

New Student Self Service Functionality

This new functionality is the first step of putting you in control of important data about yourself. In the near future this access will also allow students to tell us how to contact you in case of a campus emergency and if you want that contact to be made with you by phone, text or at an alternate email address.

Please see below for detailed information

Update Address and Phones – This function allows students the opportunity to change their address and phone numbers. Keeping this current means that you are now in control of where important information will be delivered to you. No longer will you need to fill out a paper form and deliver it to an office on campus. You will be able to change your record yourself. You can even put in a future address and the date that it will become active and when your current address should no longer be used. Within the same screens, you will be able to update your telephone information.

Update Email Address – This function allows students the opportunity to populate your personal email information. (By default your neiu.edu account remains the account for Blackboard) You may also add a parent email address.

Update Emergency Contacts – This function allows students the opportunity to enter and update emergency contact information. This important information is used to contact the identified person in case of an emergency regarding yourself.

Update Name and SSN – While you will not be able to change your name and SSN independently on *NEIUpport* the portal will provide you with links and direction on how to accomplish a name or SSN change.

Advance Notice:

Starting with the spring semester, NEIU will launch a product called *NEIUalert*. This product is being launched as part of our continuing effort to provide you critical information regarding any campus emergency. *NEIUalert* is a new, personal-alert communication system that will reach you no matter where you are in the way you want to be contacted. All you will need to do is populate the fields for *NEIUalert* Voice and/or *NEIUalert* Text through *NEIUpport*. You will be able to add specific email addresses for *NEIUalert* to which to send alerts. If you want *NEIUalert* to contact you at your neiu.edu account you will add it in this field. You will receive more information on this product in the near future

It is our hope that you will find this functionality helpful. If you have any questions or comments please contact the Office of Enrollment Services, 773-442-4048