

## Information Technology

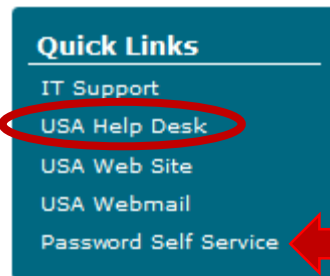
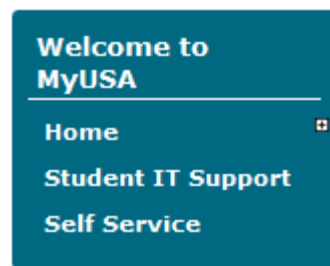
Thanks to SysAid, our online help desk, students have 24/7 access to a myriad of tools at their fingertips; they can *submit and review tickets* for technology help, they can *read knowledge base articles* for self-help, and they can even *change and/or reset their passwords* using Password Self Service. But first, *all new students need to register for access to the system.*

Students need to follow the simple steps we've outlined for this *one-time setup process* to gain access to the technology spot that'll help them stay connected throughout their time here at USA.



## Complete New Student Registration for USA's Online Help Desk

1. Log into **MyUSA** (<https://my.usa.edu>).
2. Click on **USA Help Desk** in the Quick Links.
3. Enter your **Username** and **Password**, which are your **USA Email Username** (without the @usa.edu) and **Password**.
4. Click **Change Your Settings**.
5. Complete the **Settings Form**. Leave Text Msg and Chat Nickname fields blank.  
*Note: Answers to security questions are case sensitive.*
6. Click **Submit**.
7. Re-enter your **Password**.



You're now officially registered!

Now that you're official, why not take a minute and go back to MyUSA, click on **Password Self Service** and change your password? This will be your **go-to password** for your USA email as well as your on-campus WiFi, so be sure to choose wisely.



**Need help? We're here.**

**Ph:** 800-241-1027 x7000

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