

FAQ for AccessBoston Portal

I don't see an application I need

Please call your Service/Help Desk and let them know. Some applications have an approval process before you gain access and they will know how to route your request to the right group.

The tiles on my AccessBoston portal changed

Changes occur when your role changes (you move between Departments, a sponsored account expires, etc.). Confirm with your supervisor to see if updates have been made to your job record, then email us at accessboston@boston.gov if we need to do further investigation as to what changes occurred to update your application access.

I get an error when I try to access something off the network

Not all applications are available if you are not on a City network. Use of the HCM and FN applications are restricted, so if you need after hours access, please use the VPN (Virtual Private Network) at <https://vpn.boston.gov> [If you need remote desktop access, please send in a ticket to the doitservicedesk@boston.gov.]

Why is multi-factor authentication required?

It is far too easy for a password to be lost or stolen. Nearly everyone reuses a password (or some combo that is mostly the same) across various places. Multi-factor authentication (MFA) helps us keep your data — and all data at the City — safe. MFA strengthens your password with a second factor that relies on something only you have in your possession (usually a phone) not just something you know (your password).

I want to use a different name on my email address

Our policy is to use the official name from the HR system to create your City of Boston email address. However, an alias can always be created with your preferred name that you can use as well. For example, Big.Papi@boston.gov instead of David.Ortiz@boston.gov. You will still log into Google (and other apps that use email address as a login name) using your official email address and your Display Name will remain your official name. If you want to request an alias be created, please send an email to doitservicedesk@boston.gov.

If I use my personal mobile device for multi-factor authentication who sees the number?

No one at the City of Boston will be able to see the phone number you enter to get security codes from the Access Boston Portal. It's on file with Ping Identity (the software vendor we use for multi-factor authentication). The data is not shared over to any other City of Boston systems.

I am getting asked to input a new security code every time I log into the Access Boston Portal, why?

If you have the Security settings in your web browser set to clear the cache/cookies with every session then the “countdown clock” for multi-factor authentication is never set. For Internet Explorer you can use Medium privacy settings. For Safari, this situation occurs if your Privacy Preference is set to block all cookies. Check in with your Service/Help Desk if you need more assistance in updating your browser settings.

When I clicked Logout I got logged out of all my applications

AccessBoston provides a single sign-on (SSO). One login name and password gets you into all your applications. But that also means, if you click Logout in one application you get logged out of everything. That’s called single sign-out. You may see a notice on the logout screen asking you to close your web browser to confirm it worked.

I don’t see the link for *Create Sponsored Account*

Only people who are “normal employees” are allowed to sponsor accounts. The included employee classifications are: 4, 6, B, D, J, L, M, N, P, U, V, W and X. Basically, these include anyone who is a F/T employee. Issues do arise for those with a classification of Q (which is Temporary) since that classification was sometimes used for people ‘Temporarily Out of Grade’. Those who are TOG should be a classification 6 as of fall 2021. Talk to your HR staff to confirm what your classification is. If you should see the link and don’t, please call into the DoIT Service Desk to have this issue fixed.

My phone number in Google Contacts isn’t right

Your City phone extension data is managed in Employee Self Service (ESS). Log into Access Boston and select the ESS icon. From there, select the Phone Numbers tile and add or update your business phone number. Once that’s updated the information will sync overnight into Google. Employee Connect (617-635-3221) can help with updating your phone number in ESS if you need it.

**If you have a question that is not answered here, call your Service/Help Desk.
They will answer it or put you in touch with someone who can!**