Setting up your Student Purdue Career Account

Newly admitted students in Purdue graduate degree programs at IUPUI will receive an IU student ID number during the admission process. Purdue ID number and career account credentials will not be provided until the second half of the first semester of graduate enrollment. The delay is due to IUPUI and Purdue having different, disconnected student information systems. The first time Purdue credentials are needed is to generate your Purdue Plan of Study for master’s and PhD programs – rarely required before the 2nd semester of study (Graduate Certificates do not utilize an electronic Plan of Study).

Purdue undergraduate students at IUPUI have a Purdue ID associated with their Purdue Banner account during the undergraduate career, but Purdue Career Account activation is not possible until the graduate admission and enrollment are updated in the Purdue Banner system. Students new to the Purdue system will receive an email from pugrad@iupui.edu in the second half of the first semester with instructions to find the Purdue credentials in IUPUI One.IU and may include a temporary password for Career Account setup. **Graduate students whose Purdue account predates their graduate admission will not be provided a temporary password.**

To Locate your Purdue ID number and Career Account ID (username), sign in to One.IU.edu using 2-factor authentication with Duo.

![One.IU search, click, done.](image)

Search for “External Identification Numbers (Students)” and click that task. Click Start.

![External Identification Numbers](image)

When you are logged in to One.IU, you will go directly to the screen containing your external ID numbers which should include your PU ID number and Career Account ID (username).
You will see the following screen and should make a note of the two Purdue ID types:

<table>
<thead>
<tr>
<th>Ext Sys ID Type</th>
<th>Effective Date</th>
<th>Ext System ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purdue Career Account User ID</td>
<td>10/25/2016</td>
<td>astudnt</td>
</tr>
<tr>
<td>Purdue Univ West Lafayette</td>
<td>06/19/2014</td>
<td>009999999999</td>
</tr>
</tbody>
</table>

If you did not receive an email with a Temporary Password by the end of your first semester of graduate study (or received an email with “no password provided,”) please call iTaP at Purdue (765-494-4000) for manual setup help. Make sure you have your PUID number and Career Account ID (username) using the steps above. You may also be asked your date of birth and your mailing address. If you have been in the Purdue system for a number of years – the address could have been an older address than your current one.

To Activate Your Account if you were provided a Temporary Password in an email from pugrad@iupui.edu:

Once you have collected your PUID and account setup password (PIN), proceed to the Purdue Career Account activation site at www.purdue.edu/accountsetup. This tool will provide you with your Purdue Career Account username and allow you to set up a password of your choice. Your Purdue Career Account will be used to access most online tools while at Purdue like your @purdue email services, the myPurdue web pages, ITaP computer labs, and more.

Enter your PUID number, date of birth, and account set up password in the appropriate blanks. Be sure to follow the formatting guidelines provided – especially adding the dash in the middle of the ID number. Click 'Continue' to proceed to the next step.
The next page provides you with your Purdue Career Account username, and prompts you to setup a password for this account. **Enter** your desired password in the first blank, then **retype** your password in the second blank for confirmation. Please be sure to memorize your Purdue Career Account username and password since you will be using it to access Purdue services. Taking a photo prior to clicking Continue will help you have a record. **Click** 'Continue' to proceed to the next step. The page will display an error if your password does not meet some of the listed requirements.
4. Next you will **choose** your Purdue email service setting. Please see [What choices of email services do I have through the new account setup process?](#) for more information about each option. **Click 'Continue'** to proceed to the next page.

**Caution:** Email that is forwarded to an external email address will be subject to your personal email spam filter. To ensure that all official Purdue email communications are received, use Purdue's Office 365 email service.
5. Next, you will setup password challenge questions to be used in the event that you forget your password. Please select the check boxes and provide answers to at least 3 of the questions. Click 'Save Changes' to proceed to the next page.

**NOTE:** The answers you provide are case sensitive.
6. **Choose** to opt-in or opt-out of receiving text messages regarding public safety emergencies in the campus area. **Click 'Save' to proceed to the next page.**
7. **Choose** whether you would like account change notifications to be sent to an additional email address. Major account change notifications are automatically sent to your Purdue email address. **Click "Save" to proceed to the next page.**
8. You have now completed the account setup process. Your career account username is provided again for your records.
Troubleshooting

If you are having issues accessing the Purdue Career Account activation site, remember that the career account setup password is case sensitive and should be entered into the field exactly as it is listed in your password notification email. Also be cautious of characters and numbers that may resemble each other (examples include 'O's' and zero's, 'B's' and eights, 'l's' and ones and 'G's' and 'Q's').

To Reset Your Career Account Password:

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**NOTE:** If you use a mobile device or smartphone to access Purdue services such as email, PAL, or VPN, please read What steps should I take with my mobile device when resetting my password? before changing your password. This will help ensure that your mobile device doesn’t cause you to become locked out while your password change is propagating through the system.

IUPUI Students and employees **NOT** on a OnePurdue or BoilerAD domain computer:

1. **Go to** the ITaP Support page.
2. **Click** the 'Change your password' link.
3. If you know your password, **click** 'Log in'. **Enter** your old password, then your new password twice, and **click** 'Change Password'.
4. If you have forgotten your password and set up your challenge questions, from the 'Log in' screen, **click** on the 'Forgot your password?' link.
5. **Enter** your PUID number and **click** 'Continue'.
6. **Enter** your date of birth in the correct format (mm/dd/yyyy) and **click** 'Continue'.
7. **Answer** the challenge questions you selected and **click** 'Continue'.
8. **Enter** a new password twice and **click** on 'Reset Password'.

**NOTE:** If you have not set up your challenge questions and need your password reset, call the ITaP Customer Service Center at (765) 494-4000 to request a password reset. Be sure you have the following information: your 10 digit PUID number, your name as it appears on official Purdue mailings, your Purdue career account login. You will be asked additional questions for verification purposes.

Troubleshooting

- If your Purdue career account password expired and does not allow you to access the OnePurdue or myPurdue applications, you are still able to login to the password reset site. You may use the instructions above to change your Purdue career account password to regain access to the OnePurdue and myPurdue applications.

**Tip:** How often do I have to change my Purdue Career Account password?

- The easiest way to reset your forgotten Purdue career account password is to set up your challenge questions. You can then reset your password yourself anytime, anywhere. Your challenge questions must be set up prior to needing your password reset. Once your password is changed, **go to** https://www.itap.purdue.edu/help/index.html and complete your challenge questions.

1. **Go to** 'Popular Destinations,' and **click** the 'Change Your Password' link in the left-hand sidebar of the page.
2. **Enter** your Purdue career account username and password when prompted.
3. **Click** on the 'Password Challenge Questions' link located in the 'Account Tools' box.
4. **Complete** the questions you would like to be asked when you use this service to reset your password. You must complete at least 3 questions and the answers are case-sensitive.
5. **Click** on 'Save Changes'.

**NOTE:** You only need to complete three questions. **If you complete more, you will need to answer all of them to log into your account if you forget your password.** Also, the answers are case-sensitive. **You must type the answers in exactly as you did when you filled out the challenge questions.**

- Please contact ITaP Customer Service at (765) 494-4000 if you continue to have issues. Passwords cannot be reset via email.

Close Window