

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

(Revised 04/29/11)
LAUSD ITD Help Desk
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Phone 213.241.5200

Self-Activate an LAUSD Account

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



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

Self Help Options

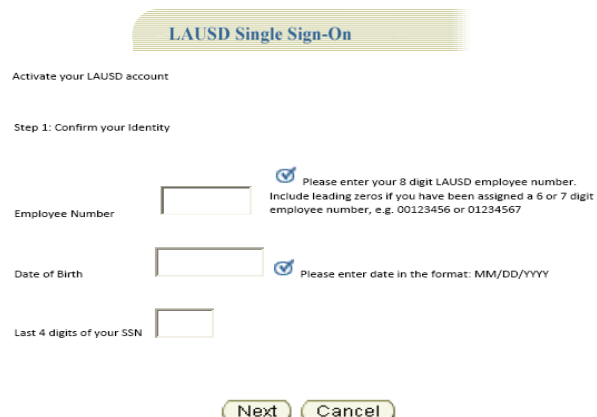
[Activate your SSO/Email Account Here](#) - If you have not used your LAUSD SSO/Email account, click here and following the instructions on the page to activate it. There is an instruction guide listed on the right side of this page under Resources. (Call the ITD Service Desk at 213-241-5200, Option 4 if you are unable to activate your account on your own.)

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



LAUSD Single Sign-On

Activate your LAUSD account

Step 1: Confirm your Identity

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

Date of Birth Please enter date in the format: MM/DD/YYYY

Last 4 digits of your SSN

5. Click on NEXT

6. Part 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 an answer to the question.

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 Console will provide an acknowledgement – Action was successful! (If you receive the error message – Employee not found – Please contact the ITD Help Desk at 213-241-5200.
9. Click OK. You will be returned to the Single Sign-On main page. The activation process is now complete.

Updating Outlook Information

1. Open an internet browser (Internet Explorer, Firefox, Safari, etc.) and go to the ITD Help Desk Self Help page (helpdesk.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.