

# Forgot Password Quick Guide

In order to use the Forgot Password function on Access Boston you need to have already registered your account and set up Multi-Factor Authentication - so that you can receive your security code.

1. Click on the 'Forgot Password?' link



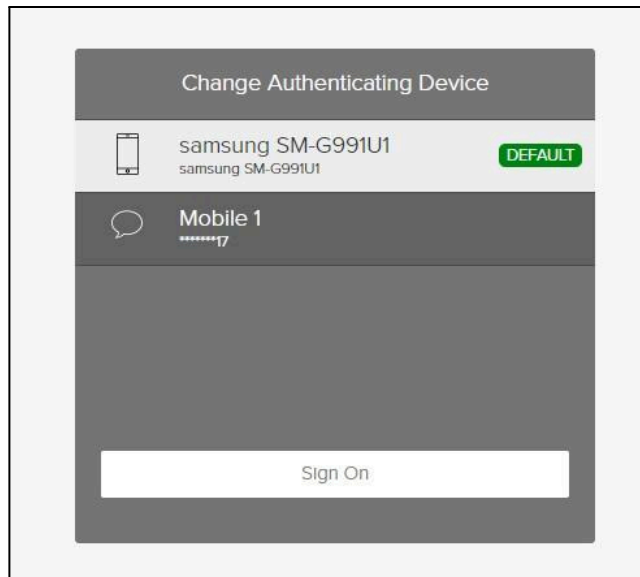
A screenshot of a login interface. On the left, there is a 'PASSWORD' label above a text input field. Below the input field is a blue 'SIGN ON' button. Below the button is a link labeled 'Forgot Password?' which is circled in red. On the right side of the interface, there is a keyboard icon and a section titled 'NEED HELP? PLEASE CONTACT:' with the following text: 'Boston Public Schools', '► BPS Technology Help Desk Support', and '(617) 635-9200'.

2. Please enter your Username (either your ID or your email address) and **click the Sign On button.**

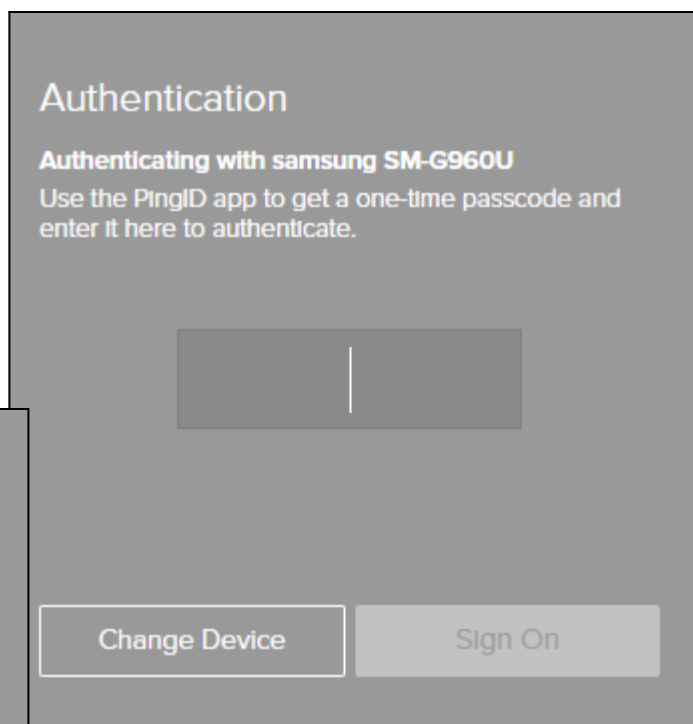
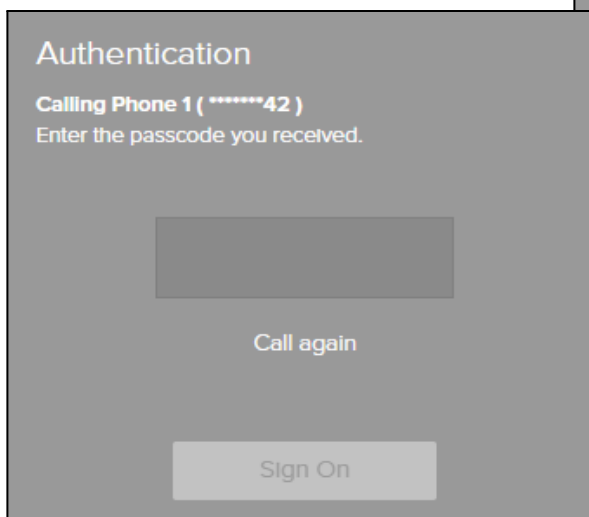


A screenshot of the 'FORGOT PASSWORD' page. The title 'FORGOT PASSWORD' is at the top left. Below it is a 'USERNAME' label above a text input field. To the right of the input field is a section titled 'NEED HELP? PLEASE CONTACT:' with the following text: 'DoIT Service Desk', 'Boston Public Schools: Technology Help Desk Support', 'Boston Police Department: Tech Support Group', 'Boston Fire Department: Information Technology Division', and 'Maintenance Window Calendar'. To the right of this text are three phone numbers: '617-635-7378', '617-635-9200', and '617-343-3483'. Below the input field is a blue 'SIGN ON' button. At the bottom of the contact section is a link labeled 'MORE HELP'.

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 at least one backup device!)



4. Enter the security code from your device. The **Sign On button** will only become clickable once you enter your code.



5. The Forgot Password screen is displayed. The screen will update 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*

**NEW PASSWORDS MUST:**

- ▶ Be at least 12 characters long
- ▶ Use at least 3 of these:
  - ▶ A lowercase letter
  - ▶ An uppercase letter
  - ▶ A number
- ✓ Not have spaces
- ✓ Not be longer than 32 characters

*Don't use personal info, like your name, ID or address. If you use just two consecutive characters from your name or ID in your password, it will fail. Your new password will have to be different than your last 5 passwords.*

**Please note:** you cannot use any of your last 5 passwords or include personal information (name, address) in your password – including 2 consecutive letters from your name or ID.