

AccessPlus FAQ

- [How do I login to AccessPlus?](#)
- [I am having problems with my password.](#)
- [How do I change my email address used in AccessPlus?](#)
- [As soon as I click the *Login* button, it says my session has expired.](#)
- [The Student or *Faculty/Staff* menu I used to have is now missing.](#)
- [When is AccessPlus available?](#)
- [What web browsers will work with AccessPlus?](#)
- [I'm having other problems with AccessPlus.](#)

How do I login to AccessPlus?

To login to AccessPlus, you must first choose a Login Method. The Login Method you choose will determine what Login ID you must enter. Students, faculty, and staff can use either their University ID or Social Security number. University ID is the default Login Method in compliance with the University's [Social Security Number Protection Policy](#). Third Party Access ID is available for individuals outside of the University that have a Third Party Access account.

- **University ID (UID)**

Your University ID is the nine-digit number on your ISUCard, as indicated in this image. Your University ID is a used as identification within Iowa State University. This number is unique and remains yours even after you leave Iowa State University. You can find more information about your ISUCard on the [ISUCard website](#).

- **Social Security Number (SSN)**

Your Social Security Number is nine-digit number assigned to you by the [Social Security Administration](#).

- **Third Party Access ID**

A Third Party Access ID is an eight-digit number used to access another person's AccessPlus information. This ID is assigned when the owner of the information (an ISU student or faculty/staff member) sets up the Third Party Access account. Before you can login using this method, the owner of the information must set up the Third Party Access account and give you the Third Party Access ID and password. Additionally, any questions you have about the AccessPlus system should be addressed to the owner of the information. For more information on the Third Party Access system, please read the [Third Party Access Information](#).

- **Confirmation Number**

A Confirmation Number may be used to facilitate a variety of processes. You should only select the Confirmation Number option if you have been instructed to do so, and have been provided with a valid Confirmation Number.



Once you have selected your preferred Login Method, enter the corresponding Login ID and your AccessPlus password, and click the Login button.

I am having problems with my password.

Your AccessPlus password is eight characters (case-sensitive) including numbers and letters.

If you do not know your password and have set up a secret question, you can follow the *secret question* link on the page that you see after trying to login with an incorrect password. This will help you reset your own password.

If you do not know your password and do not have or know your secret question, please contact the solution center at (515) 294-4000 to set up a new password. Alternatively, you may visit the ISUCard Office (0530 Beardshear Hall) or the Student Answer Center (ground floor of Beardshear Hall).

How do I change my email address used in AccessPlus?

To change the non-iastate.edu email address used in AccessPlus, go to the *Student* tab and choose *Address Change* in the menu on the left. This form includes a place for your *Non ISU E-mail address*. Note that your *ISU E-mail* is displayed but cannot be changed in this form; ISU email address updates are made automatically each week. Also note that any email address changes will take up to a week to be reflected in the *Residence* system.

If you are an incoming student who has not yet attended classes and you need to change your email address in the *Residence* system, please contact the Admissions Office at 515-294-5836 or 800-262-3810.

As soon as I click the *Login* button, it says my session has expired.

AccessPlus requires cookies to establish and keep track of your session. "Cookies" are small files placed on your computer and used by your browser to keep track of session information, and to let the server remember who you are. The cookies used by AccessPlus are temporary and do not retrieve or store personal information or place anything on your computer not directly related to the services you request. These cookies allow several options for improved functionality and navigation in AccessPlus.

To use AccessPlus, you will need to change your browser preferences to enable cookies (Already the default for most browsers). Here is how to enable cookies in the following browsers:

- **Microsoft Internet Explorer 6 for Windows**

Select *Internet Options...* from the *Tools* menu. Select the *Privacy* tab and click the *Advanced...* button. Make sure the boxes labeled *Override automatic cookie handling* and *Always allow session cookies* are both checked. Click *OK* to save changes and close both the *Advanced Privacy Settings* and the *Internet Options* windows.

