

Change My Password Quick Guide

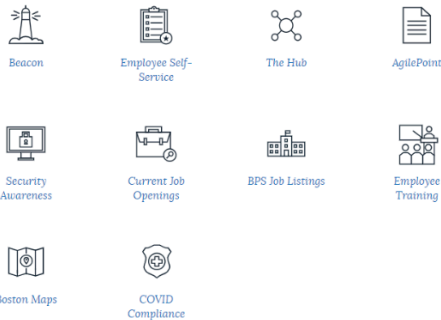
The City of Boston password policy requires that you change your password every 365 days. However, you can always change it anytime you want using the **Change My Password** link on the [Access Boston Portal](#). If you ever feel like your password might have been stolen, you should **change it immediately please!**

1. Long into the [Access Boston Portal](#)
 - Scroll down to the **Account Tools** section
 - Select the *Change My Password* link

ACCESS BOSTON LOGOUT

NOTICE: Make your Access Boston account even more secure by setting up the PingID app. It is faster and easier to use than getting codes via text, email or phone! Directions are [here](#)

APPLICATIONS



FORMS / LINKS

- FleetHub
- International Travel
- Building Maintenance

ACCOUNT TOOLS

- **Change My Password**
- Manage My Device(s)

2. Enter your current password

CHANGE PASSWORD

CURRENT PASSWORD Required

SHOW

NEW PASSWORD Required

SHOW

CONFIRM PASSWORD Required

SHOW

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.

CHANGE PASSWORD

3. Choose a new password. Please note that this page is interactive - so you will get blue check marks (✓) once you meet a rule, but a red X (✗) means that the requirement has not been met.

CHANGE PASSWORD

CURRENT PASSWORD Required

SHOW

NEW PASSWORD Required

SHOW

CONFIRM PASSWORD Required

SHOW

Your new password must be at least 12 characters

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.

CHANGE PASSWORD

4. Confirm your new password by typing it in again. If you have all blue check marks (✓) and your confirmed password is a match, you will see the blue **Change Password** button.

CHANGE PASSWORD

CURRENT PASSWORD *Required*

SHOW

NEW PASSWORD *Required*

SHOW

CONFIRM PASSWORD *Required*


SHOW

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.

CHANGE PASSWORD



5. Click the **Change Password** button and your new password will sync across to all the Access Boston connected systems. See the 'What is in my Access Boston account?' support document for more information on what applications/systems your password works with.