



LAUSD ITD Service Desk



LAUSD Single Sign-On User Guide Activating SSO Account

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Table of Contents

Introduction	2
How to Access Single Sign-On Web Page	3
How to Self-Activate Your LAUSD Account	5

Introduction

Single Sign-On is a web-based application that will give new and existing LAUSD employees the ability to perform the following functions:

1. Self-Activate an LAUSD account. (For employees that do not have an LAUSD account or have not activated)
 - Current employees will activate their account and receive an Exchange account email account (e.g., abc4567@lausd.net).
 - New employees will activate their account and receive an Exchange account (e.g., John.Doe@lausd.net).
2. Set your LAUSD account Password Hint Question and Answer. (You must know your existing password.)
 - Reset your password. (You must first set your Password Hint Question and Answer.)
 - Change your password. (You must know your existing password.)
 - Update your LAUSD work location information.

Employees WITH an active email account need to:

Set the LAUSD account Password Hint Question and Answer. This will allow you to self reset your SSO account. You must also update the LAUSD work location information.

Employees WITHOUT an active email account need to:

Self Activate an LAUSD account. The Password Hint Question and Answer will be set during self activation. Update the LAUSD work location information.

Note: If you have forgotten your password and have not set your “password hint question and answer,” please call the ITD Service Desk at 213-241-5200 menu option 4 then sub-menu option 1.

How to Access the Single-Sign-On Web Page

1. Launch your Internet browser (ex. Internet Explorer, Firefox, or Safari).
2. Go to the LAUSD Tech Support homepage by typing "<http://www.techsupport.lausd.net>" in the address bar and press enter.
3. On the right hand side of the page click on [LAUSD Single Sign-On Self Service Console](#) link.

LAUSD ITD Technical Support
Service and Support for ITD Customers

SERVICE REQUESTS	SELF HELP	SELF SUPPORT	HARDWARE	Quick Links
<p>CSS - Customer Self-Service requests over the Internet</p> <p>ITD Service Desk - a listing of options on our phone menu</p>	<p>EMAIL/SSO account and password functions - Reset Forgotten Password, and Password and Profile Change</p> <p>District System Status, ITD services - Service Catalog; and remote access to District apps - LAUSDnet Dial-up</p>	<p>EMAIL Setup - instructions for common email clients, Microsoft - OS and Office resources, Apple - OS and application resources, Anti-Virus - downloads and other resources available for virus and malicious software issues</p>	<p>Computer equipment vendors include: Apple, Arey Jones, Dell, Gateway, HP, IBM, Lenovo, and Lexmark.</p> <p>Other hardware handled by ITD, such as phones, PA systems, etc, select Other.</p>	<p>Customer Self-Service CSS is a way for you to avoid waiting on hold to open many service requests. Help us, help you. Please provide complete information in your requests...</p> <p>LAUSD Single Sign-On Self Service Console Customer can activate their SSO/Mail account, reset a forgotten password, change their password or profile at this site.</p> <p>New Employees Start Here If you are a new employee, come to this page to see how to get your SSO/EMAIL account activated. Other helpful hints can be found here...</p> <p>School and Office Technical Representatives (TechReps) If you are the technology</p>

Welcome to the New ITD Technical Support Site

As with many areas in the District, ITD has been asked to "do more with less." This new support site is one of the ways we are working to do that. We are also working on making this site easier to navigate.

The 4 boxes above, when you place your mouse pointer over them, provide a menu of our support pages. Included in these pages are several self service and self support options.

We know that technology is important at our schools. Our goal is to provide the best support that we can in this era of budget cuts. We welcome your feedback on our site. Use our [Customer Self-Service](#) system to give us suggestions on our new site.

Mark E. Pompey
Manager - ITD Service Desk

By Phone...

CALL 213-241-LA00 (5200)

Click on the picture above for a listing of support options available and the applicable menu selection to reach that option.

4. The Single Sign-On Console page will be displayed.

LAUSD Single Sign-On Self Service Console

Home

Hello, I'm Jim.

Welcome to the LAUSD Single Sign-On Self Service Console.

