Portal Troubleshooting Tips
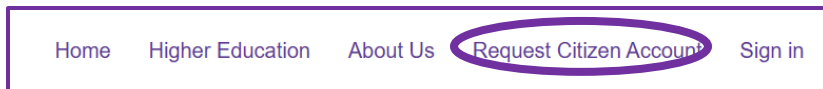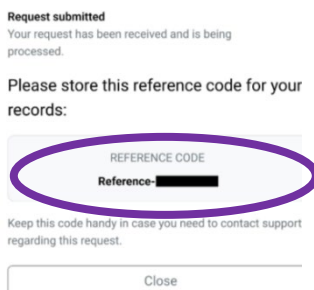
1. Is this the first attempt to sign up?
   a. Did you click on Request Citizen Account or Sign In?
   b. If you don't have an email on file with Enrollments, you will need to create a new one. (Gmail, yahoo, iCloud, Hotmail, etc.).
   c. If you don't know how to create one, follow the directions provided on the website:
      - https://oneida-nsn.gov/new-members-only-portal-resource-page/#Member-Portal-instructional-videos)
2. Are you using an Oneida Nation email (oneidanation.org)?
   a. You cannot use an Onedia Nation email. You will need to use or create one that is not oneidanation.org email. (Gmail, yahoo, iCloud, Hotmail, etc.).
3. Is all the information you are entering, correct? It must match your Tribal ID.
   a. Verify all your information is correct.
      - Enrollment Number, SSN, email, DOB, First Name & Last Name, Suffix (if applicable).
4. Click on Request Citizen Account on the very top of the portal Home Page.

5. Enter all the information on the login page.
   a. Enrollment Number
   b. Social Security Number
   c. Email Address (Can't use oneidanation.org email)
   d. Date of Birth
   e. First Name
   f. Last Name
   g. Enter the code in box (Case Sensitive)
   h. Click Submit

6. Save the Reference Code
   a. Take a screen shot, save as a file, take a picture, write it down.

   b. Click Close

7. Go to your email account (the one you put in the invitation request).
   a. You will see your username and temporary password.
   b. Click on Oneida Citizen Portal.
   c. Click Register (under the invitation code).

Welcome to the Oneida Citizen Portal.
Please complete your initial sign-in using the steps below:

1. An account has been created for you. Sign in using the following credentials:

    1.
    Username: ████████████
    2.
    Password: ██████

Please click below to begin this process, we are excited for you to be joining our community portal!

Oneida Citizen Portal

Need help? Call the Oneida Call Center at **920-869-4481**

Reference Code: Reference- █████████

2. When you sign in for the first time, you will be prompted to create a new password. Please store this password in a secure location for your records.
3. After you have signed in, you will be asked to enter your registration code: ██
████████████████████████

Need help? Call the Oneida Call Center at **920-869-4481**

Reference Code: Reference- █████████

8. You are now registered and can log into the new portal.
   a. Use your email as the username
   b. Use the temporary password from the email you received previously.
   c. Click Sign In
   d. Create a New Password
   e. Enter OLD Password (from email)
   f. Enter a New Password of Your Choice
   g. Enter a New Password Again
   h. Click Sign In
   i. Click NO on the "Stay signed in" Screen