



## **Activating myPNW account for the 1st time**

To activate your **myPNW** account, your PNW username (also referred to as Career Account) and PUID will be needed. These can be found on your billing statement.

Follow these easy steps to activate account and set password:

- Download the **DUO Mobile app** to your mobile phone.
- Go to [password.pnw.edu](https://password.pnw.edu), fill in all 3 fields, click **Activate** (New Students Only).
- Create/remember your password.
- Go to [pnw.edu/mypnw](https://pnw.edu/mypnw) and log in.
- After logging in, it will show a prompt. You will need to select “DUO Mobile” for the authentication method, enter your phone number, and then a QR code will appear with instructions to scan it from inside the DUO Mobile app.
- Now you can log in at [pnw.edu](https://pnw.edu) to enter your student portal (myPNW) found on the right side of the PNW home page after clicking the magnifying glass icon or clicking on I am a...current student on the bottom of the home page. Alternatively, [pnw.edu/mypnw](https://pnw.edu/mypnw) will take you straight to your myPNW portal.
- Log in to your myPNW student portal using your career account/username and password. This will send a prompt to the DUO Mobile app on your phone. Select “accept” and you will be signed in. *Note: If your account has been activated but you have forgotten your password, the student may contact Information Services Customer Service Center at (219) 989-2888 to re-set the password.*
- Access your academic and student account information by selecting the **Bills and Payments Tab** then clicking the **Bill & Payment Portal**. (*Note: you may have to click Log Into TouchNet Payment Gateway*)  
**Paying Your Bill**
  - Click on **My Account** to view your latest statements, current activity, and payment history.
  - Click on **Make Payment** to make a payment.
  - Click on **Payment Plans** to enroll and make your first payment.
  - Click on **Refunds** to set up Direct Deposit and view refund payment.
- **Set Up Authorized User**
  - Click on **Authorized User** under My Profile Setup on the right.
  - Click **Add Authorized User**.
  - Enter email address of Authorized User.
  - Answer Yes or No to the questions listed.
  - Click **Continue**.
  - Read the Agreement and Add Authorized User, click the **I Agree** box.
  - Click **Print Agreement** or **Continue**.
  - At any time, you may edit existing authorized users by using the **Edit** or **Delete** option.