



oneAccess End User Guide

<https://oneaccess.lausd.net>

Version 1.4

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What is oneAccess?

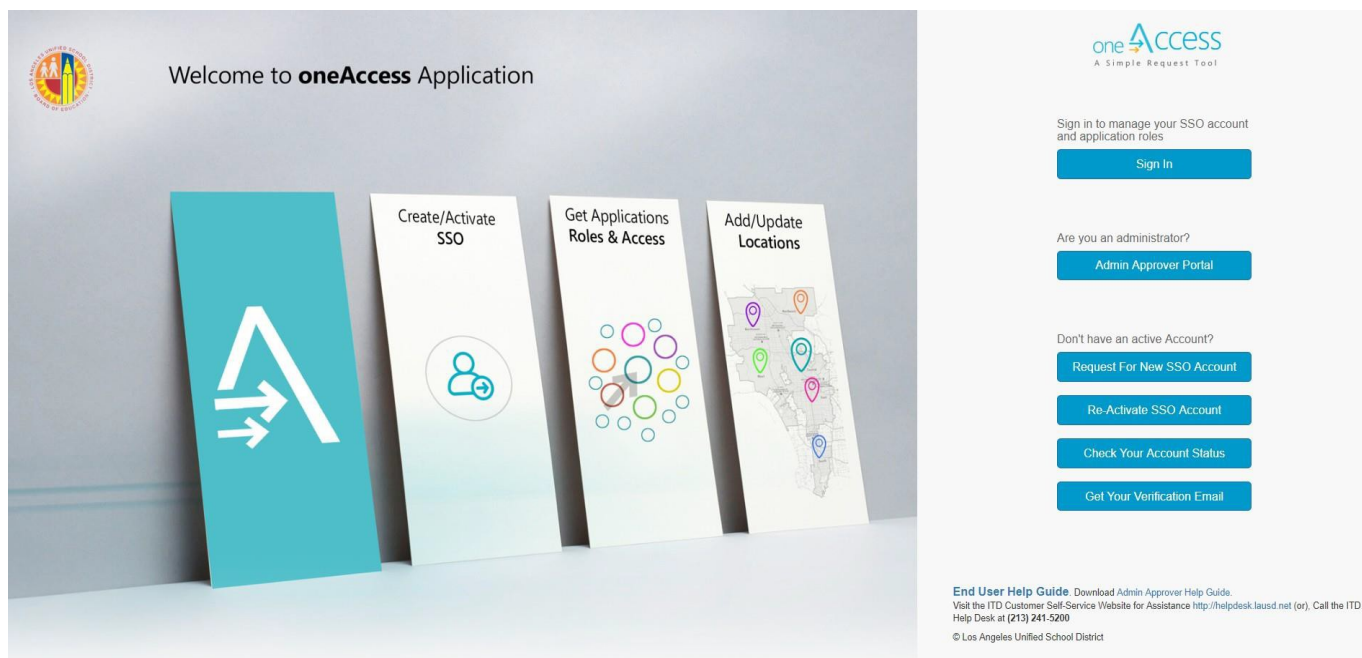
oneAccess is a portal for requesting a new account or reactivating a District Single Sign-On (SSO) account and access request to some major application such as MiSiS, Welligent, Schoology, Mydata, etc.

It is available to new District employees and non-employees. At this time, the portal is available for the following non-employee requests:

- District Contractors
- Community Member
- Independent Charter Employee (Charter)
- Non-Public Schools (NPS)
- Non-Public Agencies (NPA)

This portal allows users who currently work as a District employee and Contractor to have separate accounts. Users will also be able to track when their requests were submitted, view the roles and types of access they currently have, and keep track of when their access is set to expire.

oneAccess: Landing Page



The oneAccess landing page is the first stop for all employees when determining what request to submit. The scenarios below will help users in determining their next step.

- If you are a new non-employee to District, click on the **Request for New SSO Account** button.

- If you were previously a District employee, click the **Request for New SSO Account** button.
- If you are a previous non-employee, click on the **Re-Activate SSO Account** button.
- Click on the **Check your Account Status** button to view the status for the request(s) already submitted. (Do not make multiple requests).
- Click on the **Get your Verification Email** button to have the system resend your verification email.

User who have a valid SSO and need to renew their roles and/or access can click the **Sign in** button.

