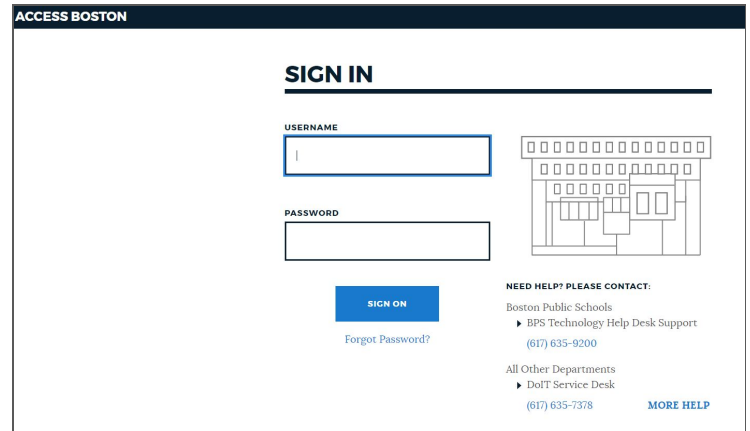


Register - Existing User Quick Guide

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).



The screenshot shows the 'ACCESS BOSTON' header at the top. Below it is a 'SIGN IN' section with a horizontal line. There are two input fields: 'USERNAME' with a single character '1' and 'PASSWORD'. To the right of these fields is a grid of 20 small squares, likely for a security code. Below the input fields is a blue 'SIGN ON' button and a link for 'Forgot Password?'. On the right side, there is a 'NEED HELP? PLEASE CONTACT:' section with two bullet points: 'Boston Public Schools' (BPS Technology Help Desk Support, (617) 635-9200) and 'All Other Departments' (DoIT Service Desk, (617) 635-7378). A 'MORE HELP' link is also present.

2. Click on the **'Complete It Now' button** on the countdown banner at the top right of the page.



The screenshot shows a banner with the text 'ACCOUNT NOTICE' and 'You have 4 days to complete your registration.' on the left, and a blue 'COMPLETE IT NOW' button on the right. Below the banner is a section titled 'APPLICATIONS' with a horizontal line underneath.

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**.

Don't have access to a phone?
[Get codes via personal email](#)

SET UP SECURITY CODES

Access Boston will send you a security code when you log in on a new computer. You'll also need a code to reset your password if you forget it.

This is called multi-factor authentication. It keeps your account secure even if someone steals your password.

Use your cell phone number if you have one. You can choose between getting codes via text message or phone call. If you don't have a cell phone you can use a personal email address instead.

PHONE NUMBER *Required*

(XXX) XXX-XXXX

You should use your cell phone number if you have one.
Note: normal cell phone charges will apply.

HOW SHOULD WE SEND SECURITY CODES?

- Text message – recommended
- Phone call

NEXT STEP

4. Check your device/email, enter the six digit code that is sent to you and click the Activate button.

Please pick up! We're making a phone call to (xxx) xxx-xx42.

SECURITY CODE

274365

ACTIVATE

Didn't get it? [Resend the code or try a different number or email.](#)

YOU'RE ALL SET!

You're now set up with your Access Boston account. Log in now to continue.

LOG IN

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.

