

How to 'Claim My USC Credentials'

Questions about the account claiming process should be directed to Division of Information Technology Service Desk 777-1800.

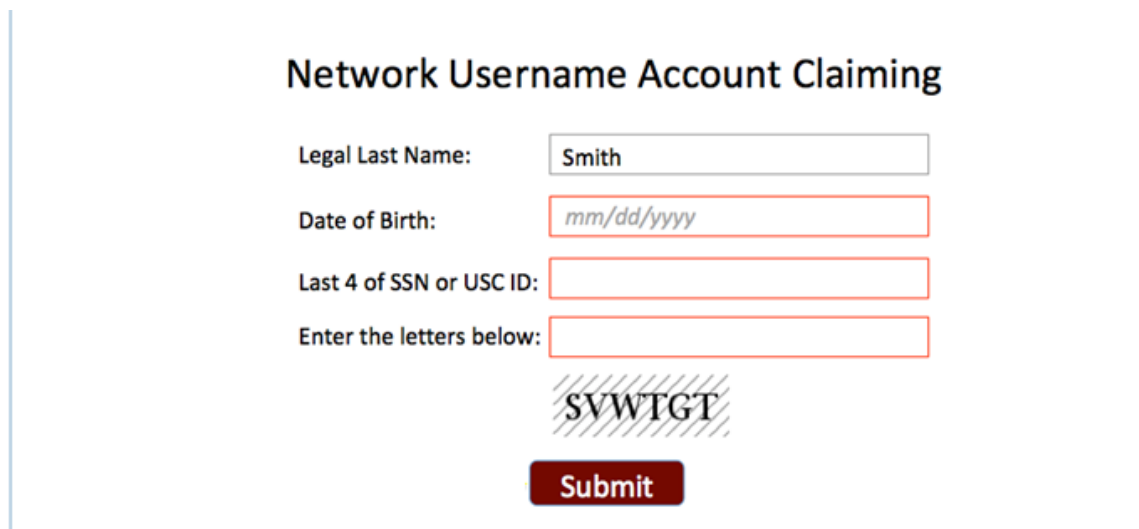
1) The below email is sent to the new hire/affiliate's personal email address:

FROM: iamnoreply@mailbox.sc.edu

SUBJECT: Claim your Network Username

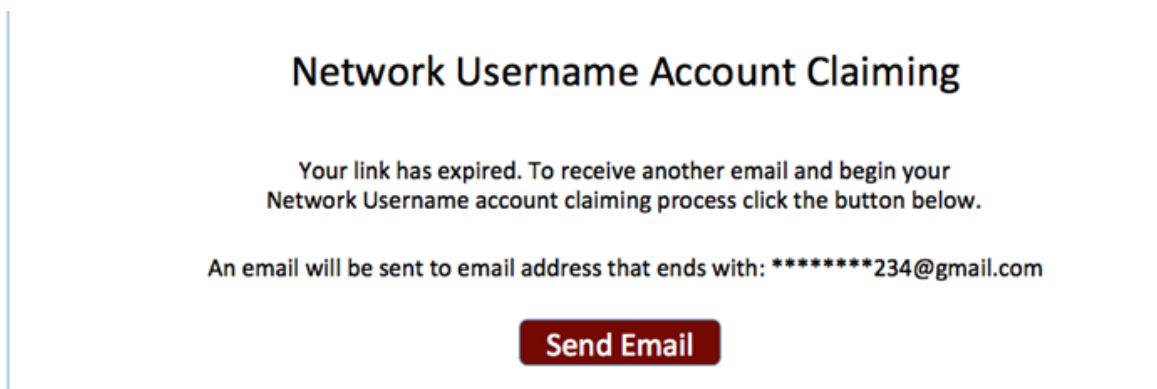
BODY: Click here <hyperlink should exist on the word "here" using the same URL string with a 10 digit token displayed in the very next sentence> to claim your Network Username account for the University of South Carolina. You may also copy and paste the following link into your browser: <URL string with 10 digit token> Link expires in 48 hours. It may take up to 2 hours from the time you received this email before your university email account is accessible.

- a. **If you click the hyperlink within 48 hours** (as noted in the above email) you will be taken to the following screen to confirm your identity and then establish their account.



The screenshot shows a web form titled "Network Username Account Claiming". It contains four input fields: "Legal Last Name:" with the value "Smith", "Date of Birth:" with a placeholder "mm/dd/yyyy", "Last 4 of SSN or USC ID:" which is empty, and "Enter the letters below:" which is empty. Below the fields is a CAPTCHA image showing the letters "SVWTGT" with a diagonal hatched background. At the bottom of the form is a red "Submit" button.

- b. **If you click the email link after the 48-hour expiration**, you will be taken to the below screen which allows you to request a new link be emailed. Once you click the new email link, you will be directed to previous screenshot.



