

Account Registration (New User) Quick Guide

The City of Boston provides an Access Boston account to every employee. In order to keep our electronic resources secure this process 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 of Boston** with your Username and Temporary Password and
In your browser go to Access Boston webpage
<https://access.boston.gov>

2. Put in your *Username* and *Temporary Password* (provided in the email you received before) and click the **Sign On** button.

The screenshot shows the 'ACCESS BOSTON' header at the top. Below it is a 'SIGN IN' section with a horizontal line. There are two input fields: 'USERNAME' and 'PASSWORD'. The 'PASSWORD' field has a 'SHOW' button next to it. Below the 'PASSWORD' field is a blue 'SIGN ON' button with a cursor icon. To the right of the input fields is a line drawing of a city building. Below the 'SIGN ON' button is a link that says 'Forgot Password?'. To the right of the building drawing is a section titled 'NEED HELP? PLEASE CONTACT:' followed by contact information for DoIT Service Desk, Boston Public Schools, Boston Police Department, and Boston Fire Department, along with a link to the 'Maintenance Window Calendar' and a 'MORE HELP' link.

ACCESS BOSTON

SIGN IN

USERNAME

PASSWORD

SHOW

SIGN ON

[Forgot Password?](#)

NEED HELP? PLEASE CONTACT:

DoIT Service Desk
Boston Public Schools: Technology Help Desk Support
Boston Police Department: Tech Support Group
Boston Fire Department: Information Technology Division
[Maintenance Window Calendar](#)
[MORE HELP](#)

3. You will see the Welcome screen
- You 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.

1. **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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CURRENT PASSWORD *Required*

NEW PASSWORD *Required*

CONFIRM PASSWORD *Required*

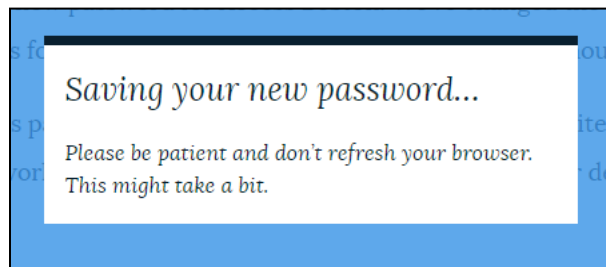
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SET NEW PASSWORD

5. Se guardará su contraseña nueva en el sistema de Access Boston.



6. The next step is to set up your *Multi-factor Authentication / Security Codes Set up*:

- **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.
- Click **Next Step**.

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](#)

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.

7. 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 [Your telephone number]

AUTHENTICATION CODE

456763

ACTIVATE

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

Enter your code and click on Activate

You're ready!

You can use the **Log In** button to go into the **Access Boston Portal** (<https://access.boston.gov/>) 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

