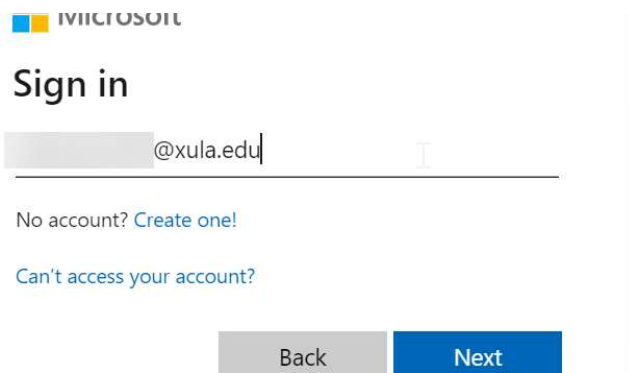## Step 1: Activate your XULA account

Your initial temporary password is set to **Xavierxula#####** where the # symbols represent the last five digits of your XULA student ID. The first "X' is an upper-case letter.

Please use a desktop or laptop computer and not a phone/tablet/mobile device to perform this task. Open your desktop or laptop browser and load this site. ***outlook.office.com***

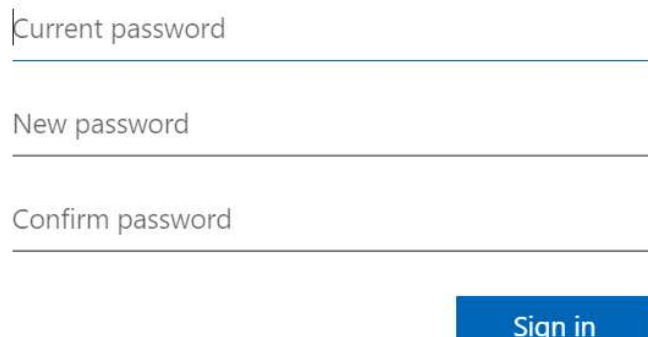Microsoft

Sign in

_____@xula.edu

No account? Create one!

Can't access your account?

Back   Next

Type your full XULA email address and hit the Next button as shown above. You should then see the "Update your password" screen as shown below.

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

For the current password, re-enter the same initial temporary password your used in the initial login step. You then need to create a new password and you have to type the new password twice. Your new password has to have **14 characters minimum**, with a mixture of upper and lower case letters, numbers and special characters like #,@,$,!,% in it. **The new password can't have any part of your first or last name**. After typing your new password twice click on the "Sign in" button. If your password was accepted, the system will display a message stating that.

If your new password is not accepted or you see an error message, make a note of the error message and contact the ITC Help Desk at 504-520-7446.

Microsoft

You're all set—we just need a moment

Your password was successfully updated, but our servers take a little time to catch up. Please try signing in again in a few minutes.

If you successfully set your new password, you have to **wait at least 15 minutes** before you can proceed to the next step.

Step 2: Set up multi-factor authentication for your new XULA account

After waiting at least 15 minutes, go back to **_outlook.office.com_** and log with new password you just created. After you login successfully, you will see the following screen asking you for more information. Click on the "Next" button to proceed.

XAVIER
UNIVERSITY *of* LOUISIANA

@xula.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

Next

On the next screen, select "United States (+1)" (#1 below) and then enter your mobile phone number with starting with the area code with no dashes or spaces in between the numbers (#2 below). Under the method section, choose the "Send me a code by text message" option (#3 below). Click on the "Next" button.

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Authentication phone

1 United States (+1)   **2** 504...

Method
3 ⦿ Send me a code by text message
○ Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

On the "Additional security verification" page, enter the six-digit code that was sent to the mobile phone number your provided and click on the "Verify" button as shown below.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: We've sent a text message to your phone at +1 ▨▨▨▨▨▨

When you receive the verification code, enter it here

[0▨▨▨▨▨▨]

Cancel   Verify

After a successful verification, click on the "Done" button to complete this step.

You will now see another "More information required" window. Click on the "Next" button to proceed.

Click on the "Verify" link next to the phone number you provided.

Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this 1 secure. **You'll need to set up at least 1 of the options below.**

⚠ Authentication Phone is set to +1 ▨▨▨▨▨▨   Verify

finish   cancel
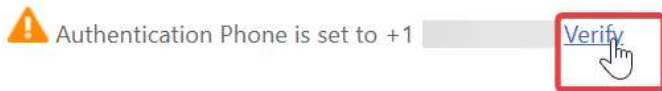
Enter the six-digit code sent to the phone and click on the "Verify" button. You can then click on the "finish" button to complete this process. After a few seconds, you will see the Outlook account load your XULA email account inbox.

Step 3: Log in to Banner Web

Banner Web is the website that you will use to get information about your fiscal account, make payments, view financial aid offers, register for courses, and view your course schedule.

Go to the Xavier University of Louisiana website at www.xula.edu and click on the "**Quick Links**" icon located at the top right (left image) corner and then click on the "**Online Resources**" button and then click on the "**Banner Web**" link (right image).
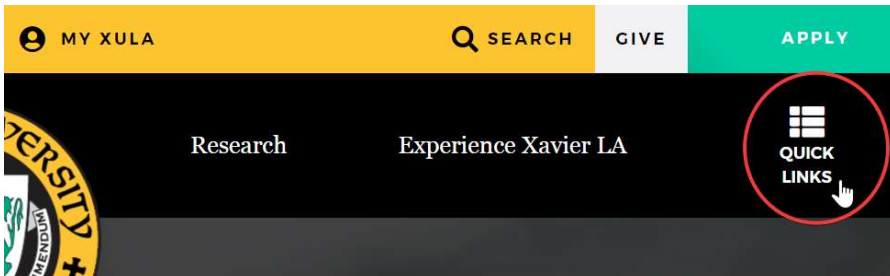
Log in with the XULA email address and the new password your established in the previous step. It will ask you to provide multi-factor authentication by sending a code to the mobile phone number your provided.