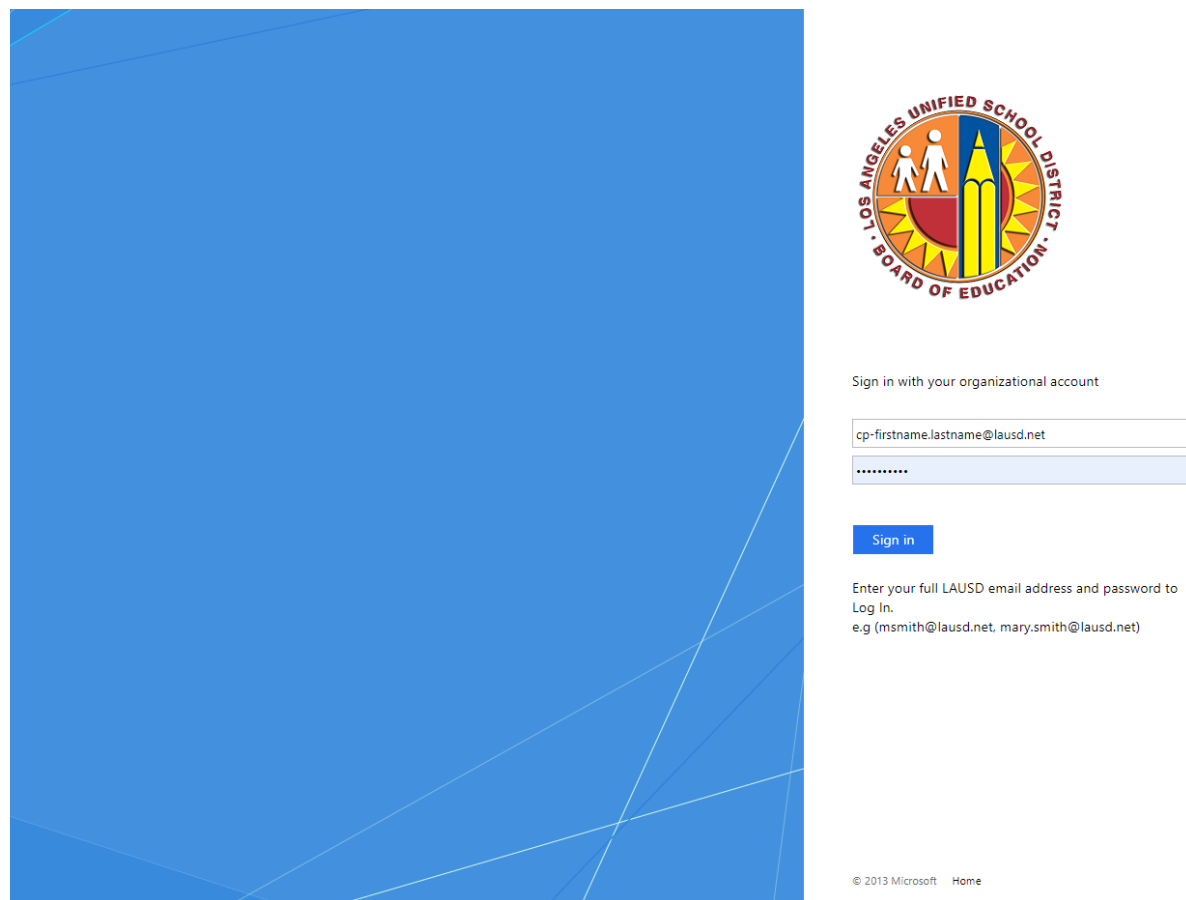
oneAccess: Log In

(This is for LAUSD employees or users who already have LAUSD account. If you do not have LAUSD account, please request one as indicated later in this document.)

Click the **Sign In** button from the main OneAccess Portal page. You will be presented with a page prompting for your user credentials as seen in the following screenshot.

When you log in, be sure to enter your **username@lausd.net** (i.e. cp-firstname.lastname@lausd.net)

Note: Although username has similar format with email, your account may or may NOT have mailbox provisioned for it.



Sign in with your organizational account

cp-firstname.lastname@lausd.net

Sign in

Enter your full LAUSD email address and password to Log In.
e.g (msmith@lausd.net, mary.smith@lausd.net)

© 2013 Microsoft Home

OneAccess: Request for New SSO Account

Once a new non-employee clicks the **Request for New SSO Account** button, the user will need to complete the form shown below:

oneAccess Home

Request For New Single Sign-On (SSO) Account

Single Sign-On Application for Non-LAUDS Personnel ?

First Name MI Last Name

Date of Birth (MM/dd/yyyy)

Contractor

Company or School or Community (Optional)

Contract Number Contract End Date

Position

Cell Phone (10 Digits) (Optional) Last 4 Digits of SSN

Work Phone (10 Digits) (Optional) Work Phone Extension (Optional)


E-Mail Address

Confirm E-Mail Address

Select Work Group Type

Select a Location...

☐ Check here to receive a new (or keep your existing) LAUSD email address.

☐ I'm not a robot  Click checkbox for District email account. Nonpublic and Charter users may not request an email account.

☐ I Agree to the Terms and Conditions. Please read them carefully before submitting.

The user must complete the following required fields:

- First Name
- Last Name
- Date of Birth
- User Type: select from Contractor, Community Member, Charter, NPA, NPS
- Position

- Last 4 Digit of SSN
- E-Mail Address

If Contractor is selected in the User Type field, the user will be required to enter the **Contract Number** and **Contract End Date**. User account will only be active until the expiration date entered.

All users will also need to select:

- Work Group Type : type of location where your sponsoring or associated LAUSD location
- Location: available locations of sponsoring or associated LAUSD location

then click on the reCAPTCHA and agree to the Terms and Conditions.

