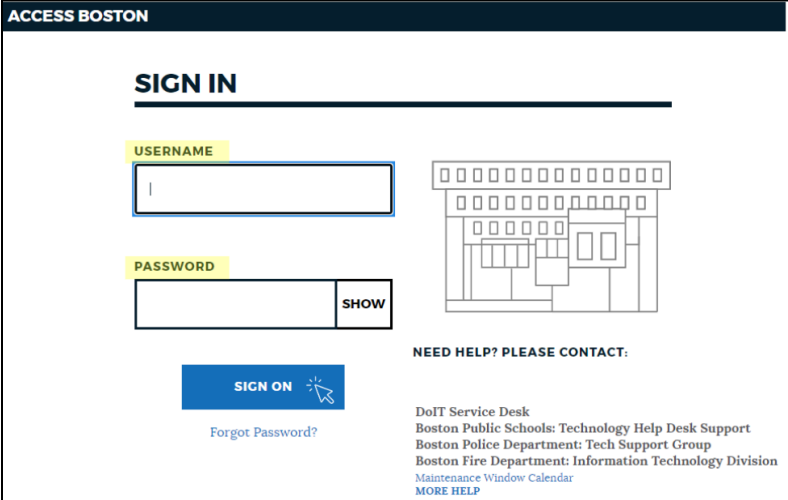# Account Registration
Quick Guide

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 <u>setting a strong password</u>, and
- setting up <u>multi-factor authentication</u> (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.

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
  - Click the **"Get started"** button.

4. Enter the temporary password from the email notice that you got in **"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.

CURRENT PASSWORD *Required*

[••••••••••••] [•••] [SHOW]

NEW PASSWORD *Required*

[••••••••••••] [•••] [SHOW]

CONFIRM PASSWORD *Required*

[••••••••••••] [•••] [SHOW]

[SET NEW PASSWORD]

NEW PASSWORDS MUST:
- ✔ Be at least 12 characters long
- ✔ Use at least 3 of these:
  - ✔ A lowercase letter
  - ✔ An uppercase letter
  - ✔ A number
- ✔ Not have spaces
- ✔ Not be longer than 32 characters

Don't use personal info, like your name, ID or address. If you use just two consecutive characters from your name or ID in your password, it will fail. Your new password will have to be different than your last 5 passwords.

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

Saving your new password...

Please be patient and don't refresh your browser. This might take a bit.
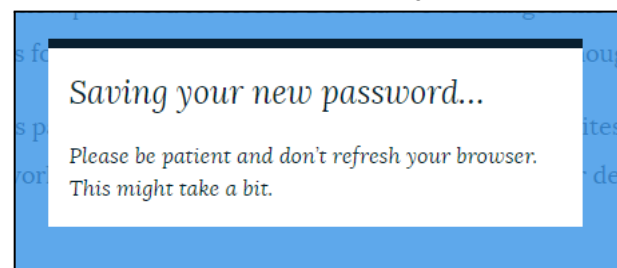
6. The next step is to set up *Multi-factor Authentication / Security Codes Set Up:*

- **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**.

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.

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