Enter at least one of the following: an alternate email (non-creighton) or a US mobile phone number to receive confirmation code when resetting account

Enter alt Email:  optional:

Enter mobile number:

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

**Set BLUE Password**

Enter the password you would like to use for your Blue login. The password must be at least 8 characters long and contain at least three of the four types of characters: Upper case letters, lower case letters, numbers, and special characters such as !#\$%&() Your password cannot contain any part of your name or NetID.

Enter password:

Confirm password:

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