



oneAccess End User Guide

<https://oneaccess.lausd.net>

Version 1.1

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Table of Contents

What is oneAccess?.....	3
oneAccess: Landing Page	3
oneAccess: Request for New SSO Account	4
oneAccess: Re-Activate old SSO Account.....	6
oneAccess: New/Reactivate SSO Account – Known Errors	8
oneAccess: Sample Verification Email Received after Submission	9
oneAccess: New SSO Account – Verify Request.....	9
oneAccess: New SSO Account - Acknowledgment.....	10
oneAccess: Check your SSO Request Status.....	11
oneAccess: SSO Request Status – Known Errors	11
oneAccess: SSO Request Status - Successful Notification Message	12
oneAccess: Renew SSO Before Expiration.....	13
oneAccess: Renew SSO – Known Errors	14

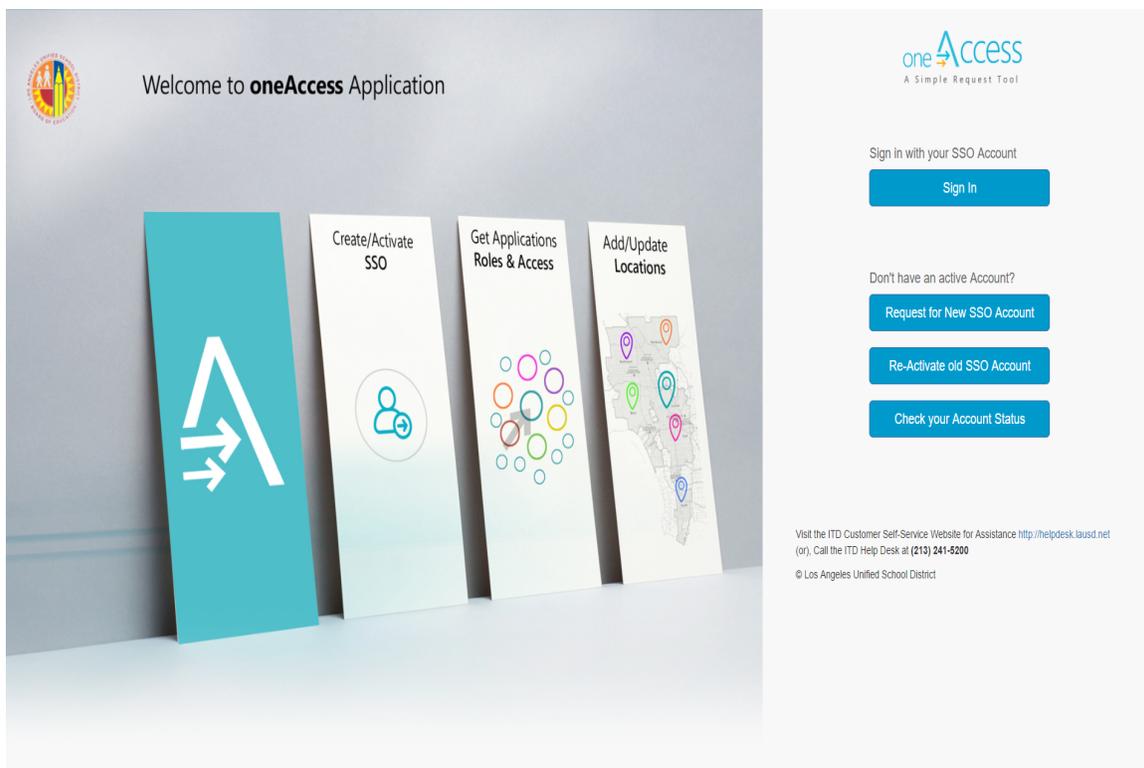
What is oneAccess?

oneAccess is a new portal for requesting or reactivating a District Single Sign-On (SSO) account, which will replace the legacy EZ Access system, and will be available to new District employees and non-employees. At this time, the portal will only be available for the following non-employee requests:

- Charter Schools
- District Contractors
- Non-Public Agencies
- Non-Public Schools

This new portal will allow 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 old 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 request).

