



Frequently Asked Questions

Welcome, incoming students! On behalf of the faculty and staff of Rush University, we want to welcome you. Access to the University's systems is an important part of the student experience. Within these systems, you can register for classes, review financial aid awards, access important information for students, participate in online classes, correspond with Rush community members via our secure email system, and participate in many other ways.

This guide covers many of the frequently asked questions that incoming students have about Rush University's systems.

Q: When will I gain access to Rush University's systems?

A: Initial system access is provided to students who are formally admitted to a Rush University program, and for students-at-large. This access is provided within two weeks of being admitted.

Q: What systems will I have access to?

A: Students are provided access to the following systems within two weeks of being formally admitted:

- *Rush University Portal* – Secure portal where you can:
 - View the status of your financial aid application
 - Review your financial aid award and accept or reject what is being offered
 - Register for classes
 - Confirm your tuition charges and pay your bill online
 - Submit updates to your mailing address
 - Provide emergency contact information
 - View campus news and events
- *Rush Email and Office 365 Applications* – Your Rush email account will be where all official communications from the University are sent, so it's important to review your inbox regularly. Your Rush email account and all Microsoft Office applications are accessible from the same location.

You will receive access to the online course learning management system and other critical systems as those systems become necessary.

Q: How will I find out how to access these systems?

A: When your initial system access is ready, you will receive an email at the personal email account that you used on your application for admission. This email will direct you to a secure application where you can download your account information, including your Rush network username, temporary password, and Rush email account.

After downloading your account information, you will be directed to office.com to reset your password. Once your password is reset, you can access the Rush University Portal, Rush email, and Office 365 applications.

Q: I am having difficulty accessing my accounts. Who can I contact for help?

A: That depends on what you are trying to access.

- When your initial system access is ready, you will receive an email at the personal email account that you used on your application for admission. This email will direct you to a secure application where you can download your account information.

A portion of the password that you will use to access this portal includes the four numbers of a phone number you provided on your application for admission. Please try all phone numbers you might have used. This is the most common issue that student's experience when trying to download their account information.

If you still cannot access this secure application, please send an email to Rush_Admissions@rush.edu for assistance. Please provide as much detail as you can, and screen grabs where applicable.

- For all other technical issues with any other system, please contact the Information Services Help Desk (3CLAS@rush.edu or (312) 563-CLAS).