- **Mozilla**

Go to the *Edit* menu (or the *Mozilla* menu on Mac OS X) and choose *Preferences...* Click the triangle or + next to the *Privacy & Security* category to expand the menu and then click the *Cookies* subcategory. From the options on the right, select any of the *Allow...* choices in the *Cookie Acceptance Policy* area. You can also choose *Ask for each cookie* in the *Cookie Lifetime Policy* area to have the browser ask for your permission each time a site wants to leave a cookie on your computer. Click *OK* to save changes and close the *Preferences* window.

- **Firefox**

Go to the *Tools* menu and choose *Options...* A pop-up screen appears with a menu of icons on the left side. Click on *Privacy* from the menu on the left. Click the arrow or + next to the *Cookies* subcategory on the right. Select the *Enable Cookies* option. You can also choose *Ask for each cookie* to have the browser ask for your permission each time a site wants to leave a cookie on your computer. Click *OK* to save changes and close the *Options* window.

- **Netscape 6.1 or 6.2**

Go to the *Edit* menu and choose *Preferences...* Click the triangle or + next to the *Advanced* category to expand the menu and then click the *Cookies* subcategory. From the options on the right, select either of the *Accept...* choices. You can also check *Warn me...* to have the browser ask for your permission each time a site wants to leave a cookie on your computer. Click *OK* to save changes and close the *Preferences* window.

- **Netscape 7**

Go to the *Edit* menu and choose *Preferences...* Click the triangle or + next to the *Privacy & Security* category to expand the menu and then click the *Cookies* subcategory. From the options on the right, select any of the *Enable...* choices. You can also check *Ask me...* to have the browser ask for your permission each time a site wants to leave a cookie on your computer. Click *OK* to save changes and close the *Preferences* window.

The "Student" or "Faculty/Staff" menu I used to have is now missing.

This problem is usually because a person has both temporary and permanent Social Security numbers. If this is the case, login with your other Social Security number (and the same password) to access the rest of your records. To fix the problem, you will need to have your records updated with the Registrar's Office for student information (214 Alumni Hall, registrar@iastate.edu, (515) 294-1840), and Human Resource Services for employee information (3810 Beardshear Hall, hrrsrecord@iastate.edu, (515) 294-6456).

You should also contact the Office of International Students and Scholars in room 250 of the Memorial Union ((515) 294-1120) for more information. They need to update their records, and they should be able to help you list all the other places you will need to change your Social Security number. You may also wish to check with your academic department(s) and any other places on campus that you know have your temporary Social Security number in their records.

AccessPlus will be updated as soon as those departments change their records on the central system. Most classes in which you are currently enrolled will also continue to use your old

temporary number. You should always keep your temporary number somewhere you can find it as long as you are at ISU in case you find out later that something did not get updated.

When is AccessPlus available?

Our staff works to make sure AccessPlus is available as much as possible. However, there are periods of records processing and system maintenance when you may not be able to login or change your records. These periods are usually during times of low activity. Availability times (Central Time Zone) for AccessPlus are as follows:


	AM											PM												
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
SUN																								
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								

AVAILABLE
 CHANGES NOT ALLOWED
 OCCASIONALLY UNAVAILABLE

What web browsers will work with AccessPlus?

The minimum required browsers for AccessPlus are [Microsoft Internet Explorer 5](#), [Netscape 6.1](#), or [Mozilla 0.9.3](#). Earlier versions and different browsers may or may not work. If you are using a DEC alphastation, Mozilla is available in the bitbucket locker; you can use it by typing "add bitbucket; mozilla" without quotes at the *vincent%* prompt.

I'm having other problems with AccessPlus.

In the application bar of every AccessPlus screen, there is a feedback/email icon . Click the feedback/email icon to send comments or questions or to report problems to either the appropriate department, or the AccessPlus webmaster. Email is not secure, so DO NOT put your social security number or password in your message.

If your questions concern the actual information returned by an AccessPlus application (such as questions dealing with U-bill charges, specific scholarships, when your grades will appear on your transcript, or problems with your password), use the link on that page for the department that is in charge of the information. If your questions deal with problems with the online AccessPlus system itself (such as the system being down or a web page loading incorrectly on a specific web browser), use the webmaster link.