Welcome

Congratulations on your new user account within our Fordham Messaging Platform (aka, IBM Watson). The procedure for access is as follows:

To Login

- To access from the Fordham portal, go to https://my.fordham.edu.
  - Click upon the “My Apps” tab.
  - Scroll down to click upon the “IBM Watson” link, which is found at bottom left below.
If you cannot access the portal, you may go directly to IBM Watson by going to https://customer-engagement.ibm.com

Your administrator created an account for you within Watson. Your account name will equate to Fordham email address (e.g., mcapurso1@fordham.edu). Your administrator should have also given you the IBM Watson password. This password may only be requested upon first login.

If logging in for the first time, you may see the following login screen. If so, enter your email address as the IBMid. Click continue.

If you have not logged into the portal as of yet, you may be presented with the Fordham Secure Access Login page as follows.
• Type in your Fordham AccessIT ID and password and click Login as below.

• If you are logging in for the first time, or if you are logging in from a different computer, you may be prompted to enter an identification code with the following screen.

• The code will be sent to your email with subject “Verify your identity” as in the example below.
- The email will show the first four numbers of the “Identification code”. Therefore, paste in the numbers that follow these first four numbers and the “-“ from your email (as below) into the Identification code box on the above screen. Click continue.

- If you get a message that the navigation ribbon needs is empty and to be initialized, it means that you need one further setting to ensure that you have full navigation functionality.
  - Click upon your account name, and click upon the ‘Settings’ drop down.
- Click upon ‘switch user’ link
- Select Pod 2
- Enter your email address and the IBM Watson password that you were given when your account was setup. Click the 'Log In' button.
- Reset your password: If you are signing in for the first time with the IBM Watson password that you were given, you will need to change it within 7 days. You will only need to change it once. To reset your IBM Watson password, click upon ‘Settings’ and ‘Switch User’ as above and click upon the ‘Reset password’ link.

- You will be logged into IBM Watson. You should see your name at the top right of the screen. In addition, the black vertical navigation bar at left should resemble this snapshot.
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To Log Out

- To end your IBM Watson session, click on the “Log Out” link in the profile section, beneath your name.