

Manage Sponsored Account

Quick Guide

[This guide is applicable only to people who are the Sponsor of an active sponsored account.]

2 weeks before a sponsored account role is due to terminate, the Sponsor receives a reminder. Additional notices are sent 7 days and 1 day before the end date (as further reminders if no action has been taken).

Follow the link in the notice or click the *Manage Sponsored Account* link on the Access Boston Portal to take action.

1. Click on the '**Manage Sponsored Account**' **link** in the Manager Tools section (it's only available on the City network, which includes VPN)

MANAGER TOOLS

- ▶ [Set an Access Boston Delegate](#)
- ▶ [My Access Boston Approvals](#)
- ▶ [Manage Sponsored Account \(on City Network Only\)](#)

2. A **new tab** will open in your web browser and gives the option to **Update Sponsored Account**. Type in the name (or ID) of the person you want to update. This search is restricted to only accounts you are the sponsor for.

[Update Sponsored Account](#)

Directions:

Please select a sponsored account to manage. Only active accounts that you are the sponsor for will be displayed in your list.

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.

/2026

3. Click on their name to open their account.

Search Users by First/Last Name

First Name: Cyndi Last Name: Lauper

OR

Select an Existing Identity

User ID: ... Search for Users by ID

Please search for the person whose account you want to update. Please type their First and Last Name

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

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4. On the Update Sponsored Account screen you can put in the new End Date for the role then **click the Submit button**. If you are extending the account, please be aware you are **acknowledging that the person has completed all necessary background/criminal record checks**.

Update Sponsored Account

Please update the End Date. If the person left early, please enter that date to terminate access. If you are extending the account, please note you can only put a new End Date that is one year out from the current one. **Please acknowledge that the person has completed all necessary background/criminal record checks before extending.**

Personal Details

First Name *

Cyndi

Last Name *

Lauper

Personal/Work Email *

singer@the80s.com

End Date *

07/01/2026

Back Submit

You will get a success message.

Update Sponsored Account

Personal Details



You have successfully submitted this Sponsored Account request. It will be routed to your manager for approval

Sponsored Account ID: 88884247

[Exit](#)

An email notice is sent to your manager to make them aware of the change. Terminations will be processed in real time (depending on network traffic, so might take up to one hour to process).

We appreciate your help to remove access when it is no longer needed and in keeping the City cybersecure!