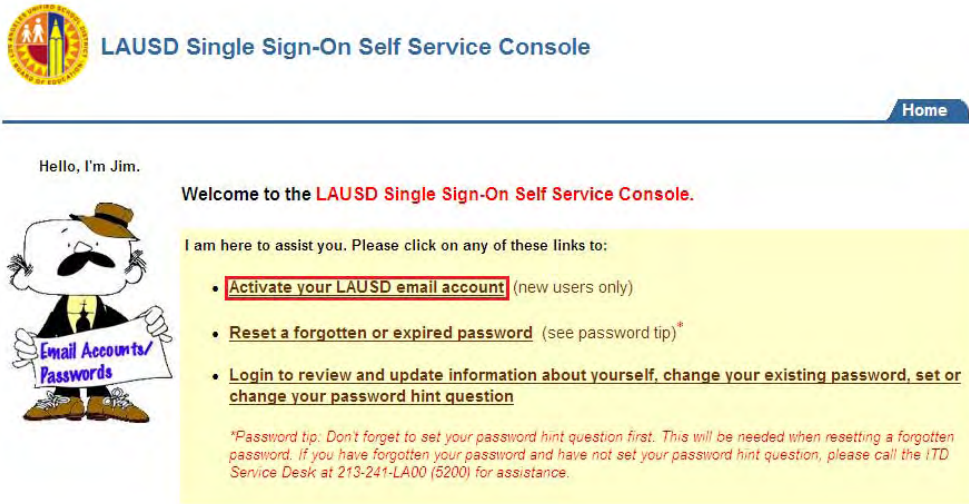
I am here to assist you. Please click on any of these links to:

- [Activate your LAUSD email account](#) (new users only)
- [Reset a forgotten or expired password](#) (see password tip)*
- [Login to review and update information about yourself, change your existing password, set or change your password hint question](#)

*Password tip: Don't forget to set your password hint question first. This will be needed when resetting a forgotten password. If you have forgotten your password and have not set your password hint question, please call the ITD Service Desk at 213-241-LA00 (5200) for assistance.

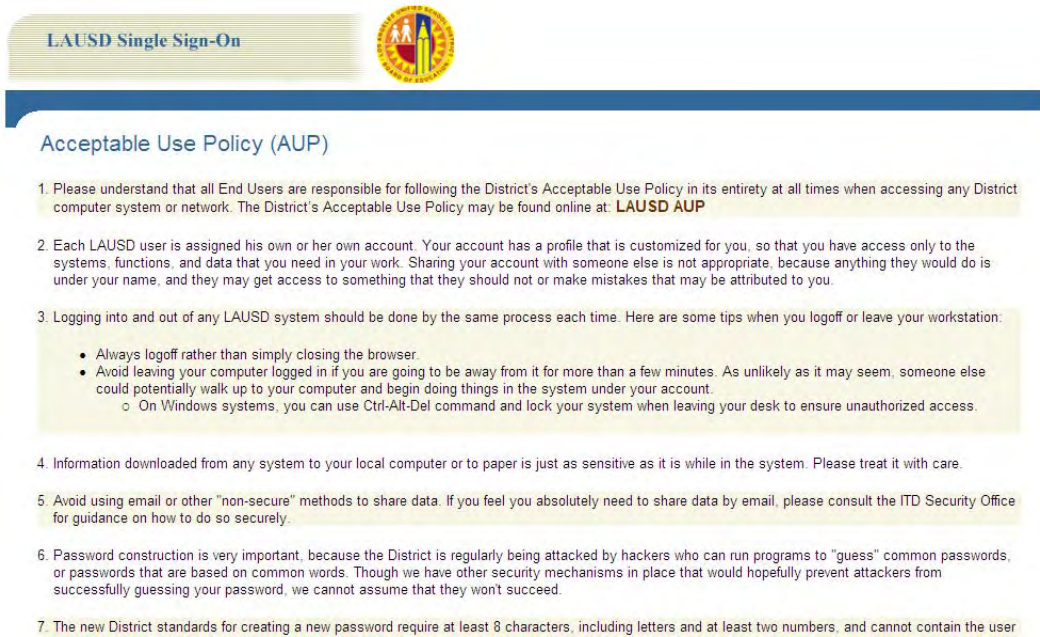
How to Self-Activate Your LAUSD Account

1. Click on **Activate your LAUSD E-mail Account** link.



The screenshot shows the LAUSD Single Sign-On Self Service Console. At the top left is the LAUSD logo. To its right is the text "LAUSD Single Sign-On Self Service Console". In the top right corner, there is a "Home" button. Below the header, it says "Hello, I'm Jim." followed by a cartoon character holding a sign that says "Email Accounts/ Passwords". To the right of the character, it says "Welcome to the LAUSD Single Sign-On Self Service Console." Below this, a yellow box contains the text: "I am here to assist you. Please click on any of these links to:" followed by three bullet points: "Activate your LAUSD email account" (new users only), "Reset a forgotten or expired password" (see password tip)*, and "Login to review and update information about yourself, change your existing password, set or change your password hint question". At the bottom of the yellow box, there is a "Password tip" in italics: "Don't forget to set your password hint question first. This will be needed when resetting a forgotten password. If you have forgotten your password and have not set your password hint question, please call the ITD Service Desk at 213-241-LA00 (5200) for assistance."

