

Single Identity- Self-Service Password Management (REV: 6/12/17)

To access the self-service password information, go to or click on <https://myaccount.boiseschools.org>

Click Register / Update My Account.

(The other 2 options will not work, nor will the email link sent to you notifying you that your password is going to expire, if you do not know or remember your Answers/Questions)

The window for the Self-Service Manager will open and you will be either guided in completing your set-up or you will land on a dashboard page.

Boise School District

Please note that changing your password through this website will update your password for Active Directory (District computer access), Google / Gmail, Infinite Campus, and SharpSchool (District website).

Forgot My Password
Forgot your password? Set a new one here.

Unlock My Account
If your account is locked, you can unlock it here.

Register / Update My Account
Register for self service password reset or make updates.

Administration

Version: 13-RG3 VX400 ©2013-2017 Nervepoint Technologies Limited. All Rights Reserved.

At this screen use your Active Directory (AD/Google/IC if applicable *username & password*) Username and password of firstname.lastname@boiseschools.org and password. Active Directory is the computer login when you turn on a computer on a District Campus.

Boise School District

User Portal Login
To manage your personal information enter your Active Directory authentication credential

User Name:

Password:

Login

You will then may be prompted to REGISTER or you will be able to navigate options. When you are registering you will get a screen asking you to select or create security answers & questions.

Dashboard is the landing page, it will indicate that your account is ok or that tasks are completed.



Dashboard Change Password Your Answers

Dashboard
This is your landing page, for important information about your

Welcome to your Nervepoint Access Manager home page. From here you can view perform self-service password resets and account unlocks.

Tasks

No tasks, your account is completely configured.

Change Password allows you to change your CURRENT password. Please note: This reads Old Password but literally means what WILL BE the old rather the CURRENT password. (The password your entered to get to this area of the site.) new password rules are on the right of your screen.

Boise School District

Dashboard Change Password Your Answers

Change Password

Old Password (for primary account):

New Password:

Confirm New Password:

Change

Password Rules
Minimum length:8
Maximum length:127
Dictionary words are allowed
May not contain your username
You may not use any of your 24 previous passwords.

This directory also has the following restrictions :-
Maximum Password Age : 180
Minimum Password Age : 0
Password History Length : 24

The questions you selected will appear in green and down the window. Choose a default question then answer and click add. When you have 3 selected click

The screenshot shows a web interface for managing security questions. At the top, there are navigation tabs: 'Dashboard', 'Change Password', and 'Your Answers'. Below this is a header section titled 'Your Answers' with a QR code on the left and explanatory text: 'Your Answers will be required when you wish to reset your Password, unlock your account, or login to this system, depending on your organisation's policies.' A blue information banner contains two points: 'You already have 3 answers set. For security reasons, the current values will not be shown.' and 'The answers to each must be between 2 and 255 characters in length.' The main area is split into two columns. The left column is for selecting a question from a dropdown menu (currently showing 'Choose One') and entering an answer in a text field, with an 'Add' button below. The right column is for entering a custom question in a text field and an answer in another text field, also with an 'Add' button below. Below these forms is a section titled 'Your Answers' with a checkbox 'Show the answers on screen'. To the right of this section, three custom questions are listed: 'When is Bob's birthday', 'Who is Scott's girlfriend', and another question partially visible. Each question has a masked answer field with dots and a 'Delete' link. At the bottom right, a 'Save' button is highlighted with a red circle. A red box on the left contains explanatory text.

Dashboard Change Password **Your Answers**

Your Answers

Your Answers will be required when you wish to reset your Password, unlock your account, or login to this system, depending on your organisation's policies.

- You already have 3 answers set. For security reasons, the current values will not be shown.
- The answers to each must be between 2 and 255 characters in length.

Please provide answers to the questions below. These will be used to authenticate you when resetting or unlocking your account so be sure that only you know the answers.

You may add your own custom questions for additional security or if the administrator supplied ones are not appropriate for you.

