

# FAQ for AccessBoston Portal

## **I locked my account, what do I do?**

If the wrong password is entered multiple times, accounts are locked for security purposes for a 2 hour period. You can use the *Forgot Password?* link to reset your password. If that does not work for you, please call your IT support group (numbers are on the Access Boston login page/help page) and they can help to reset your account (once you pass an identity verification process).

## **I don't see an application I need**

Please call your Service/Help Desk and let them know. Some applications have an approval process before you can gain access, many are managed by the app owner. Your IT support folks will know how to route your request to the right group.

## **The tiles on my AccessBoston portal changed**

Changes occur when your role changes (you move between Departments, a sponsored account expires, etc.). Confirm with your supervisor to see if updates have been made to your job record, then email us at [accessboston@boston.gov](mailto:accessboston@boston.gov) if we need to do further investigation as to what changes occurred to update your application access.

## **Why is multi-factor authentication required?**

It is far too easy for a password to be lost or stolen. Nearly everyone reuses a password (or some combo that is mostly the same) across various places. Multi-factor authentication (MFA) helps us keep your data — and all data at the City — safe. MFA strengthens your password with a second factor that relies on something only you have in your possession (usually a phone) not just something you know (your password).

## **Can I use a different name on my email address?**

Yes! Under the Account Settings section use the *Update Chosen Name* workflow to make changes to your name and email to meet your preferences. A chosen name could be a preferred nickname, middle name, a shortened version of a legal name, or a name that aligns with your gender identity or expression. The updates are sent across to various systems (but not to the HR system where legal name is required).

## **If I use my personal mobile device for multi-factor authentication who sees the number?**

No one at the City of Boston will be able to see the phone number you enter to get security codes from the Access Boston Portal. It's on file with Ping Identity (the software vendor we use for multi-factor authentication). The data is not shared over to any other City of Boston systems.

### **Why am I getting asked to input a new security code every time I log into the Access Boston Portal?**

If you have the Security settings in your web browser set to clear the cache/cookies with every session then the “countdown clock” for multi-factor authentication is never set. For Chrome you can use Medium privacy settings. For Safari, this situation occurs if your Privacy Preference is set to block all cookies. Check in with your Service/Help Desk if you need more assistance in updating your browser settings.

### **When I clicked *Logout* I got logged out of all my applications**

AccessBoston provides single sign-on (SSO). One login name and password gets you into all your applications. But that also means, if you click Logout in one application you get logged out of everything. That’s called single sign-out. You may see a notice on the logout screen asking you to close your web browser to confirm it worked.

### **I don’t see the link for *Create Sponsored Account***

Depending on where you work you might not have this option. Only people who are “normal employees” are allowed to sponsor accounts. The included employee classifications are: 4, 6, B, D, J, L, M, N, P, U, V, W and X. Basically, these include anyone who is a F/T employee. Talk to your HR staff to confirm what your classification is. BPS has some different parameters. BPD/BFD/City Council have centralized processes (a very few people process Sponsored Accounts in those departments). If you should see the link and don’t, please call into the DoIT Service Desk to have this issue fixed.

### **My phone number in Google Contacts isn’t right**

Your City phone extension data is managed in Employee Self Service (ESS). Log into Access Boston and select the ESS icon. From there, select the Phone Numbers tile and add or update your business phone number. Once that’s updated the information will sync overnight into Google. Employee Connect (617-635-3221) can help with updating your phone number in ESS if you need it.

### **I changed my name - how do I get that updated everywhere?**

Legal name changes for employees need to be processed through Employee Self Service (ESS) - once OHR approves it you will get a notice. Your email address will be updated and your new name pushed out to downstream systems overnight. If you are a sponsored account holder, please call your Service/Help Desk and have them send in a ticket to have your account updated by the Access Boston team.

**If you have a question that is not answered here, call your Service/Help Desk.  
They will answer it or put you in touch with someone who can!**