Forgot Password Quick Guide

In order to use the Forgot Password function of the Access Boston portal you need to have registered your account and set up multi-factor authentication - so you can receive the security code.

1. Click on the ‘Forgot Password’ link

2. You will be asked to enter your Username (your ID) and check the box to confirm that you are not a robot. Then click the Sign On button.
3. Choose which device to get your code sent to and **click Sign On** (you may have only one, but let us remind you it is always a great idea to set up a at least one backup device!)

4. Enter the security code from your device. The **Sign On button** only becomes clickable once you enter a code.
5. The Forgot Password screen is displayed. The screen updates as you match the password rules and you can **click the Reset Password** button once you get all blue checkmarks/create a great new password.