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

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 Sign in

Thank you for Requesting SSO Account!

Single Sign-On Application for Non-LAUSD Personnel

Are you a previous LAUSD Non-Employee? Non-Employee Account

Last Name

First Name

Middle Initial (Optional)

Date of Birth

Select User Type

Company or School or Community (Optional)

Contract Number (Optional) Contract End Date (Optional)

Position (Optional)

Cell Phone Last 4 Digit of SSN

Work Phone (Optional) Work Phone Extension (Optional)

E-Mail Address

Select Work Group Type

Select Location

Do you want LAUSD email address? Click check box for District email account. Nonpublic and Charters should not request an email.

I'm not a robot

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

Continue Cancel

The user must complete the following required fields:

- Last Name
- First Name
- Date of Birth
- Cell Phone
- 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. All users will also need to select the Work Group Type and Location, then click on the reCAPTCHA and agree to the Terms and Conditions. An example of a completed form is shown below:

The screenshot shows a web form titled "Thank you for Requesting SSO Account!" with the "one ACCESS" logo in the top left and a "Sign in" button in the top right. The form is for a "Single Sign-On Application for Non-LAUSD Personnel". It includes a checkbox for "Are you a previous LAUSD Non-Employee?" and a "Non-Employee Account" button. The form fields are filled with the following information: Name (Lovejoy, Ben), Middle Initial (Optional), Birth Date (12/14/72), User Type (Contractors), Company or School or Community (Optional) (132678), Contract End Date (6/15/2019), Position (Optional), Phone Number (3235235376), Work Phone Extension (Optional) (1223), Work Phone (Optional), Email Address (ben.lovejoy@att.net), Work Group Type (Elementary (Charter)), and Location (20TH ST EL (1727401)). There is a checkbox for "Do you want LAUSD email address?". A reCAPTCHA "I'm not a robot" widget is present, along with a checkbox for "I Agree to the Terms and Conditions. Please read them carefully before submitting." At the bottom, there are "Continue" and "Cancel" buttons.

The user will click continue and a verification code will be emailed to the email address provided. Enter the verification code from the email on the validation page from the link in the email.

The user will receive a confirmation of a successful verification and submission for new SSO request.

oneAccess: Re-Activate old SSO Account

If a previous non-employee clicks the **Re-Activate old SSO Account** button, the box for LAUSD Non-Employee will be checked and the user will need to complete the form shown below:

oneAccess Sign in

Thank you for Requesting SSO Account!

Single Sign-On Application for Non-LAUSD Personnel ?

This box checked if you navigated from main portal using "Reactivate Old SSO Account" link

Are you previous LAUSD Non-Employee? Non-Employee Account ?

This info required if you are reactivating old account

Last Name

First Name

Middle Initial (Optional)

Date of Birth

Select User Type

Company or School or Community (Optional) ?

Contract Number (Optional) Contract End Date (Optional)

Position (Optional)

The user must complete the following required fields:

- Last Name
- First Name
- Date of Birth
- Cell Phone
- 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.

All users will also need to select the Work Group Type and Location, then click on the reCAPTCHA and agree to the Terms and Conditions. An example of a completed form is shown below:

The screenshot shows a web form titled "one ACCESS" with a "Sign in" button in the top right. The main heading is "Thank you for Requesting SSO Account!". Below this is the sub-heading "Single Sign-On Application for Non-LAUSD Personnel". The form includes the following fields and options:

