

## **SSO Password Requirements Specific to Welligent**

In order to use Welligent, a user's Single Sign-on (SSO) password must meet the following requirements:

1. Up to 16 characters in length
2. No spaces and/or symbols
3. Not start or end in a zero
4. No repeating characters
5. At least one letter and one numeric character
6. Must consist of only letters and numbers

To change or reset your password:

Visit <https://achieve.lausd.net/Page/467> and click on the *Self Service Console for Single Sign-on (SSO) account issues* link. (or), call the ITD-Helpdesk at 213-241-5200 and Press Option 1

Make sure computer meets the system requirements click here to check [Technical Support Guide](#)

For equipment problems go to <https://achieve.lausd.net/Page/11176> click on the *Online Ticket* icon (or), call the ITD Help Desk at (213) 241-5200. Press Option 2

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If you are a contractor, the oneAccess System has been implemented to enable Non-LAUSD/Charter school employees to apply for a new SSO, renewal, or reactivation of an expired or inactive SSO. You will be required to have a valid email.

Log in to <https://oneaccess.lausd.net>

Your administrator will be required to approve your request.

Once Non-LAUSD/Charter school employees have obtained a current SSO, go to EZ access to request a Welligent Role. Log in to <https://ezaccess.lausd.net/default.aspx>

Your administrator will be required to approve your request before Welligent can process your role request.

For assistance with oneAccess or EZ access go to <http://helpdesk.lausd.net> (or), call the ITD Help Desk at (213) 241-5200. Press Option 3.

For On-Line Chat go to <https://achieve.lausd.net/Page/11176> click on the *Live Chat icon*