

Account Registration Quick Guide

The City of Boston provides an Access Boston account to every employee. In order to keep our electronic resources secure we require you to register for your account - a process that includes choosing a password and setting up multi-factor authentication (getting a security code to use along with your password). Let's go through the steps.

1. Find the emails you received from the City with your Username and Temporary Password and go to access.boston.gov

2. Put in your Username and Password and click the Sign On button

ACCESS BOSTON

SIGN IN

USERNAME

PASSWORD

SIGN ON

[Forgot Password?](#)

NEED HELP? PLEASE CONTACT:

Boston Public Schools
▶ BPS Technology Help Desk Support
(617) 635-9200

All Other Departments
▶ DoIT Service Desk
(617) 635-7378

[MORE HELP](#)

3. You will see the Welcome screen and should click the Get Started button

ACCESS BOSTON Con00682 [LOGOUT](#)

WELCOME TO ACCESS BOSTON!

Access Boston is the new place to log into your City of Boston employee account.

We've made a few changes to make things more secure:

- ▶ Passwords need to be a bit longer and a bit stronger. But you only have to change them once a year!
- ▶ We'll need a mobile phone number or personal email address to send security codes to. You'll need a security code when you use a new computer or forget your password.

We'll walk you through everything you need to do to get set up.

[GET STARTED](#)

IF YOU NEED EXTRA HELP, GIVE US A CALL:

- ▶ DoIT Service Desk
(617) 635-7378
- ▶ BPS Technology Help Desk Support
(617) 635-9200

4. Enter the temporary password from the email you got as your Current Password. Then choose a New Password which meets our policy. The screen is interactive (if the rule is met you will see a blue checkmark, if not a red X)

CREATE A NEW PASSWORD

You'll need a new password for Access Boston. We've changed the requirements for passwords to make sure that they're strong enough.

You'll use this password when logging in to Access Boston websites like The Hub. If you work in City Hall or for BPS you'll also use it for your desktop computer.

CURRENT PASSWORD *Required*

NEW PASSWORD *Required*

Your new password must be at least 10 characters

CONFIRM PASSWORD *Required*

Please confirm your new password

NEW PASSWORDS MUST:

- ✗ Be at least 10 characters long
- ✗ Use at least 3 of these:
 - ✓ A lowercase letter
 - ✓ An uppercase letter
 - ▶ A number
 - ▶ A special character
- ✓ Not have spaces
- ✓ Not be longer than 32 characters

Don't use personal info, like your name or address. Your new password will have to be different than your last 5 passwords.

5. Confirm your new password by typing it in again. If you have all blue check marks and your confirm password matches the new password, you will see the blue 'Set New Password' button - go ahead and click that to set your new strong password!

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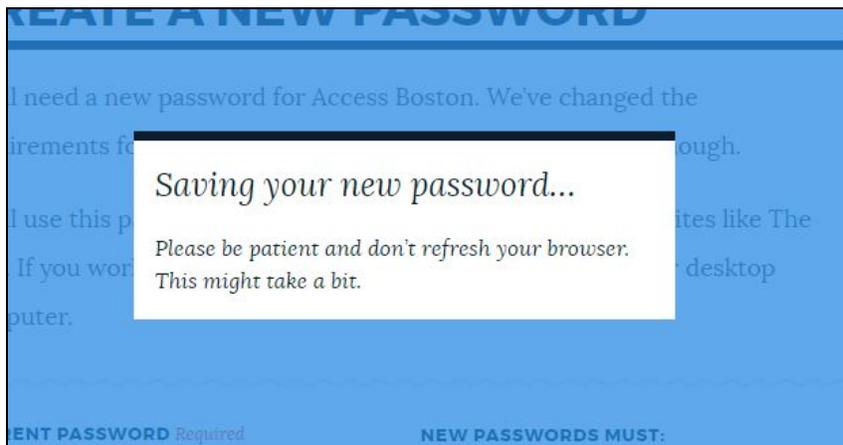
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SET NEW PASSWORD

6. Your password will be saved into the Access Boston system



7. The next step is to set up your security codes/multi-factor authentication. Put in a phone number where you can get your security code. Mobile devices are preferred (since we carry those with us all the time) but you can use a landline if you want. Then choose if you want to get the security code via Text message or Phone call. At the very bottom there is an option to use a personal (non-Boston) email to get your code too. That is not recommended -- since email accounts can be hacked more easily. Once you enter a number you can click on the Next Step button.

SET UP SECURITY CODES

Access Boston will send you a security code when you log in on a new computer. You'll also need a code to reset your password if you forget it.

This is called multi-factor authentication. It keeps your account secure even if someone steals your password.

Use your cell phone number if you have one. You can choose between getting codes via text message or phone call. If you don't have a cell phone you can use a personal email address instead.

PHONE NUMBER *Required*

*You should use your cell phone number if you have one.
Note: normal cell phone charges will apply.*

HOW SHOULD WE SEND SECURITY CODES?

Text message – recommended

Phone call

NEXT STEP

*Don't have access to a phone?
[Get codes via personal email](#)*

8. PingID (that's the application we use for generating the security codes) will send you a text/call you/email you with a security code - once you enter the 6 digit code you can click on the Activate button.

Please pick up! We're making a phone call to 6176350942.

AUTHENTICATION CODE

ACTIVATE

Didn't get it? [Resend the code](#) or [try a different number or email.](#)

You're All Set! You can use the Log In button to go into the Access Boston Portal with your new account.

YOU'RE ALL SET!

You're now set up with your Access Boston account. Log in now to continue.

LOG IN

