

Create Sponsored Account Quick Guide

Sponsored Accounts are used to provide access to City of Boston electronic resources to individuals who are not on the City's payroll (Consultant, Volunteer or Intern) and who don't get an account generated automatically. Sometimes, additional access for another department's resources can be added to an existing account (Collaborator, Other Gov. Employee) as well. Only specific employees of the City can sponsor access and should do so only when there is a *legitimate business reason* for the account. Please also make sure (if it is applicable) that the person has completed all necessary background/criminal record checks before you request the account.

1. Click on the '**Create Sponsored Account**' link in the Forms/Links section. Please note that you must be on a City network (VPN included) to access this link.

FORMS / LINKS

- ▶ *Create Sponsored Account (on City Network Only)*

Note:

Boston Public Schools employees, this link only appears if you have access to the BAIS HCM or FN applications.

Boston Police Department, City Council, Planning Department and Boston Fire Department employees, please initiate requests via your IT or HR department (since they need to facilitate background/criminal records checks in some cases). BPHC and BPDA users cannot sponsor accounts.

2. A new tab will open in your web browser to take you to the Access Boston identity platform and gives you the option to **Search for the Person**. Type the name of the person. You need to search by First and Last Name. If you know they have had an account previously you can also search by their ID.

Create Sponsored Account

Directions:

Sponsored Accounts should only be requested to provide an account for someone who has a legitimate business reason to gain access to City of Boston online resources. Requests should only be made by the City employee who will be responsible for the account holder. By completing this request, you accept responsibility for this person **and acknowledge that the person has completed all necessary background/criminal record checks**. Please manage the account and enter a new end date if the person leaves earlier than expected.

You will receive a quarterly report for all your sponsored accounts; please review the list and terminate access for anyone who no longer requires the account.

Search for the Person

Search Users by First/Last Name

First Name: Last Name: Search for Users by Name

_____ **OR** _____

Select an Existing Identity

User ID: Search for Users by ID

Please search for the person whose account you want to create. Please type their First and Last Name, or if you know it, their Employee/User ID.

I did a search for the person I want to request an account for and I did not find them.

3. If the person already exists in the system, their name will show up below. Once you choose their name you will see the form to create a role for them.

Search for the Person

Search Users by First/Last Name

First Name: Last Name: ... Search for Users by Name

OR

Select an Existing Identity

User ID: Search for Users by ID

Please search for the person whose account you want to create. Please type their First and Last Name, or if you know it, their Employee/User ID.

[Cyndi Lauper \(88884247\)](#)

< previous 1 next >



4. If you search for the person and they are not in the system you will see “No Results Found”. Please check the box to confirm that you did a search to open up the create form. Please do not create a duplicate account for anyone in the system ever - if you have questions please get in touch with IT support to determine how to move forward.

No Results Found

I did a search for the person I want to request an account for and I did not find them.

Please note that every sponsored account holder should have a legitimate business reason for getting the access and you are **acknowledging that any required background/criminal records checks required have been completed.**

5. Enter the personal details for the account. We use Date of Birth for identity verification on non-employee records so it is a required field. We also need a non-City email to send their new account details to. That non-City email is also used for back-up/emergency notifications if City systems go down.

Create Sponsored Account

This form is used to request a new role within the AccessBoston system for a person who is either not on the payroll or an employee who needs additional access not provided by their primary role. The form must be submitted by the Sponsor. The full name and date of birth must match government issued ID. Fields marked with a ***** are required.

Personal Details

First Name *****

Last Name *****

Personal/Work Email *****

Date Of Birth *****
 mm/dd/yyyy

6. Enter the account details. Add a Company if applicable. The Start Date needs to be within one week of today and all sponsored accounts are time-limited. The End Date can only be up to one year from the Start Date. Choose the appropriate Role, and decide if they need a Boston email address. **Click the Next button.**

Account Information

Company

Start Date *****
 mm/dd/yyyy

End Date *****
 mm/dd/yyyy

Please Select a Role *****

Consultant
 Collaborator
 Volunteer
 Intern
 Other Gov. Employee

Does this role require a Boston email address? *****

Yes
 No

7. Please review the details of the account you are creating. You can use the Back button if you need to go back and correct anything. But if it looks good, **click the Submit button.**

PLEASE REVIEW DETAILS BEFORE SUBMITTAL

Personal Details

First Name
Bugs

Last Name
Bunny

Email
bugsb@cartoons.com

Birth Date
05/05/1978

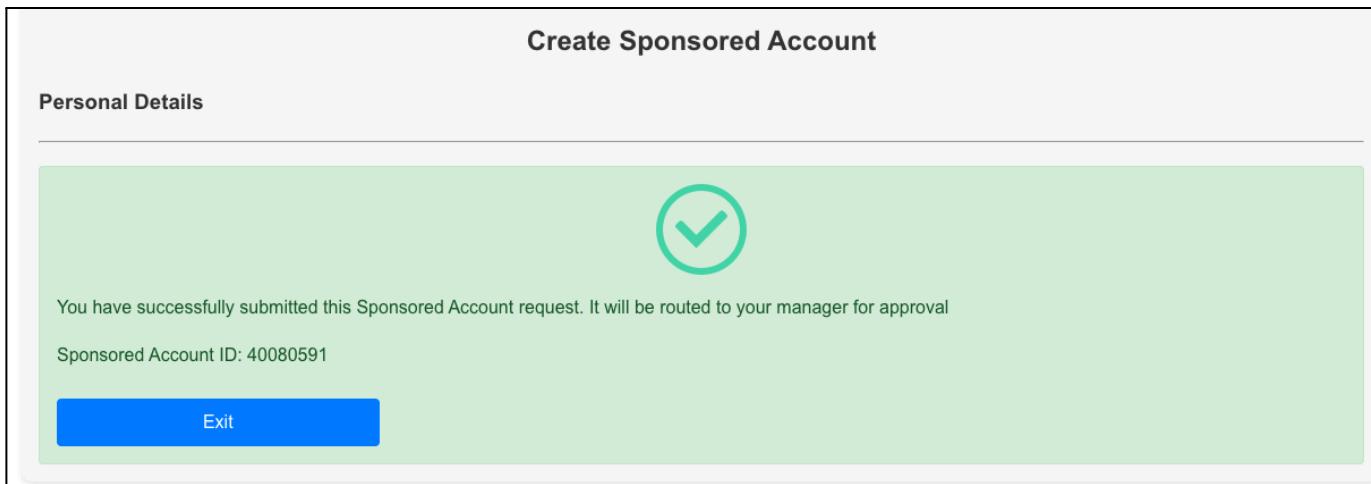
Company
Warner Bros

Sponsor

Start Date
09/02/2025

End Date
01/06/2026

8. You will see a success message.



The request is sent to your manager to be approved (*it can take up to an hour to arrive to them depending on system traffic*). Once they approve that work item the account is created. It takes 15-30 minutes to be fully provisioned (again, depending on the traffic in the queue). You will receive a notice via email when the new account has been created.

Your manager has 14 days to approve the request. If they do not, *it will time out* and you will get a message to let you know that expiration happened.

If you put in a future Start Date, the account will only be generated the day prior to that date.

Important: Please make sure the sponsored account holder logs into the Access Boston Portal to register for their account as soon as possible. The password they get is temporary (and expires after 72 hours).

Note: if you have a department Slack workspace and you want the Sponsored Account holder to get into Slack, you must opt to give them a City of Boston email account.