

RENEWAL DASHBOARD – SUPPORTING FACULTY THROUGH MACID ACTIVATION

TARGET AUDIENCE: ACADEMIC COORDINATORS, REGIONAL ACADEMIC COORDINATORS

Updated October 29, 2024

OVERVIEW

This document provides information related to supporting faculty members during the **FHS DB Part-Time Renewals Process**, specifically with regards to MacID activation.

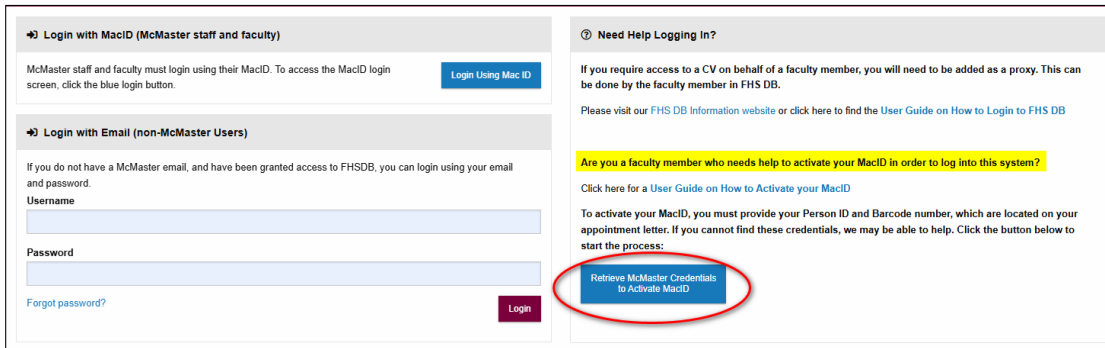
WHAT DOES MACID ACTIVATION REQUIRE?

In order to activate a MacID, the user must provide their Person ID, Barcode number, and date of birth. The Person ID and Barcode number are located on part-time faculty appointment letters. However, many faculty members have difficulty locating their appointment letters, and while academic coordinators are provided with copies of these appointment letters, the information required for MacID activation is now being redacted from the academic coordinator’s copy. So, while you may be able to provide this information if requested from an existing faculty member, you will not have this information for any new faculty members.

HOW FHS DB SUPPORTS MACID ACTIVATION

RETRIEVE MCMaster CREDENTIALS BUTTON

A new feature has just been implemented on the FHS DB login page that will provide Person ID, Barcode number, and MacID if certain requirements are met. Faculty can now click a button on the home page to begin a process to retrieve their McMaster credentials:



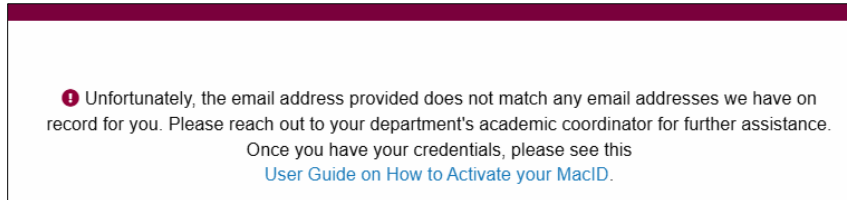
They will be asked to provide their last name and an email address. For security purposes, the email address provided must exist in the FHS DB system as part of the user profile. If the email address they provide is recognized by the system, they will receive an email with their McMaster credentials and instructions for activating their MacID. Please see this [User Guide on How to Activate MacID](#) that has been prepared for faculty members.

Please see the next page for details on where your support may be required and the options available to assist faculty members with MacID activation requirements.

WHERE ACADEMIC COORDINATOR SUPPORT MAY BE REQUIRED

CREDENTIALS RETRIEVAL SUPPORT

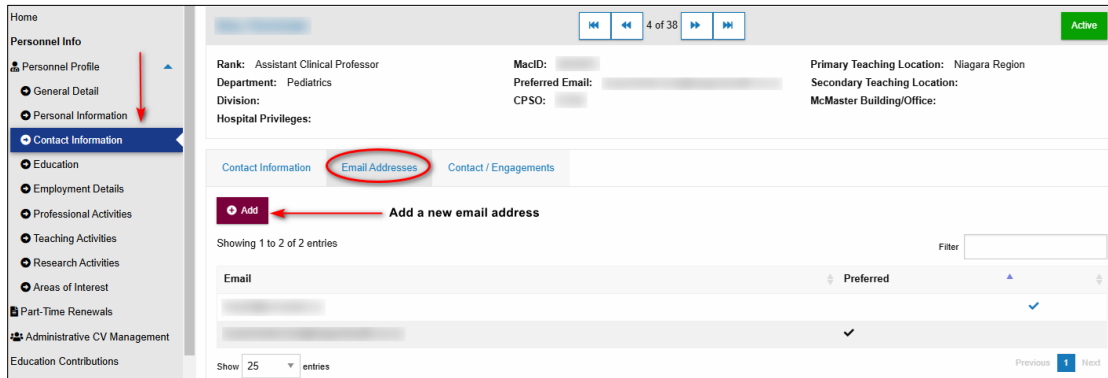
If the email address a faculty member provides is **not** recognized by the system, they will receive a message instructing them to contact their department’s academic coordinator:



The user document linked above instructs them to reach out to their department and advise that they were unable to retrieve their McMaster credentials through the FHS DB retrieval method, and that you will be able to provide further support.

The following options are available to support your faculty members to obtain their McMaster credentials for MacID activation:

1. Check their profile to see what email addresses are on file. If the email address by which they are trying to retrieve their info is not listed, you can add the email address to their profile:



Once added, they can go back to the Retrieval button. Once the email address is added, they will be able to go back to the retrieval button, enter the email address, and receive their credentials.

2. If you choose not to add their email address to their personnel profile, please direct them to the appropriate Faculty Relations contact person for your department.

LOGIN SUPPORT

Once a faculty member has activated their MacID, they may try to unsuccessfully log in and come back to you. It is possible that they have missed the step of setting up Multi-Factor Authentication, which is required to log in to FHS DB.

In this case, please ask them if they have set up MFA. If they have and are still unable to log in, please direct them to [submit a ticket](#), or submit a ticket on their behalf so that the FHS DB team can look into their issue.