An example of a completed form is shown below:

User clicks continue and a verification code will be emailed to the email address provided.

After the form is submitted, user needs to check his/her email and click the link in the email. Enter the verification code from the email on the validation page.

This step verifies user's request for an LAUSD account and the request is presented to approver to approve or deny.

After account request is approved, user will receive a confirmation of a successful verification and submission for new SSO request. Note this process can take several days depending on when the approver approves the request. If request did not get approved within 7 days, it will expire and user will need to submit a new request.

oneAccess: Re-Activate SSO Account

If a user clicks Re-Activate SSO Account button, ***Username*** field must be entered.

oneAccess Home

Re-Activate Single Sign-On (SSO) Account

Single Sign-On Application for Non-LAUDS Personnel ?

Username is required to reactivating your account.

Username ? Example: cp-mary.smith@lausd.net.
If you don't remember SSO account, please contact the ITD Help Desk at (213) 241-5200.

First Name MI Last Name

First Name MI (Opt) Last Name

Date of Birth (MM/dd/yyyy) ?

The user must complete the following required fields:

- Username
- First Name
- Last Name
- Date of Birth
- User Type
- Position
- Last 4 Digit of SSN
- E-Mail Address

Additionally, if *Contractor* is selected in the User Type field, these fields are also required

- Contract Number
- Contract End Date.

Nonpublic and charters may not request email accounts.

All users must select:

- Work Group Type
- Location

Then click on the reCAPTCHA and agree to the Terms and Conditions. An example of a completed form is shown below:

oneAccess

Home

Re-Activate Single Sign-On (SSO) Account

Single Sign-On Application for Non-LAUSD Personnel ?

ben.lovejoy ?

Example: cp-mary.smith@~~lausd.net~~
If you don't remember SSO account, please
contact the ITD Help Desk at (213) 241-5200.

First Name

Ben

MI

MI (Op)

Last Name

Lovejoy

2/12/1972

Contractor

Internet Advantage Inc.

12141

6/30/2021

Solution Specialist

2134142222

1929

Work Phone (10 Digits) (Optional)

Work Phone Extension (Optional)

ben.lovejoy@aol.com

ben.lovejoy@aol.com

Select Work Group Type

Select a Location...

☒

Check here to receive a new (or keep your existing) LAUSD email address.

I'm not a robot

reCAPTCHA

Privacy - Terms

☒

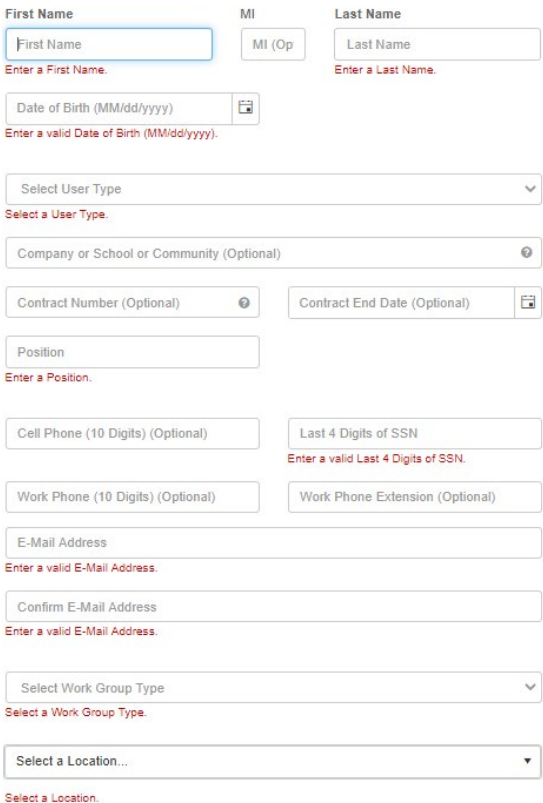
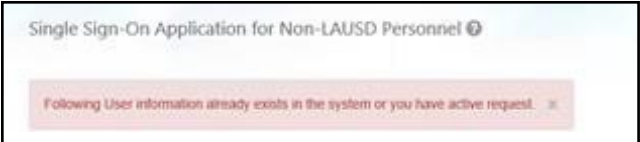


I Agree to the Terms and Conditions. Please read them carefully before submitting.

