



LAUSD ITD Service Desk

Single Sign-On Quick Reference Guide

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© LAUSD ITD Service Desk
333 S. Beaudry Ave. 9th Floor
Phone 213.241.5200

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Introduction

Single Sign-On is a web-based application accessible through the District's internal web site. Allows new and existing LAUSD employees to:

- Activate your LAUSD E-Mail account (new users only).
- Reset a forgotten password.
IMPORTANT: You must first set your Password Hint Question and Answer before you can reset a forgotten password.
- Review and update LAUSD work location information, change an existing password, set or change Password Hint Question and Answer.

Current Active Accounts What to do Immediately:

Employees WITH an active E-Mail account need to:

- Set their LAUSD account Password Hint Question and Answer.
- Update their LAUSD work location information.

Employees WITHOUT an active E-Mail account need to:

- Self-activate an LAUSD account.
 - The Password Hint Question and Answer will set during self activation.
- Update their LAUSD work location information.

Tip: If you have forgotten your password and have not set your "Password Hint Question and Answer," please contact the ITD Service Desk at [213-241-5200](tel:213-241-5200) Press menu option 4 then 3 for assistance or visit <http://techsupport.lausd.net> for other support options.

Single Sign-On Password Rules:

- Passwords must be between 8 and 20 characters in length.
- Passwords cannot be the same as the Username.
- 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".

How to Access the Single Sign-On Web Site

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.
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 E-Mail Account

- Click on the "**Activate your LAUSD E-Mail account**" link.
- Click on the **Accept** button for the Acceptable Use Policy (AUP) page.
- Enter your 8 digit Employee Number (e.g. 00123456 or 01234567), Date of Birth and the Last 4 digits of your Social Security Number and click on the **Next** button.
- Type in a new password in both the "New Password" and the "Re-enter new password" fields. (The password must be the same in both fields.)
- Select a password hint question from the dropdown list.
- Provide an answer for your hint question and click on the **Next** button.
- Click on the **OK** button to return to the Single Sign-On Home Page.

Note: The password hint question and answer will be used to verify your identity when you attempt to reset a forgotten password.

How to Reset a Forgotten Password

- Click on the “Reset a forgotten password” link.
- Enter your 8 digit Employee Number (e.g. 00123456 or 01234567), Date of Birth and the Last 4 digits of your Social Security Number and click on the **Submit** button.
- Type in a new password in both the “New Password” and the “Re-enter new password” fields. (The password must be the same in both fields.)
- Answer the hint question and click on the **Submit** button.
- You will receive a confirmation message indicating “Action was successful.” You will also receive an E-Mail with subject “LAUSD Account Management: User Password Notification” for additional confirmation.
- Click on the OK button to return to the Single Sign-On Home Page.

How to review and update information about yourself, change your existing password, set or change your password hint question

- Click on the “Login to review and update information about yourself, change your existing password, set or change your password hint question” link.
- Enter your username and password and click on the Login button.

Update your Information

- Click on the appropriate fields and update your information. (Only information in the text boxes can be modified).
- Click on the **Submit** button.
- You will receive a confirmation message within 24hrs indicating “User profile updated successfully.” You will also receive an E-Mail with the subject “LAUSD Account Management: User Profile Notification” for additional confirmation.

Change Your Password

- Click on the “Change password or password hint” button.
- Type your old password and new password (and re-enter your new password) in the appropriate fields. Click on the Submit button.

Tip: Read password rules carefully.

Change Your Password Hint Question and Answer

- Select a password hint question from the dropdown list.
- Type in your answer in the “Hint Answer” field and click on the **Submit** button.
- You will receive a confirmation message indicating “Password Hint Update Successful.”
- Click on the **Logout** icon located in the top right corner of the page to return to the Single Sign-On Home Page.

If you have any questions regarding Single Sign-On, please call the ITD Service Desk at [213-241-5200](tel:213-241-5200) press menu option 4 then 3 for assistance or visit <http://techsupport.lausd.net> for other support options.

The mission of Information Technology Division is to support our schools, offices and local community by:

- Developing and maintaining computer software/hardware systems to provide the District with timely and efficient delivery of electronic information.
- Providing telecommunication services, and maintaining the District's local area and wide areas networks at all schools and business offices.
- Managing projects to automate existing manual processes, and integrating existing IT assets into a secure interoperable system to enhance productivity at all business and education locations within Los Angeles Unified School District.
- Broadening the information resources available to the schools, to enrich the classroom experience for all students and teachers.

LAUSD Information Technology Division
Communications Training and Support Services
333 South Beaudry Avenue
Los Angeles, CA 90017

ITD Service Desk [213-241-5200](tel:213-241-5200)
E-mail: ask-itd@lausd.net
Or visit: <http://techsupport.lausd.net/>