Register - Existing User
Quick Guide

In order to enhance the security of the City’s online assets, the Access Boston Portal requires you to register your account and set up multi-factor authentication.

1. Go to access.boston.gov and login with your Username (ID) and your current password (which you used previously for the Hub).

2. Click on the ‘Complete It Now’ button on the countdown banner at the top right of the page.
3. **Choose a place to get your security code.** The recommendation is to get a text message sent to your mobile device. Because, let’s face it, we all carry our phones with us everywhere. Please note: you are NOT registering your phone with the City - no one can see the number you enter. You are simply telling the PingID multi-factor authentication software where to send the code.

Other options are to get a phone call to a landline/mobile device or use a personal email address (not a City one!) to get your security codes sent to.

Enter your choice and click the **Next Step button**.

4. **Check your device/email, enter the six digit code that is sent to you and click the Activate button.**
5. You’re all set! Click the Log In button to get back into the Access Boston Portal (you will have to get one more security code to prove it’s really you). Now the “clock is set” and you will only have to get a security code every 30 days (on any device you log in on) from now on.