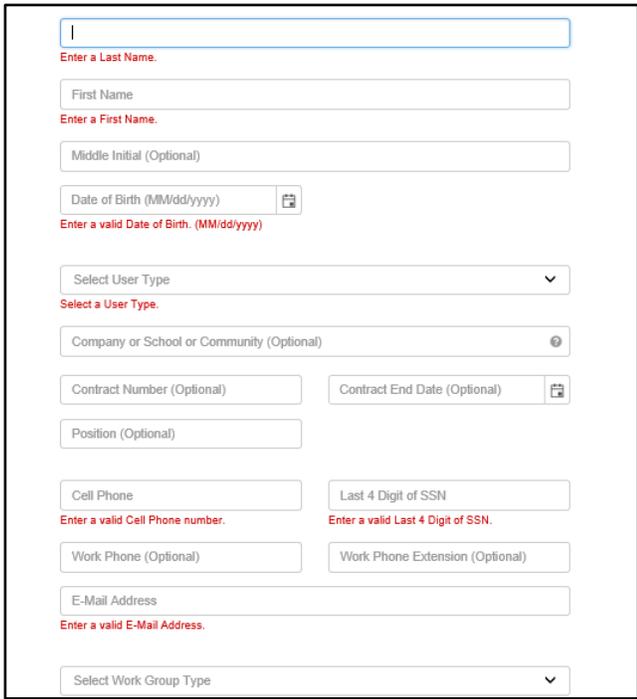
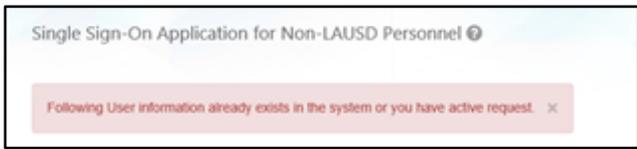
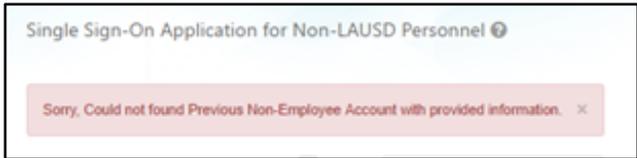
- Are you a previous LAUSD Non-Employee? Non-Employee Account
- Lovejoy
- Ben
- Middle Initial (Optional)
- 12/14/72
- Contractors
- Company or School or Community (Optional)
- 132678 6/15/2019
- Position (Optional)
- 3235235376 1223
- Work Phone (Optional)
- Work Phone Extension (Optional)
- ben.lovejoy@att.net
- Elementary (Charter)
- 20TH ST EL (1727401)
- Do you want LAUSD email address?
- I'm not a robot
- I Agree to the [Terms and Conditions](#). Please read them carefully before submitting.

At the bottom right, there are two buttons: "Continue" (highlighted in blue) and "Cancel".

The user will click continue and a verification code will be emailed to the email address provided. Enter the verification code from the email on the validation page from the link in the email.

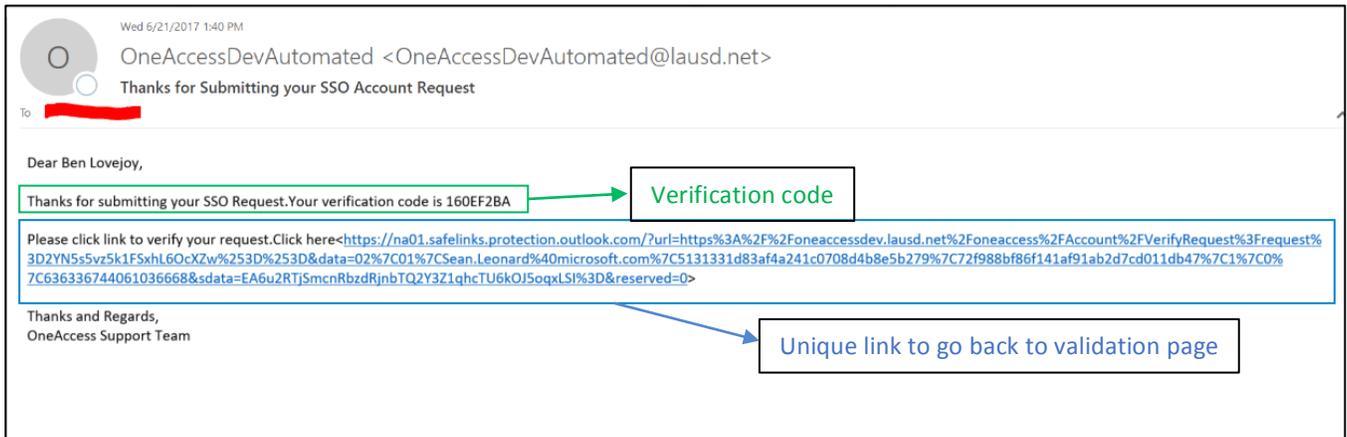
The user will receive a confirmation of a successful verification and submission for new SSO request.

