

# Forgot Password Quick Guide

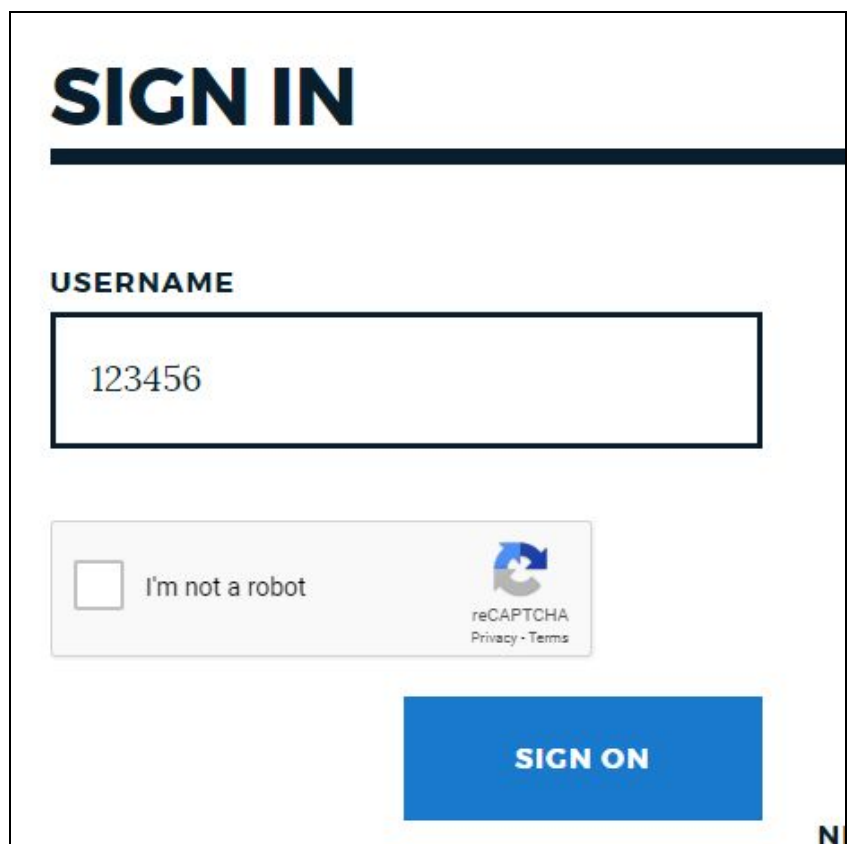
In order to use the Forgot Password function of the Access Boston portal you need to have registered your account and set up multi-factor authentication - so you can receive the security code.

1. Click on the 'Forgot Password' link



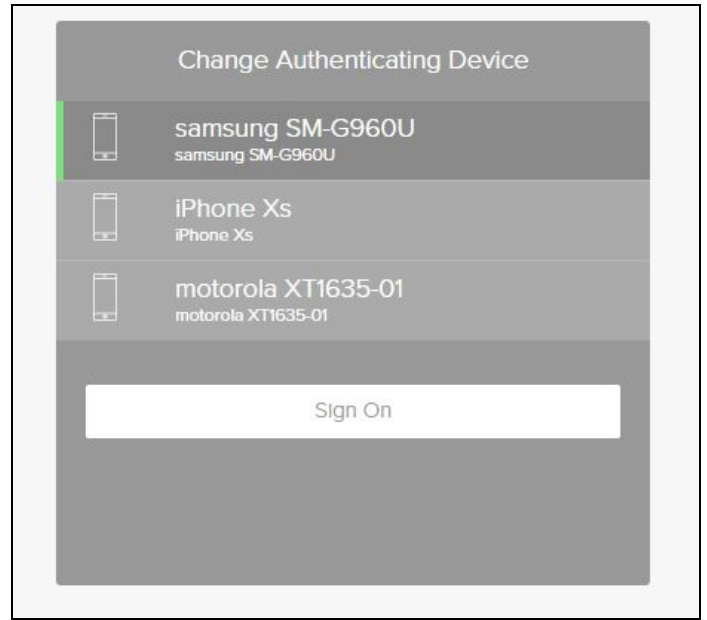
A screenshot of a web page for password management. On the left, there is a 'PASSWORD' label above an empty text input field. Below the input field is a blue 'SIGN ON' button. Directly below the button is a red oval containing the text 'Forgot Password?'. To the right of the input field is a keyboard icon. Further right, under the heading 'NEED HELP? PLEASE CONTACT:', it lists 'Boston Public Schools' and 'BPS Technology Help Desk Support' with the phone number '(617) 635-9200'.

