

How To Login: Oracle Business Applications & Self Service



1

Go to www.rfsuny.org and select Login at the top left corner of the website.

2

The RF application login window will appear. Enter your Oracle/Self-Service Username and check the remember my username if you want the system to remember you.

Click the Continue button.

3

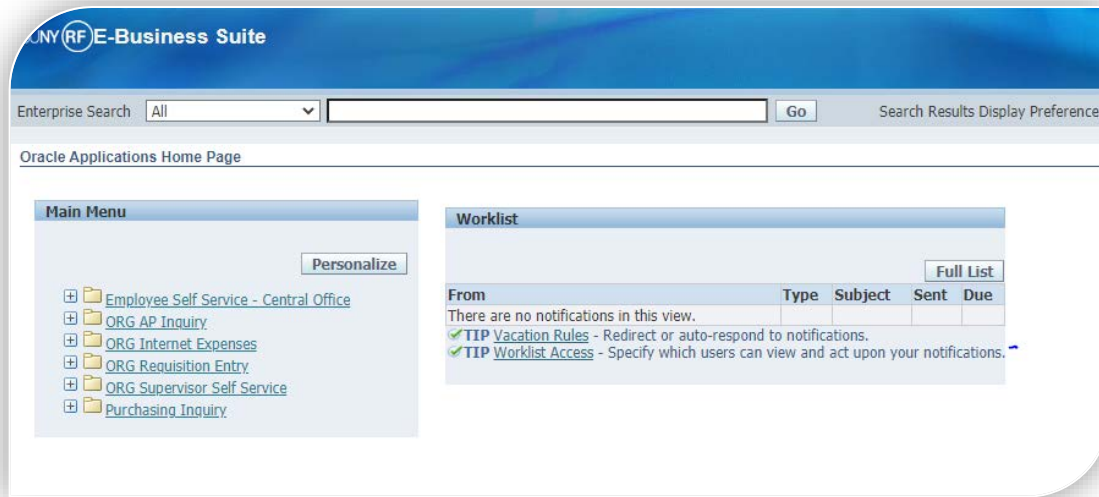
Enter your Oracle/Self-Service password.

Click the Continue button.

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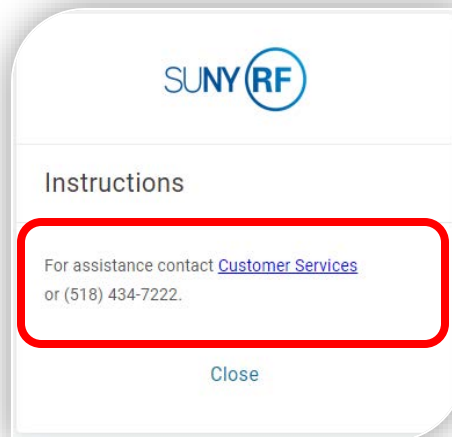
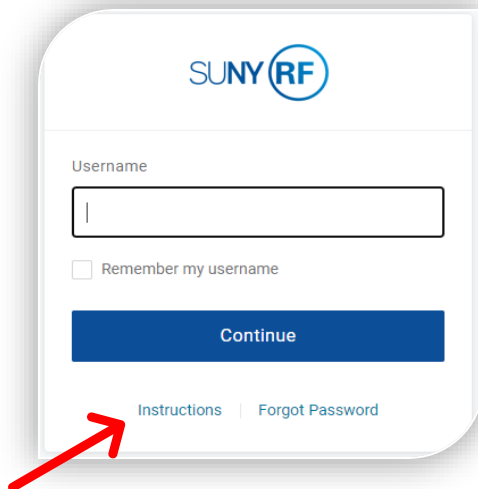
4

Your login to Oracle Business Applications & Self Service is complete!
(Please note: Your view may vary based on your assigned responsibilities.)



Customer Services Contact Information

Customer Services contact information can be obtained by selecting the Instructions link on the RF application login window.



How To Reset Your Password

1

From the RF application login window, select the Forgot Password link.

The screenshot shows the SUNY RF login interface. At the top is the SUNY RF logo. Below it is a 'Username' input field. Underneath is a checkbox labeled 'Remember my username'. A blue 'Continue' button is positioned below the checkbox. At the bottom of the form, there are two links: 'Instructions' and 'Forgot Password'. A red arrow points to the 'Forgot Password' link.

2

Enter your campus email address. Click the Continue button.

The screenshot shows the 'Reset Your Password' form. At the top is the SUNY RF logo. Below it is the title 'Reset Your Password'. The instructions read: 'Enter your email address or username below to reset your password.' There is a 'Username' label above an input field. A blue 'Continue' button is located below the input field. At the bottom, there are links for 'Instructions' and 'Back to signin'. A red arrow points to the 'Username' input field.

3

Click on the Email icon to select Authentication Factor. You will receive an email from *noreply@onelogin.com*. Locate the email and click on the password reset link.

The screenshot shows the 'Select Authentication Factor' screen. At the top is the SUNY RF logo. Below it is the title 'Select Authentication Factor'. At the bottom, there is an 'Email' option with an envelope icon to its left. A red arrow points to the 'Email' option.

How To Reset Your Password

4

Enter a new password that meets the following requirements:

- *Minimum of 8 Characters*
- *Maximum of 128 Characters*
- *Includes 1 Letter*
- *Includes 1 Number*

Click the Submit button.

5

Your password has been updated!

Frequently Asked Questions (FAQs)

- **Question... Will I be using a different login (name and password) to access the RF's business applications?**
 - *Answer...No, you should continue to use your existing login for accessing the RF's business systems for the first phase of Single Sign On.*
- **Question... I currently have a Mac computer. Is the new login solution compatible?**
 - *Answer...Yes, the new SSO solution is compatible with both Chrome and Safari.*
- **Question... What happened to Oracle Portal?**
 - *Answer...Oracle Portal has reached end-of-life status and is no longer supported by Oracle. As a result, the RF decommissioned Oracle portal as part of the overall SSO initiative.*
- **Question... What happened to the Oracle Portal content, such as documents and other information?**
 - *Answer...Most Oracle Portal content has been migrated to the RF's public website and is accessible via <https://www.rfsuny.org>. Further assistance can be obtained by contacting our Customer Services Team:*
 - *Phone- 518-434-7222*
 - *E-mail- customerservices@rfsuny.org*

Frequently Asked Questions (FAQs)

- **Question... Help! The change password feature is not working for me.**
 - *Answer... The change password feature works with the e-mail address on file. Please contact Customer Services to verify or update your e-mail address:*
 - *Phone- 518-434-7222*
 - *E-mail- customerservices@rfsuny.org*

- **Question... When will I be able to use my campus login to access the RF's business applications?**
 - *Answer... The second phase of Single Sign On will be introduced as part of the Cloud Migration & Oracle Upgrade go-live and will include the ability to log in with your campus credentials. This is scheduled for October 2021.*

- **Question... I followed the Change Password instructions but never received the password reset e-mail. What should I do?**
 - *Answer... It is possible that the password reset e-mail was flagged by your local e-mail system as junk or spam mail. Please check your junk e-mail folder. If found, you can add the e-mail address to your approved senders list. If you are still unable to locate the password reset e-mail, please contact Customer Services for assistance:*
 - *Phone- 518-434-7222*
 - *E-mail- customerservices@rfsuny.org*