Continue

Cancel

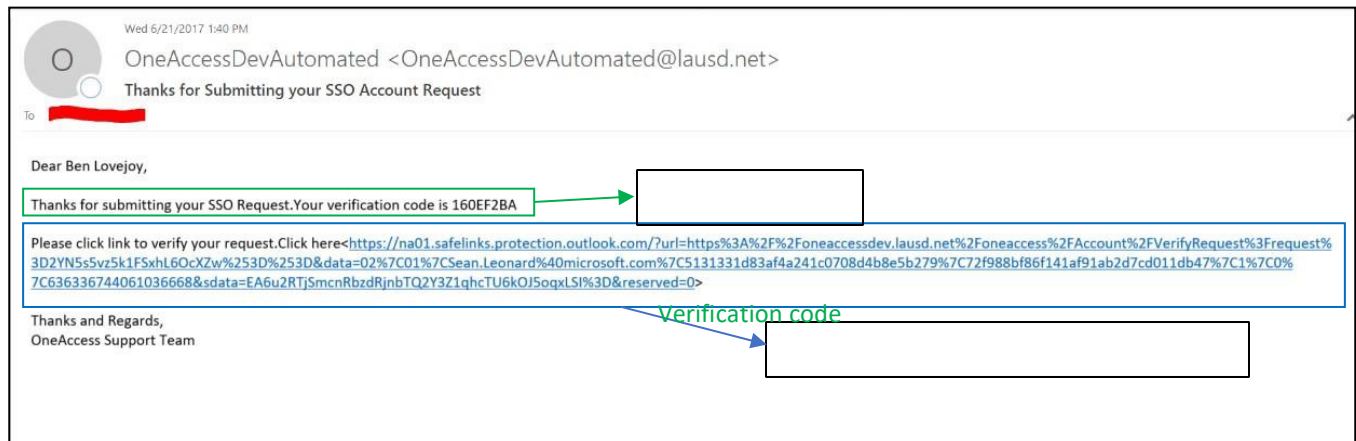
User will receive a confirmation of a successful submission for reactivation of their SSO account.

oneAccess: New/Reactivate SSO Account – Known Errors

Issue	Solution
 <p>The screenshot shows a registration form with the following fields and errors:</p> <ul style="list-style-type: none"> First Name: "First Name" (Error: Enter a First Name.) MI: "MI (Op)" (Error: Enter a Last Name.) Last Name: "Last Name" (Error: Enter a Last Name.) Date of Birth: "(MM/dd/yyyy)" (Error: Enter a valid Date of Birth (MM/dd/yyyy).) User Type: "Select User Type" (Error: Select a User Type.) Company or School or Community: "(Optional)" (Error: Enter a Position.) Contract Number: "(Optional)" (Error: Enter a Position.) Contract End Date: "(Optional)" (Error: Enter a Position.) Position: (Error: Enter a Position.) Cell Phone: "(10 Digits) (Optional)" (Error: Enter a valid Last 4 Digits of SSN.) Last 4 Digits of SSN: (Error: Enter a valid Last 4 Digits of SSN.) Work Phone: "(10 Digits) (Optional)" (Error: Enter a valid Last 4 Digits of SSN.) Work Phone Extension: "(Optional)" (Error: Enter a valid Last 4 Digits of SSN.) E-Mail Address: (Error: Enter a valid E-Mail Address.) Confirm E-Mail Address: (Error: Enter a valid E-Mail Address.) Work Group Type: "Select Work Group Type" (Error: Select a Work Group Type.) Location: "Select a Location..." (Error: Select a Location.) 	<ul style="list-style-type: none"> Missing required fields <ul style="list-style-type: none"> First Name Last Name Date of Birth Position Last 4 Digit of SSN E-Mail Address Work Group Type Location
	<ul style="list-style-type: none"> Return to oneAccess Landing Page and click on Check your Account Status
	<ul style="list-style-type: none"> Verify previous non-employee information entered
	<ul style="list-style-type: none"> Verify non-employee information entered

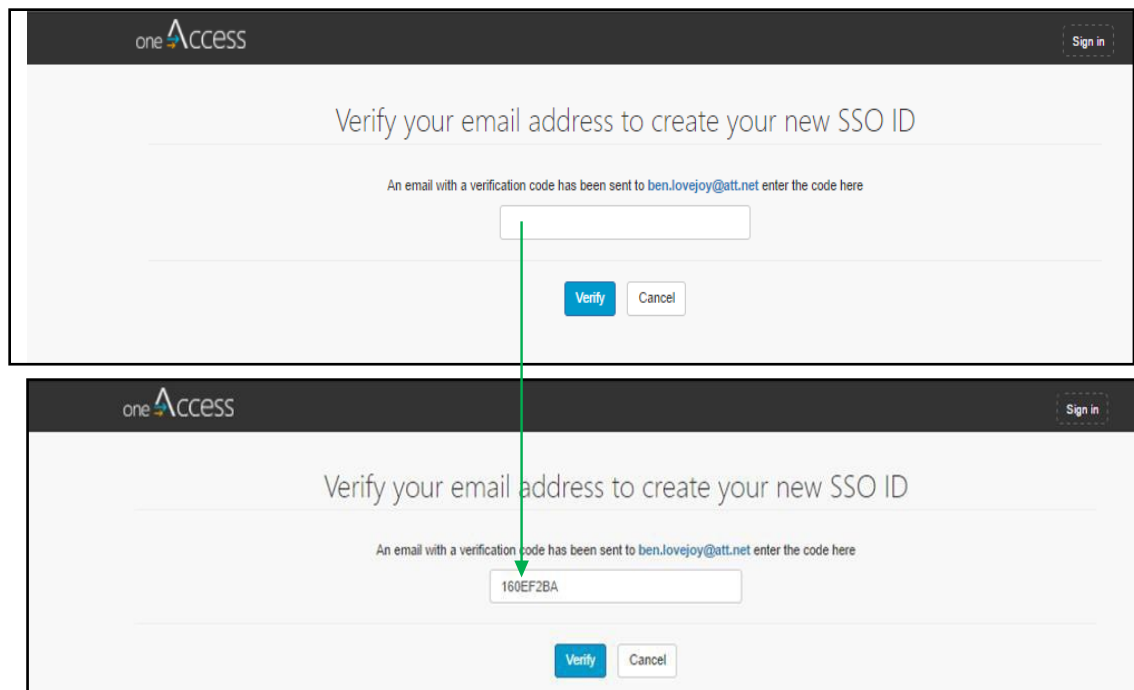
oneAccess: Sample Verification Email Received after Submission

