

# Account Registration

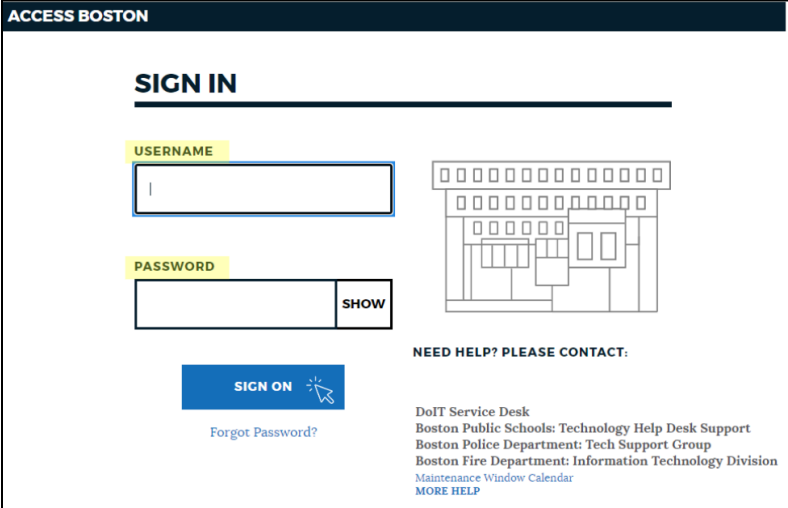
## Quick Guide

The City of Boston provides an Access Boston account to every person who needs electronic access. In order to keep our electronic resources secure we require you:

- to register for your account - a process that includes setting a strong password, and
- setting up multi-factor authentication (getting a security code to use along with your password).

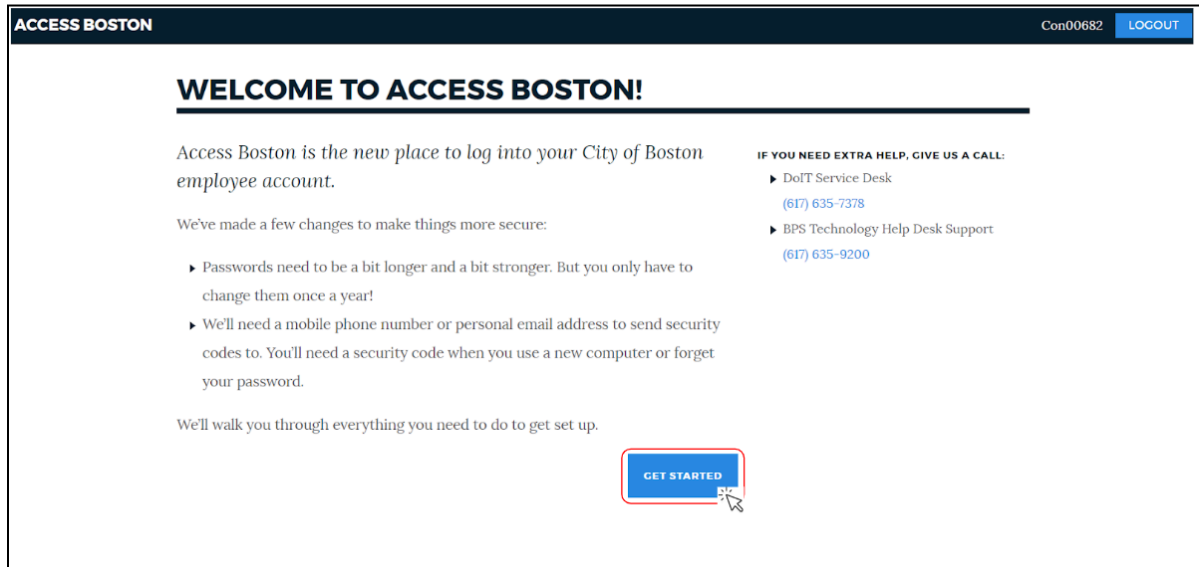
Let's go through the steps.

1. Find the emails you received from the **City of Boston** with your Username and Temporary Password and go to the Access Boston webpage <https://access.boston.gov>
2. Type in your *Username* (either your ID or your email address) and the *Temporary Password* (provided in the email you received about your account) and click the **Sign On** button.



The screenshot shows the 'ACCESS BOSTON' sign-in interface. At the top, it says 'ACCESS BOSTON' in a dark header. Below that 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 mouse cursor icon. A link for 'Forgot Password?' is located below the sign-on button. To the right of the input fields is a stylized building icon. Below the building icon, it says 'NEED HELP? PLEASE CONTACT:' followed by a list of support contacts: 'DoIT Service Desk', 'Boston Public Schools: Technology Help Desk Support', 'Boston Police Department: Tech Support Group', 'Boston Fire Department: Information Technology Division', and 'Maintenance Window Calendar'. A 'MORE HELP' link is at the bottom right of the contact list.

3. You will see the Welcome screen
  - Click the **“Get started”** button.



4. Enter the temporary password from the email notice you got as your **“Current Password”**. Then choose a **New Password** which meets the requirements.

*The screen is interactive (if the rule is met you will see a blue checkmark, if not a red X)*



1. **Confirm your new password** by typing it in again. If you have all blue checkmarks 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!

## 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.

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**CURRENT PASSWORD** *Required*

**NEW PASSWORD** *Required*

**CONFIRM PASSWORD** *Required*

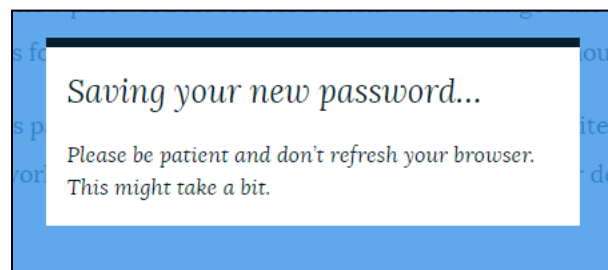
**NEW PASSWORDS MUST:**

- ✓ 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.

**SET NEW PASSWORD**

5. Your new password will be saved into the Access Boston system.



6. The next step is to set up *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**.

*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.*

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 all set!

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**