The screenshot shows a web page titled "Network Username Account Claiming". The text reads: "Your link has expired. To receive another email and begin your Network Username account claiming process click the button below." Below this text, it says: "An email will be sent to email address that ends with: *****234@gmail.com". At the bottom of the page is a red "Send Email" button.

- 2) **Account claiming, 5 step process:** After clicking the submit button in the previous step, you are directed to the Account Claiming screens.
- a. **Step 1** is to select a preferred university email address and provide a preferred personal email address.
 - i. Note that the personal email cannot be a USC domain address.
 - ii. Upon clicking the 'continue' button in this step an email is triggered to the personal email listed which contains a 6-digit verification code to enter in the next step.

The screenshot shows the 'Account Claiming' interface. At the top, the title 'Account Claiming' is centered. Below it, there are four input fields: 'First Name' with 'John', 'Legal Last Name' with 'Smith', 'Network Username' with 'jmsmith', and 'VIP ID' with '88962736'. Below these fields is a shaded box for 'Step 1 of 5'. Inside this box, the instruction reads: 'Please, make a selection for each email option.' There are two fields: 'Preferred University Email Address' with a dropdown menu showing 'Select University Email Address' and a downward arrow, and 'Preferred Personal Email Address' with an empty text input field. At the bottom of the shaded box is a red 'Continue' button.

- b. **Step 2** is to verify the personal email entered is valid.
 - i. After clicking the 'continue' button in the previous step, an email triggered to the personal email you listed, and you are brought to the below screen.
 - ii. if the verification email did not send, you can click the 'resend verify code' button.
 - 1. If the email you entered in the previous step was not correct, you can click the 'go back' button to enter the correct personal email.
 - iii. After you enter the verify code click the 'go to step 2' button.

The screenshot shows the 'Account Claiming' interface for Step 2 of 5. The top section is identical to Step 1, with the same input fields for 'First Name', 'Legal Last Name', 'Network Username', and 'VIP ID'. Below this is a shaded box for 'Step 2 of 5'. The instruction reads: 'Please input the unique code emailed to your personal email address to verify the desired email address is correctly associated to your account.' There is a 'Verify Code' field with an empty text input. Below the field is a blue link that says 'Resend Verify Code'. At the bottom of the shaded box are two red buttons: 'Go Back' and 'Go To Step 3'.

- c. **Step 3** is to select the campus association for which to receive emergency notifications. Click the applicable campus and, if you chose, enter a cell phone number to receive emergency notification text messages.
 - i. You may also enter your personal email address in the 'email 2' field if you wish to receive emergency notifications to that account.
 - 1. You cannot opt-out of receiving the emergency notifications to your USC email account.

Account Claiming

First Name:

Legal Last Name:

Network Username:

VIP ID:

Step 3 of 5

Choose the campus(es) emergency notification(s) you want to be included on and your preferred communication method(s).

Aiken
 Beaufort
 Columbia
 Lancaster
 Salkehatchie
 Sumter
 Union
 Upstate

University Email:

Mobile # 1:

Email 2:

Mobile # 2:

Email 3:

Mobile # 3:

* Based upon the cell phone service plan you have, you may be charged by your service provider to receive these messages.

- d. **Step 4** is to select and answer security questions in the event that you forget your password or your password expires.
- i. You must select two of the available security questions, listed below. When one is selected it will not be selectable in the other dropdown.
 1. Where were you born?
 2. What was your first pet's name?
 3. What was your first car?
 4. What is your best friend's name?
 5. What street did you live on in second grade?
 6. What was your childhood nickname?
 7. What was your dream job as a child?
 8. What was the name of your fourth grade teacher?

Account Claiming

First Name:

Legal Last Name:

Network Username:

VIP ID:

Step 4 of 5

Security questions must be created to help keep your account secure.

Security Q1:

Answer to Security Q1:

Security Q2:

Answer to Security Q2:

- e. **Step 5** is to set the Network password (used to log into email, USC computers, DUO authentication, and VIP).
- i. Click the information icon to view password requirements.

Account Claiming

First Name:

Legal Last Name:

Network Username:

VIP ID:

Step 5 of 5

Create your password. This will also be the password for your VIP ID.

Password:

Confirm Password:

- 3) Once you have successfully completed the 5 steps listed above to Claim your Account, you will receive the following email conformation:

FROM: iamnoreply@mailbox.sc.edu

SUBJECT: Network Username Account Successfully Claimed

BODY: Your Network Username, <users Network Username>, is successfully claimed. The password used for your Network Username is the same password used for your VIP ID, <users VIP ID>. Visit <http://myaccount.sc.edu> to manage your account in the future.

Should you have any questions or concerns throughout the Account Claiming process, please reach out to the Division of Information Technology Service Desk at 777-1800.