

JMU eID and Email Setup

Before you go any further:

1. Activation can only be done on a computer or tablet – it will not work through mobile applications.
2. Make sure you have set your computer to a US time zone.
3. Install DUO on the phone you will bring to the US, but **DO NOT** open it until you reach that point in the instructions.
4. **DO NOT** click on your JMU activation link more than once – it can only be used once. If you need a new link you will be prompted to request one using your last name, PIN number, and the email address on file with the university.
5. Once you start the activation process you must complete the full process at that time. You cannot step away and come back to it.
6. Read all instructions before you start.
7. Make sure you have your JMU PIN number from your counselor.
8. If you have difficulty activating please set up a time to meet with a member of JMU Admissions or Center for Global Engagement.

Step 1 – Make sure your computer is in English and that the time has been set to New York time.

MyMadison will only provide a password to students if the computer is in a US time zone.

- Go to your Computer Settings, Choose Time & Language
- Navigate to Date & Time in the menu to the left
- Set Time zone to Eastern Time (US & Canada)
- Navigate to Language in menu at the left
- Change Windows display language to English (If not a listed option, add a language)

Step 2 – Make sure that you have downloaded the Duo app on your phone

Step 3 - Open Google Chrome, and turn on Incognito Mode using the three vertical dots in the upper right-hand corner of the screen. Open your personal email within this incognito window.

Step 4 – Locate the activation email from JMU in your personal inbox. The Subject of the email will contain your eID. Click on the activation link, which should open in a new tab in your incognito window.

JAMES MADISON UNIVERSITY®

Congratulations, you are now a Student of James Madison University!

As a student, you have access to MyMadison to view your class schedule, grades, and access to interactive learning environments. Before you can do any of that, you need to update your student eID account with a **new password** and set up 2-factor authentication with Duo on a phone or other mobile device.



To Activate Your Student eID:

1. Click [Activate](#) by September 23, 2022.
2. Enter your **last name** and 4-digit JMU PIN that you provided on your application.

Note: If you forgot your PIN, click the [Find Your PIN](#) link.

3. Follow the steps on the screen to **set up Duo** on your mobile device.

Note: To perform this step, you will need a Duo-capable device for two-factor authentication (mobile phone or tablet).

4. Complete **Security Awareness** training and set a **new password**.

Note: This password will be used for many systems at JMU, so ensure it is unique and something you can remember. If you forget your password, click the [Students / Faculty / Staff / Affiliates – Forgot your Password?](#) link on the MyMadison login page.

For assistance, see the [Duo Service Page](#) or contact the [JMU Information Technology Help Desk](#).

Note: If you received this message in error, please email helpdesk@jmu.edu. Do not reply to this message, as it originates from a mailbox that does not accept incoming messages.

Step 5 – In the email, click on the word Activate (I have circled in the picture above so you know where to find it). A new window will open and you will enter your Last name/Family name. **Your PIN number was sent to your counselor in a separate email.**



Step 6 – You will be taken to a page that allows you to set up DUO again. Follow ALL of the instructions as they apply to you. Below I have listed out steps that you will likely take.

- Choose Mobile Phone
- Choose current country
- Enter the current mobile phone # (you must bring this cell phone with this number still active to the US when you arrive)
- Enter the type of phone that you have
- You may be asked to receive a verification code, which will come to your mobile phone.
- Follow the directions to complete setting up the app. If you receive a QR code open your Duo app, click the + symbol or key icon and hold your phone up to the screen to scan the QR code.



Step 7 – You should receive a message saying Enrollment Successful! If you get a message asking you to click “here” to set a password, follow those instructions. If you have a different phone than you initially set Duo up with then you will instead select “Dismiss” to add a new device.

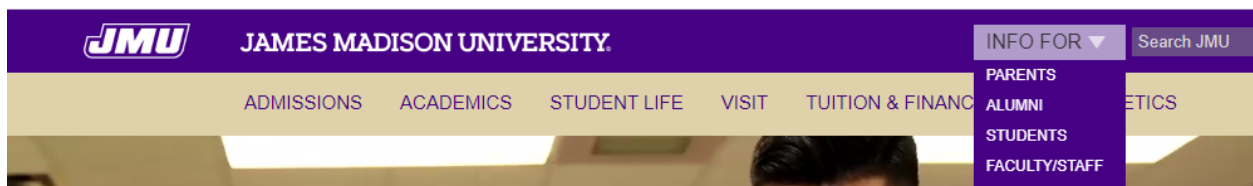
Step 8 – Under the Enrollment Successful screen you should click on the word “here” to set your JMU password. You must complete the security awareness training first.

Step 9 – Choosing a password

- Each password must have at least 8 characters, at least 1 big letter and 1 small letter, at least 1 number, cannot have your first or last name anywhere in it.
- Before you type ANYTHING, open a note on your phone and put your JMU password there so you won’t forget or lose it. Then you can type it in.

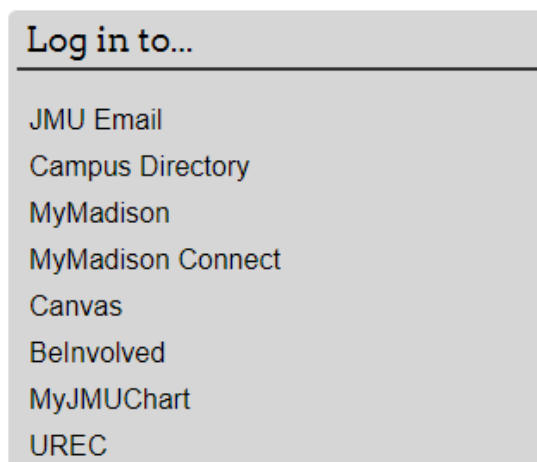
Step 10 - Once the password has been accepted you can continue to MyMadison to test your login. To find My Madison go to www.jmu.edu.

At the top of the page, access the Student Gateway by choosing **Students** from the drop-down menu next to the **Info For** search box.



Step 11 - On the left-hand side is a grey box containing links to different applications.

From here you can access many applications you will need as a JMU student, including MyMadison, Canvas, and your JMU Email. Please take some time once you have finished set up to explore some of these options.



Step 12 – Setting up your JMU email

In that grey box click on JMU Email. You will be redirected to Microsoft Outlook. You will be asked for your email address, which is your eID followed by @dukes.jmu.edu.

You will be prompted to enter your password, which should be the same as the password you created during your eID setup. You will be prompted to approve through DUO.

Step 13 – Once you have opened your JMU email inbox look for an email from Cheryl Helmuth Logan (email address Helmutcr@jmu.edu) which will contain your I-20.