Below is an example of the verification email automatically generated once the user completes the request for a new SSO account:




oneAccess: New SSO Account – Verify Request

Once a request for a new SSO Account is completed, users will receive an automated email with a verification code, which will be entered in the screen below.



oneAccess: New SSO Account - Acknowledgment

Once the new SSO Account request is verified, the user will receive the following message to confirm receipt of the request.



Acknowledgment

Your new account request has been submitted and pending for Approval.

SSO Request Details

Request Date	Request Id
1/9/2018	9AA0BD7A
SSO Expire Date	
6/30/2018	
Location	
PALISADES CHS (1879801)	

Download [End User Help Guide](#). Download [Admin Approver Help Guide](#).
Visit the ITD Customer Self-Service Website for Assistance <http://helpdesk.lausd.net> (or), Call the ITD Help Desk at (213) 241-5200

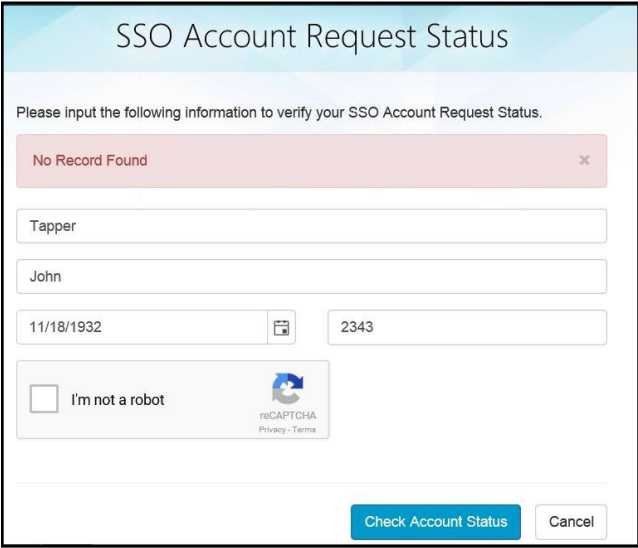
oneAccess: Check your SSO Request Status

Users can also check the status of any account request by clicking on the **Check your Account Status** button from the oneAccess landing page. Users will need to enter their last name, first name, date of birth, and last 4 digits of their SSN before checking the box and clicking on the **Check Account Status** button.

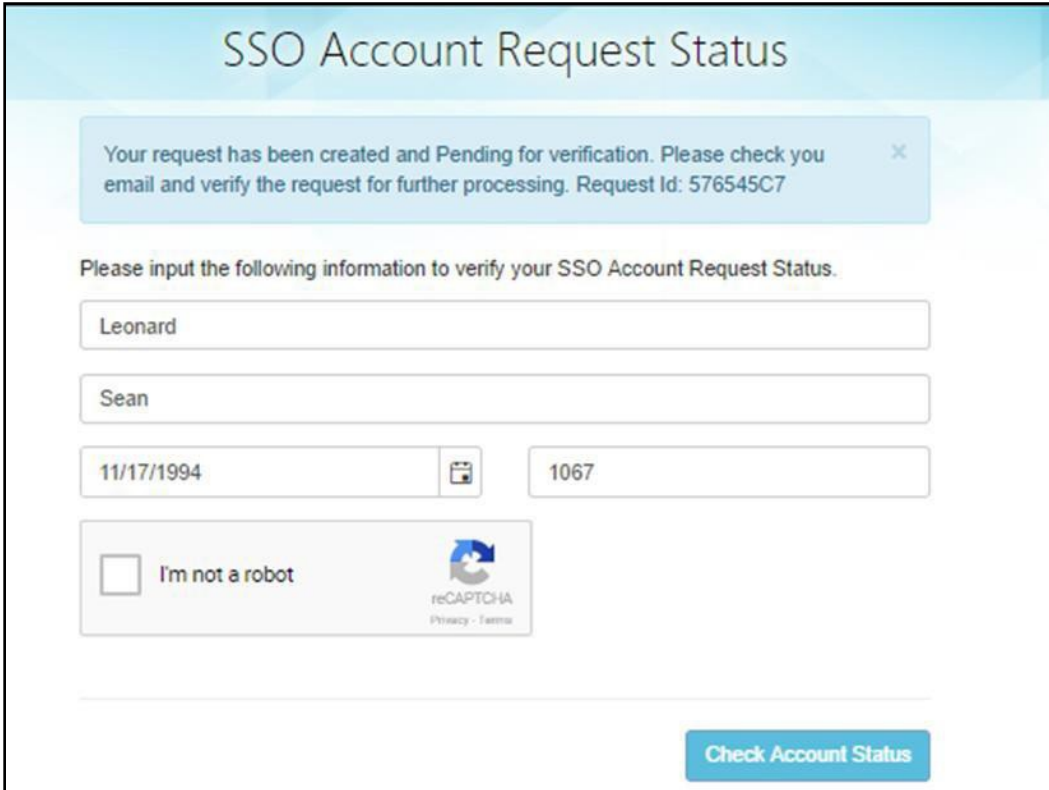
The image shows two screenshots of the oneAccess SSO Account Request Status page. The left screenshot shows the initial form with fields for Last Name (Lovejoy), First Name (Ben), Date of Birth (12/14/1972), and Last 4 Digits of SSN (1223). A green arrow points from the 'Check Account Status' button on the left to the right screenshot. The right screenshot shows the same form with a success message: 'Your new account request has been submitted and pending for Approval. Request Id: 1F8A33C1'. A red box highlights the 'I'm not a robot' checkbox, which is checked.

