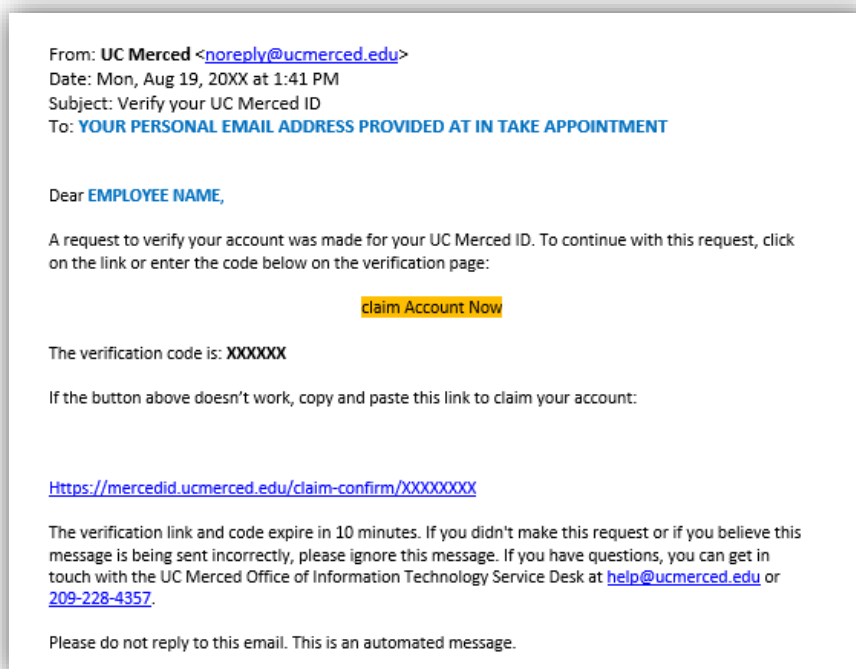## Workforce On-Boarding Hub

As a new hire, after completing your Intake appointment, you will receive a *Welcome to UC Merced* email at your ucmerced.edu email address from Payroll Services. In order to access that email address, you will first need to ***claim*** your UC Merced NetID.

You should receive an email subject "**Verify your UC Merced ID**" that will be sent to the personal email address you provided at your initial intake appointment.

From: **UC Merced** <noreply@ucmerced.edu>
Date: Mon, Aug 19, 20XX at 1:41 PM
Subject: Verify your UC Merced ID
To: **YOUR PERSONAL EMAIL ADDRESS PROVIDED AT IN TAKE APPOINTMENT**

Dear **EMPLOYEE NAME,**

A request to verify your account was made for your UC Merced ID. To continue with this request, click on the link or enter the code below on the verification page:

claim Account Now

The verification code is: **XXXXXX**

If the button above doesn't work, copy and paste this link to claim your account:

Https://mercedid.ucmerced.edu/claim-confirm/XXXXXXXX

The verification link and code expire in 10 minutes. If you didn't make this request or if you believe this message is being sent incorrectly, please ignore this message. If you have questions, you can get in touch with the UC Merced Office of Information Technology Service Desk at help@ucmerced.edu or 209-228-4357.

Please do not reply to this email. This is an automated message.

What is UCMNetID?

Your UCMNetID is the account name associated with you and the first part of your UC Merced email address (e.g., if your email address is rbobcat@ucmerced.edu, then your UCMNetID is rbobcat). You'll use your UCMNetID to access UC Merced services like email, CatCourses, Box, Zoom, your Degree Audit, your financial account, and much more. Sign in at the top of this page to access your UCMNetID account, where you can manage your specific contact, access, and security details.

Who can help me with the UCNet ID Claim process? IT Help Desk

The UC Merced Information Technology (UCMIT) Help Desk provides UC Merced

Faculty, Students and Staff with customer service and support for computer hardware and software. The IT Help Desk is the first step in obtaining support; whether it is for UCMNetID password requests, email configurations, computer hardware failures, classroom technology questions or any other IT related issues. If you ever need IT assistance just dial HELP (4357) or email **helpdesk@ucmerced.edu**. **IT helpdesk website**.

