

What Credentials to Use for Our Most Popular Applications

User ID/Computing ID = computing ID, UVA computing ID, user name, username, user ID, userID (example: lah2a)

Academic credentials = UserID@virginia.edu and academic password (example: lah2a@virginia.edu)

- **Reset password here:** in.virginia.edu/password

Health System (HS)/UVA Health credentials = UserID@uvahealth.org and HS password (example: lah2a@uvahealth.org)

- **Contact the HIT help desk to reset password:** 434.924.5334
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1. Advance

- Username and your **Advance password** (*unique password only for Advance*)
- Submit a problem ticket to University Advancement (UA) via the Advancement Hub/Help Desk to reset it**

2. Advancement Performance

- User ID and Academic password

3. Big IP VPN

- Username and HS password

4. Evertrue

- UserID@virginia.edu email address and NetBadge, but it could be a different email address
- Submit a problem ticket to UA via the Hub/Help Desk if you can't remember which email address to use**

5. **Freshworks (University Advancement's help desk ticketing system)

- UserID@virginia.edu and your **Freshworks password** (*unique password only for Freshworks*)
- If this is your first time using Freshworks or you don't remember your Freshworks password, click on the **Forgot Password link** and enter your userID@virginia.edu as the email address for the password reset. If you don't receive a reset email, try sending it to your userID@uvahealth.org email address.

6. Hybrid Work/Office RnD

- UserID@virginia.edu email address and academic password, but it could be a different email address
- Submit a problem ticket to UA via the Hub/Help Desk if you can't remember which email address to use**

7. Laptop

- User name and HS password

8. MIA Calendar (SharePoint)

- UserID@virginia.edu and academic password

9. NetBadge

- Digital Certificate OR UVA computing ID and academic password OR UVA computing ID and HS password

10. OnBase

- Uses laptop credentials. If asked for credentials, then your account has been deactivated
- Contact Lori to reactivate

11. Outlook (laptop and smartphone)

- UserID@uvahealth.org and HS password

12. Teams

- UserID@virginia.edu and academic password

13. UVA Box (Academic application – if someone is sharing with you, they should use your userID@virginia.edu email)

- Part of UVA – Continue and NetBadge

14. Zoom

- UserID@uvahealth.org and HS password OR SSO and uvahealth-org as the company domain