

LAUSD SSO Activation, Password Hint Setup, and Profile Update Quick Reference

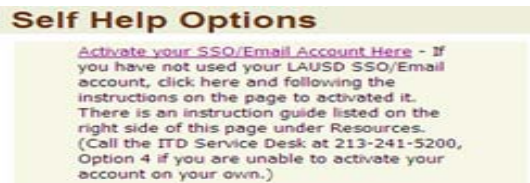
LAUSD ITD Service Desk
(Revised 09/22/09)
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Self-Activate an LAUSD Account

1. Open an internet browser (Internet Explorer, Firefox, Safari, etc.) and go to the ITD Service Desk Self Help page (servicedesk.lausd.net/self_help.htm).



2. Under the Self-Help Options section click on the text labeled – ACTIVATE YOUR SSO/EMAIL ACCOUNT HERE

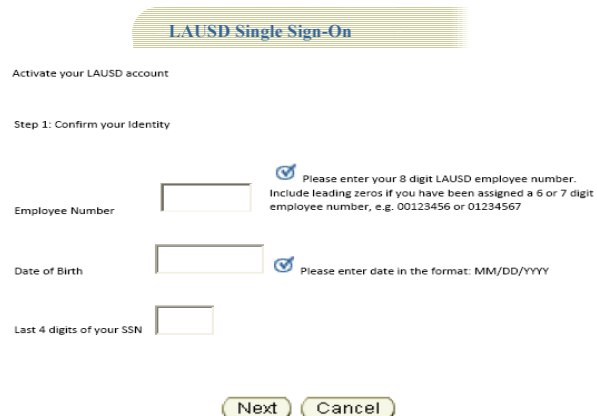


3. Read the Acceptable Use Policy and click on the ACCEPT button.



4. Complete information to confirm your identity:

- Employee Number
- Date of Birth
- Last 4 digits of your SSN



5. Click on NEXT



6. Click on LOGOUT

Updating or Setting up a Password Hint

1. Open an internet browser (Internet Explorer, Firefox, Safari, etc.) and go to the ITD Service Desk Self Help page (servicedesk.lausd.net/self_help.htm).



2. Under the Self-Help Options section click on the text labeled – PASSWORD AND PROFILE CHANGE

Self Help Options

[Password and Profile Change](#) - Change your password any time. You can also customize your profile to add your office location, phone number, etc. To use the Forgotten Password option, you need to set your Password Hint. You can do that here as well.

3. If you have not already done so, you will be asked to log into Inside LAUSD using your Single Sign-On User ID and Password. In the USERNAME field, DO NOT type your complete email address, only the account part of the address.



4. From the My Profile page, select the button labeled CHANGE PASSWORD OR PASSWORD HINT

Change password or password hint

5. Read the Acceptable Use Policy and click on the ACCEPT button.



- In the right-hand section labeled CHANGE YOUR PASSWORD HINT choose the desired question. Type an easy to remember HINT ANSWER. Press the SUBMIT button.

Change your Password Hint

Password
Hint

Question

Hint Answer

Note: This must be set prior to using the "Reset A Forgotten Password" feature.

- You should see the word SUCCESS in the upper left-hand corner.



- Press LOGOUT to end your session



Note: You should choose an easy to remember answer but not one known by others. It is best to type in all lowercase letters so you don't have to remember which case you typed your answer.

Updating Outlook Information

1. Open an internet browser (Internet Explorer, Firefox, Safari, etc.) and go to the ITD Service Desk Self Help page (servicedesk.lausd.net/self_help.htm).



2. Under the Self-Help Options section click on the text labeled – PASSWORD AND PROFILE CHANGE

Self Help Options

[Password and Profile Change](#) - Change your password any time. You can also customize your profile to add your office location, phone number, etc. To use the Forgotten Password option, you need to set your Password Hint. You can do that here as well.

3. If you have not already done so, you will be asked to log into Inside LAUSD using your Single Sign-On User ID and Password. In the USERNAME field, DO NOT type your complete email address, only the account part of the address.



4. Update information on your Profile page to reflect your current contact data. Click on Submit to finish.

Note: Only use numbers and letters (alphanumeric characters) in the fields. Any other characters or symbols may cause your update not to work. The Description field will reflect to the Department in the Global address book.

Submit

You will receive a confirmation message indicating “User profile updated successfully.” You will also receive an email with the subject “LAUSD Account Management: User Profile Notification” for additional confirmation.

5. Click on Logout



Logout

Updates in some versions of Outlook may not be immediate. Using a feature called “Cached Exchange Mode” may delay viewing the update by one day. Using Outlook Web Access at mail.lausd.net allows you to view your change immediately.