Contact the Office of Information Technology (**OIT**) if you need assistance with the network/vpn set up or any of the following:

- 2-Factor Authentication (DUO)
- Single-Sign On (SSO)
- Device Setup (Desktop/Laptop)
- Email and Calendar setup
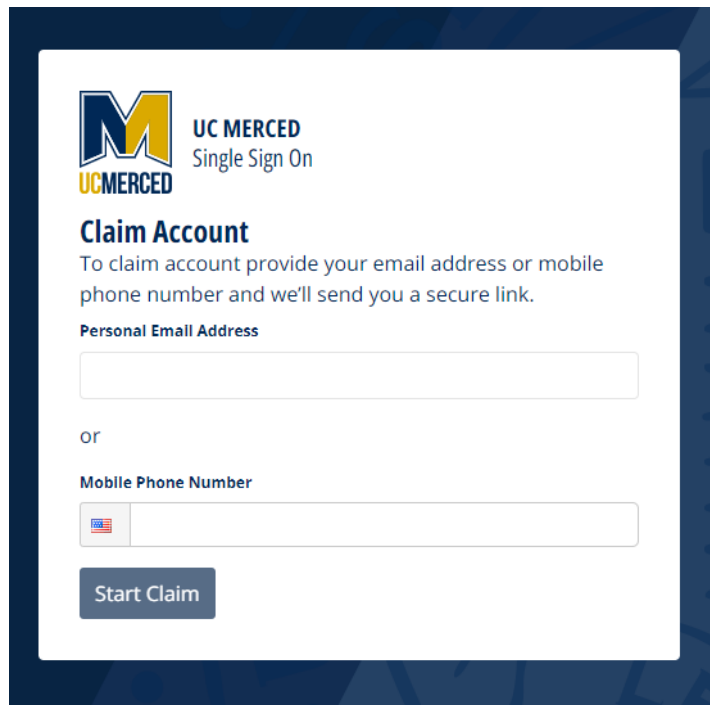
Phone: 209-228-4357 | Schedule Appointment

Resources:
- https://ucmerced.service-now.com/servicehub
- OIT Knowledgebase

If you don't have your email "**Verify your UC Merced ID**" you can go directly to the website to claim your ID following the steps outlined below.
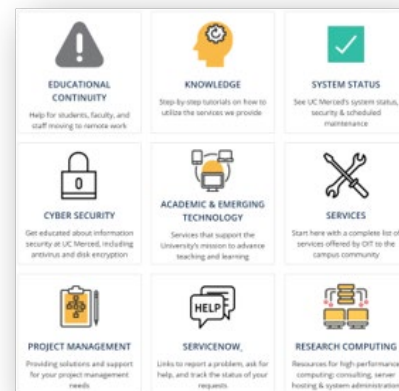
Claiming UCM Net ID

To Claim your UCM Net ID: https://mercedid.ucmerced.edu/claim/

Enter the email address or mobile number used on the University of California paperwork.

WORKFORCE ONBOARDING HUB

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Watch here: _How to Claim your UCNET ID_

If you have issues with your UC Merced Net ID claim process reach out to the IT Help Desk.

2-Factor Authentication Enrollment Guide

Duo adds a second layer of security to our sign-on process that greatly decreases the risks posed by phishing, social engineering, password brute-force attacks, and attackers exploiting weak or stolen credentials.

The two factors in 2-Factor Authentication are your password (something you know), and a device of your choosing (something you have).

With two-factor authentication, even if someone manages to get your password and tries to log in, Duo will notify you and you can deny them access to your account.

Job Aid: Understanding New Hire -Claim UCNet ID and DUO
(Rev. 04/2025)

WORKFORCE
ONBOARDING
HUB

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Before you get started, you will need the following:

- Your computer
- Your UCMNetId and password
- Your 2FA device of choice (Duo Mobile, Phone Number or Security Key)
  - OIT **highly recommends** the use of your mobile device (Duo Mobile or Phone Number) as your first and primary 2FA method.
- The Duo Mobile app downloaded (available in Apple and Google Play App Stores) to speed up the enrollment process.

For step by step instructions visit https://it.ucmerced.edu/2FA-Add-Device

If you need help, please call 209-228-HELP or visit the OIT Service Desk in COB-1 Room 127.