oneAccess: SSO Request Status – Known Errors

Issue	Solution
<p>The screenshot shows the SSO Account Request Status page with the following validation errors:</p> <ul style="list-style-type: none">Last Name: f. Error: The field Last Name must be a string with a minimum length of 2 and a maximum length of 100.First Name: h. Error: The field First Name must be a string with a minimum length of 2 and a maximum length of 100.Last 4 Digits of SSN: aa. Error: The field Last 4 Digit of SSN must be only numbers.	<ul style="list-style-type: none">• Enter a minimum of two (2) characters when searching by Last Name and First Name• Verify only numbers are entered in the Last 4 Digits of SSN field.

Issue	Solution
 <p>The screenshot shows the 'SSO Account Request Status' page. At the top, it says 'Please input the following information to verify your SSO Account Request Status.' Below this, a red error message box states 'No Record Found'. The form contains input fields for 'Tapper', 'John', '11/18/1932', and '2343'. There is also a reCAPTCHA section with the text 'I'm not a robot' and a 'Check Account Status' button.</p>	<ul style="list-style-type: none"> • Verify correct information entered into fields

oneAccess: SSO Request Status - Successful Notification Message



The screenshot shows the 'SSO Account Request Status' page. At the top, a blue notification box states: 'Your request has been created and Pending for verification. Please check you email and verify the request for further processing. Request Id: 576545C7'. Below this, it says 'Please input the following information to verify your SSO Account Request Status.' The form contains input fields for 'Leonard', 'Sean', '11/17/1994', and '1067'. There is also a reCAPTCHA section with the text 'I'm not a robot' and a 'Check Account Status' button.

oneAccess: Renew SSO Before Expiration

Users will also be able to renew their SSO from the oneAccess portal. Users will need to Sign In from the oneAccess landing page and will need to click on the **Renew SSO** button on their profile page.



oneAccess Home Profile

Johnny Davidson [18:56] Sign Out

Johnny Davidson
Contractor at PALISADES CHS (1879801)