Select a Question
Choose One

Your Answer

Enter a Question

Your Answer

Add **Add**

Your Answers

Show the answers on screen

When is Bob's birthday
.....
[Delete](#)

Who is Scott's girlfriend?
.....
[Delete](#)

's girlfriend
.....
[Delete](#)

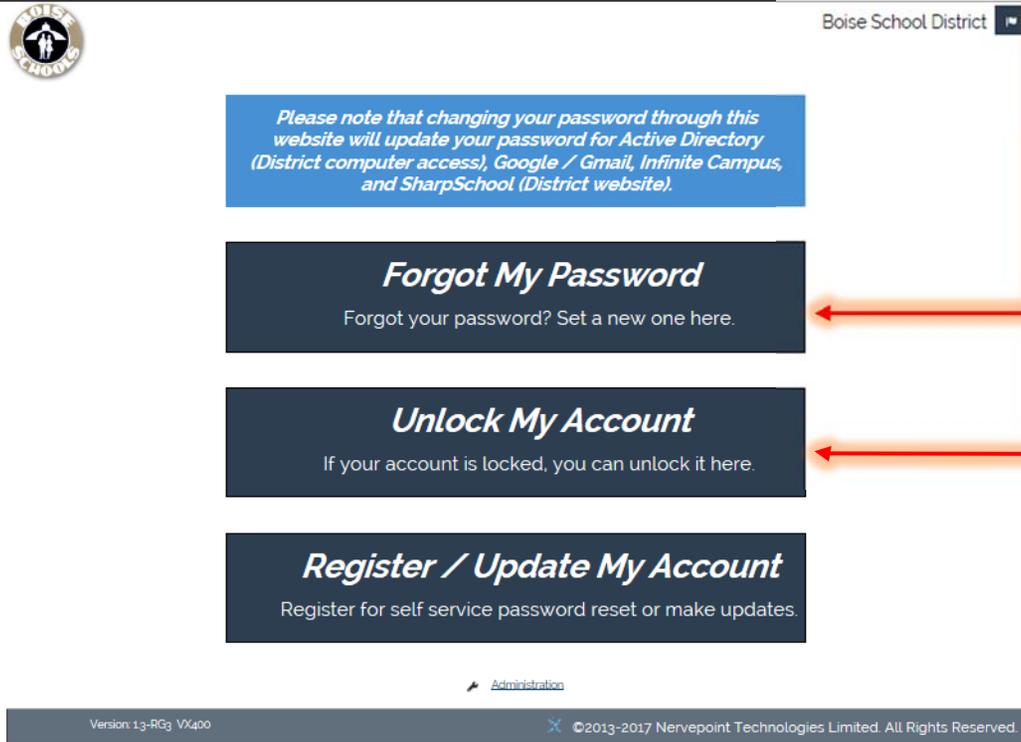
Save

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For this example if you elect to customize your questions and answers they list on the right not the left side of the screen.

Also Note: the dots are NOT indicative of the number of characters in your answers

Now that you are registered the other 2 options for accounts at <https://myaccount.boiseschools.org> are now functional



The screenshot shows the Boise School District myaccount website. At the top left is the Boise Schools logo. At the top right, it says "Boise School District" with a dropdown arrow. Below this is a blue box with a note: "Please note that changing your password through this website will update your password for Active Directory (District computer access), Google / Gmail, Infinite Campus, and SharpSchool (District website)." Below the note are three dark blue buttons: "Forgot My Password" (with subtext "Forgot your password? Set a new one here."), "Unlock My Account" (with subtext "If your account is locked, you can unlock it here."), and "Register / Update My Account" (with subtext "Register for self service password reset or make updates."). Below the buttons is a small "Administration" link. At the bottom, there is a footer with "Version: 13-RG3 V400" and "©2013-2017 Nervepoint Technologies Limited. All Rights Reserved." A red L-shaped arrow points from the top right towards the "Forgot My Password" and "Unlock My Account" buttons.

Reminder: If you do not remember your answers or have not finished registration the emailed link to you will NOT work. Also, If your password has already expired please contact help desk to get a reset. Changing password through Google email or the IC application is not an option.

Contact help desk at support.boiseschools.org, call 208-854-6670