2. The Acceptable Use Policy (AUP) will come up. Make sure you read and understand the terms of the agreement.



The screenshot shows the "Acceptable Use Policy (AUP)" page. At the top left, there is a "LAUSD Single Sign-On" button and the LAUSD logo. The main heading is "Acceptable Use Policy (AUP)". Below the heading, there are seven numbered items:

1. Please understand that all End Users are responsible for following the District's Acceptable Use Policy in its entirety at all times when accessing any District computer system or network. The District's Acceptable Use Policy may be found online at: **LAUSD AUP**
2. Each LAUSD user is assigned his own or her own account. Your account has a profile that is customized for you, so that you have access only to the systems, functions, and data that you need in your work. Sharing your account with someone else is not appropriate, because anything they would do is under your name, and they may get access to something that they should not or make mistakes that may be attributed to you.
3. Logging into and out of any LAUSD system should be done by the same process each time. Here are some tips when you logoff or leave your workstation:
 - Always logoff rather than simply closing the browser.
 - Avoid leaving your computer logged in if you are going to be away from it for more than a few minutes. As unlikely as it may seem, someone else could potentially walk up to your computer and begin doing things in the system under your account.
 - On Windows systems, you can use Ctrl-Alt-Del command and lock your system when leaving your desk to ensure unauthorized access.
4. Information downloaded from any system to your local computer or to paper is just as sensitive as it is while in the system. Please treat it with care.
5. Avoid using email or other "non-secure" methods to share data. If you feel you absolutely need to share data by email, please consult the ITD Security Office for guidance on how to do so securely.
6. Password construction is very important, because the District is regularly being attacked by hackers who can run programs to "guess" common passwords, or passwords that are based on common words. Though we have other security mechanisms in place that would hopefully prevent attackers from successfully guessing your password, we cannot assume that they won't succeed.
7. The new District standards for creating a new password require at least 8 characters, including letters and at least two numbers, and cannot contain the user

3. Once you have read the Acceptable Use Policy (AUP) click on **Accept** button on the bottom of the page.

Accept

4. Step 1 Confirm your identity:
 - a. Enter your 8 digit LAUSD employee number – If you have been assigned a 6 or 7 digit employee number make sure to enter zeros in front of your current employee number to make a total of 8 digits. (ex. 00123456 or 01234567)
 - b. Enter your date of birth – Make you use the correct format and backslash between numbers. Also your birthday falls on a single digit January 1 1965 please enter 01/01/1965.
 - c. Enter the last 4 digits of your Social Security Number

Step 1: Confirm your Identity

Step 4a Employee Number
✔ Please enter your 8 digit LAUSD employee number. Include leading zeros if you have been assigned a 6 or 7 digit employee number, e.g. 00123456 or 01234567

Step 4b Date of Birth
✔ Please enter date in the format: MM/DD/YYYY

Step 4c Last 4 digits of your SSN

5. Click **Next**
6. Step 2 of the activation process:
 - a. Enter your new password
 - b. Confirm your new password
 - c. Select a Security question from the drop down menu
 - d. Provide the answer to your security answer

Step 2: Provide a new Password

Your email on file is Your LAUSD E-mail Address Will Appear Here

Password Rules:

- Passwords must be between 8 and 20 characters in length.
- Password cannot be the same as the user ID.
- Passwords must consist of a mix of alphabetic and numeric characters.
- Passwords cannot contain more than 3 repeating characters. For example, including "aaaa" in your password would make it invalid.
- Passwords must not be found in a dictionary of commonly used passwords. This password dictionary will only apply to words of 7 or more characters. Commonly used passwords include values like 'abcd1234' or 'password1'.

New Password * Step 6a

Confirm Password * Step 6b

In the future, if you forget your password, then we will use this personal question and answer to verify your identity.


Your hint question is Step 6c

Your answer is Step 6d

Step 7

7. Click **Next**

8. The Single Sign-On activation status windows will come up.



LAUSD Single Sign-On

Action was successful !

Success

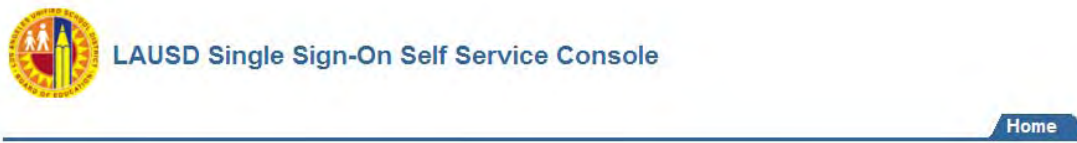
- Account enabled successfully
- Password successfully set.
- Password Hint and Answer set successfully.
- Email account enabled successfully.

Note: Please allow 4-6 hours for accounts to be synchronized to BTS.

Ok

9. Click Ok


10. You will be returned to the Single Sign-On main page. The activation process is now complete.



LAUSD Single Sign-On Self Service Console

Home

Hello, I'm Jim.



Welcome to the **LAUSD Single Sign-On Self Service Console.**

I am here to assist you. Please click on any of these links to:

- [Activate your LAUSD email account](#) (new users only)
- [Reset a forgotten or expired password](#) (see password tip)*
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