LAUSD ID
610110880

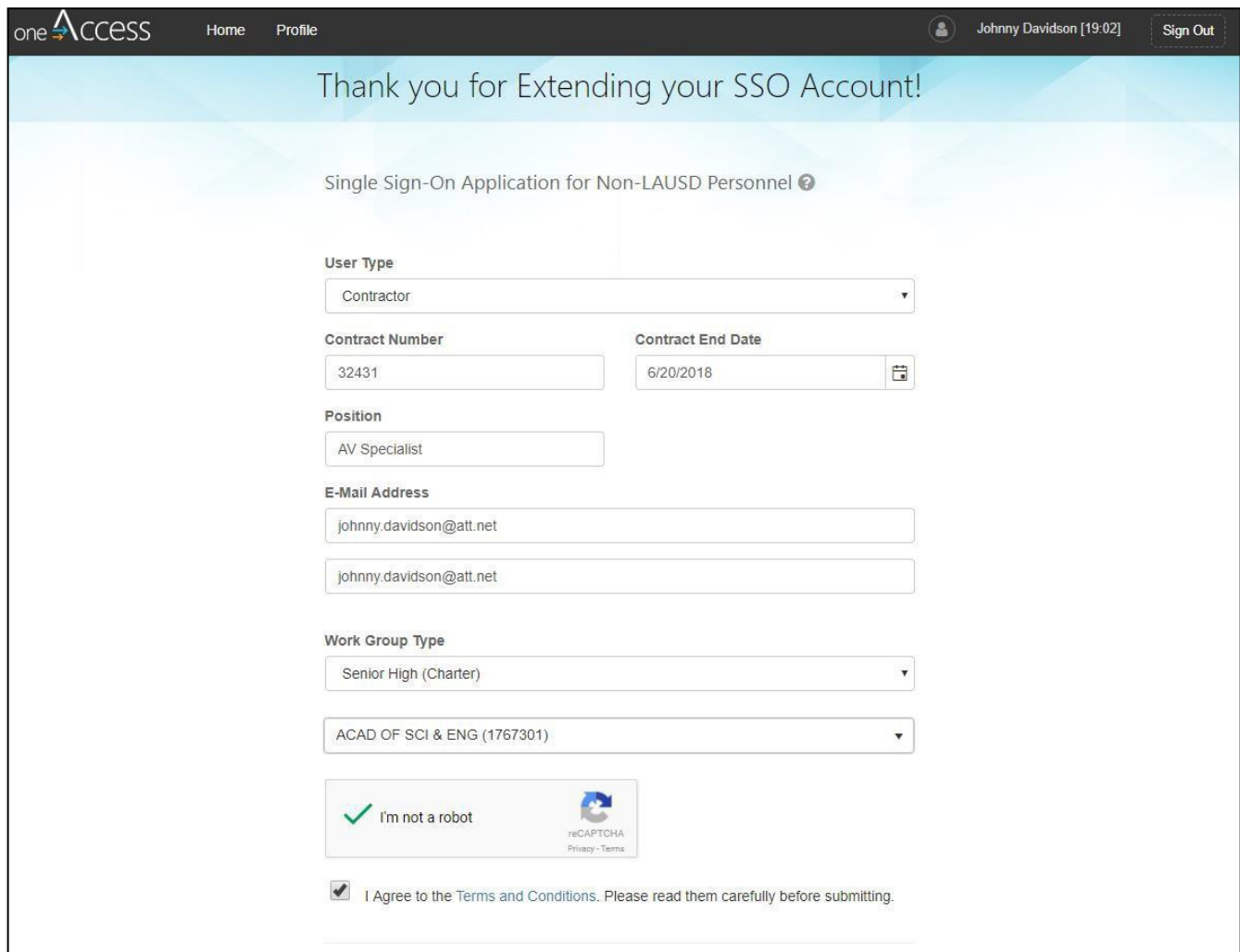
Contract End Date
03/02/2018

SSO Expire Date
3/2/2018

Last Login
2/27/2018 12:28:13 PM

Renew SSO

User will need to update the information on the following screen, such as the Contract End Date, and agree to the Terms and Conditions before clicking the **Continue** button.



oneAccess Home Profile

Johnny Davidson [19:02] Sign Out

Thank you for Extending your SSO Account!

Single Sign-On Application for Non-LAUSD Personnel ?

User Type
Contractor

Contract Number
32431

Contract End Date
6/20/2018

Position
AV Specialist

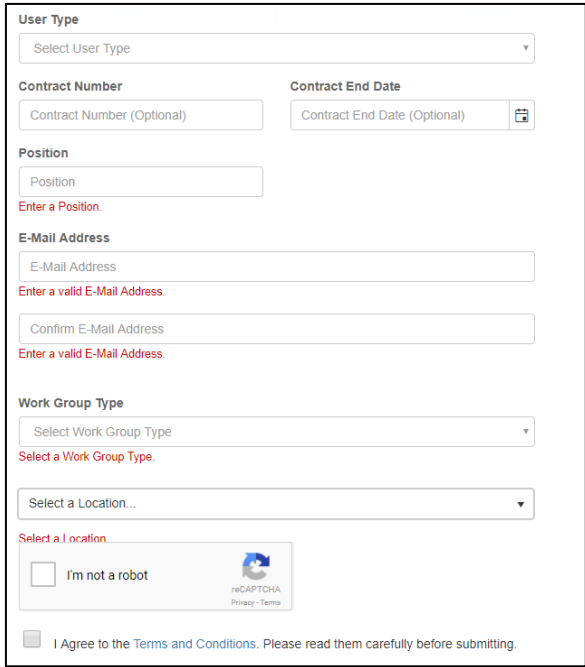
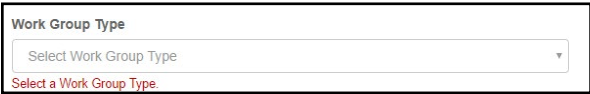
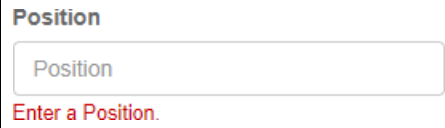
E-Mail Address
johnny.davidson@att.net
johnny.davidson@att.net

Work Group Type
Senior High (Charter)
ACAD OF SCI & ENG (1767301)

I'm not a robot


I Agree to the Terms and Conditions. Please read them carefully before submitting.

oneAccess: Renew SSO – Known Errors

Issue	Solution
	<ul style="list-style-type: none"> • Check the box to agree to the Terms and Conditions • Fill out the required fields
	<ul style="list-style-type: none"> • Select a Work Group Type
	<ul style="list-style-type: none"> • Enter your Position

oneAccess: Resend Verification Email

If you never received a verification email for your new account request, click on the **Get your Verification Email** button on the main OneAccess Portal page to allow you to resend your verification email.