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.**

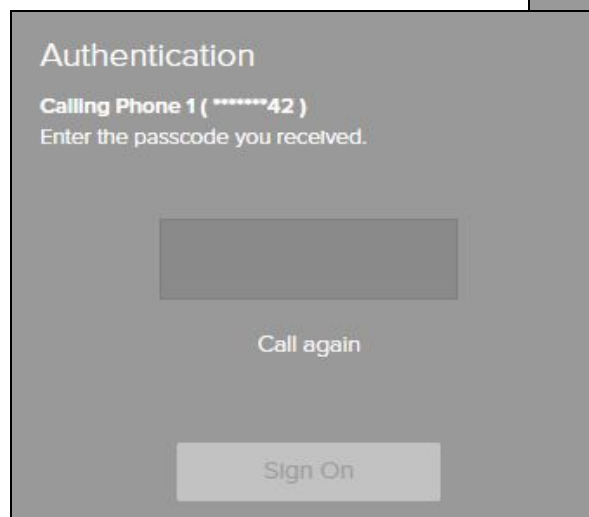
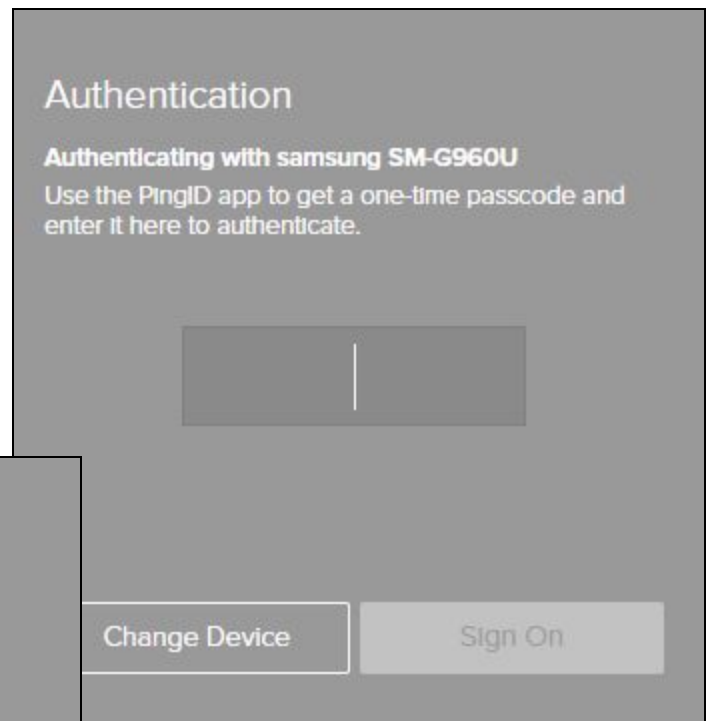


A screenshot of a 'SIGN IN' page. At the top, the text 'SIGN IN' is displayed in large, bold, dark blue letters. Below this is a horizontal line. Underneath the line is the label 'USERNAME' above a text input field containing the number '123456'. Below the input field is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and the reCAPTCHA logo. At the bottom right of the page is a blue 'SIGN ON' button. A small 'N' is visible in the bottom right corner of the page.

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.

## FORGOT PASSWORD

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**NEW PASSWORD** *Required*

**CONFIRM PASSWORD** *Required*

**RESET PASSWORD**

**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.