Sign in to manage your SSO account and application roles

Sign In

Are you an administrator?

Admin Approver Portal

Don't have an active Account?


Request For New SSO Account

Re-Activate SSO Account

Check Your Account Status

Get Your Verification Email

Type in the email address you used when you submitted your new account request, verify the reCAPTCHA, and, finally, **Get Verification Code** to have the system resend you your code.




Type in your request email address to get your verification code:

johnny.davidson@att.net

[Forgot my email address](#)

[Update my email address](#)

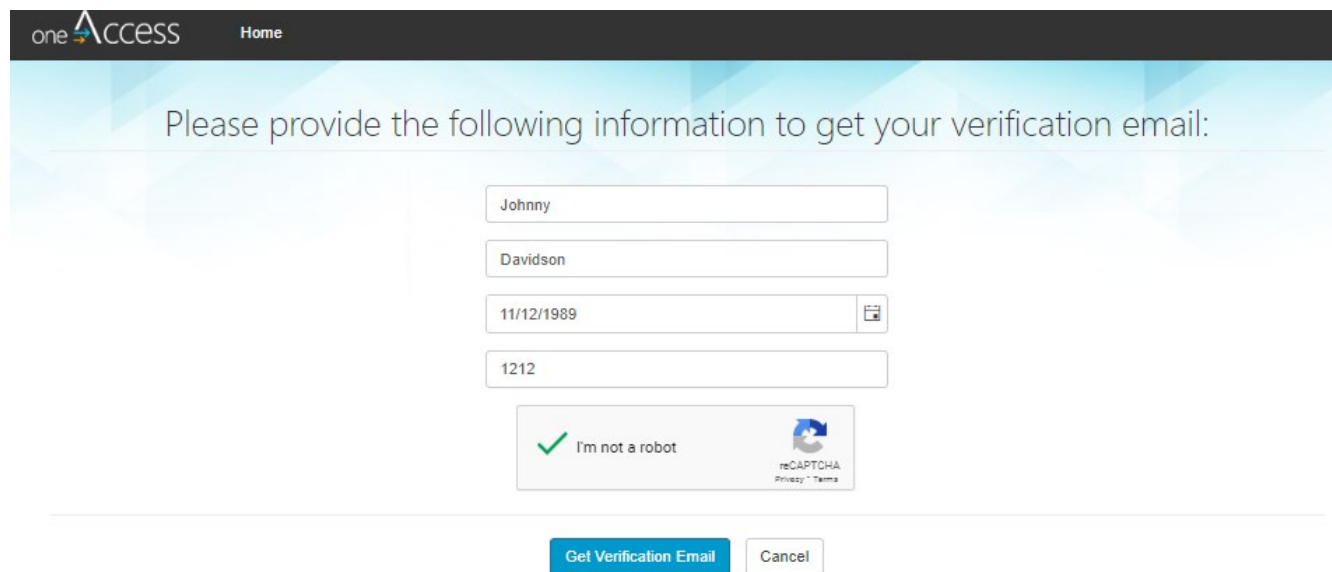
☒ I'm not a robot

 reCAPTCHA
Privacy - Terms

Get Verification Code Cancel

Forgot my email address

If you forgot which email you used to submit your new account request, enter your user details into the form and submit. Your email will populate itself on the previous screen and you may submit the form to resend your verification email.



The screenshot shows a web interface for the 'oneAccess' system. At the top, there is a dark header with the 'oneAccess' logo and a 'Home' link. Below the header, a light blue banner contains the text 'Please provide the following information to get your verification email:'. The main form area is white and contains several input fields: a text field with 'Johnny', a text field with 'Davidson', a date field with '11/12/1989' and a calendar icon, and a text field with '1212'. Below these fields is a reCAPTCHA widget showing a green checkmark and the text 'I'm not a robot', along with a reCAPTCHA logo and links for 'Privacy' and 'Terms'. At the bottom of the form, there are two buttons: a blue 'Get Verification Email' button and a white 'Cancel' button.

Update my email address

If the system gives you an error when trying to resend your verification code, you may have entered your email incorrectly on the original SSO Account request form.

Click on **Update My Email Address** to get to the form to update your email. Enter your user information as well as the new email address you intend to use. Once you submit the form, you may use your new address to get your verification code. (**Note:** changing your email will only help if you have not yet verified your email address).

oneAccess

Home

Please provide the following information to update your verification email:

First Name

Last Name


Date of Birth (MM/dd/yyyy)

Last 4 Digits of SSN

E-Mail Address

Confirm E-Mail Address

☐ I'm not a robot


reCAPTCHA
[Privacy](#) [Terms](#)

Submitting this form will set your new email address. Enter it back on the main resend verification email screen to receive verification.

Enter your corrected email address. (Do not enter an @lausd.net address)

Get Verification Email

Cancel