oneAccess: New/Reactivate SSO Account – Known Errors

Issue	Solution
	<ul style="list-style-type: none"> • Missing required fields <ul style="list-style-type: none"> ○ Last Name ○ First Name ○ Date of Birth ○ Cell Phone ○ Last 4 Digit of SSN ○ E-Mail Address
	<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

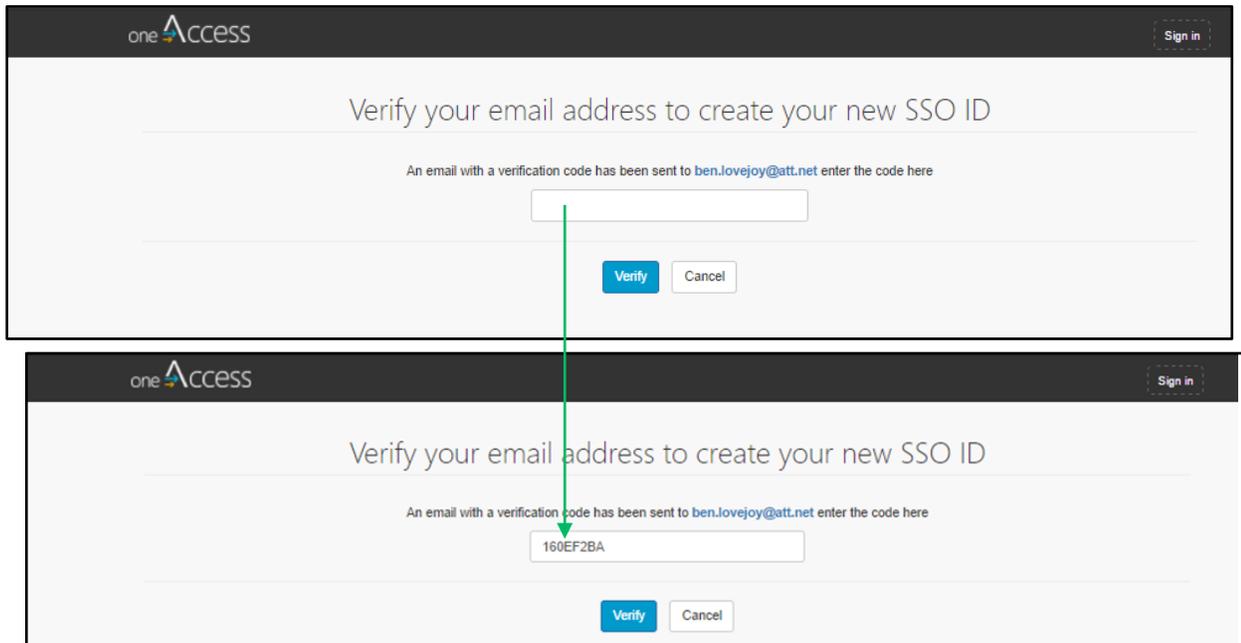
oneAccess: Sample Verification Email Received after Submission

Below is an example of the verification email automatically generated once the user completes the request for a new or re-activate an old 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.

oneAccess Sign in

Acknowledgment

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

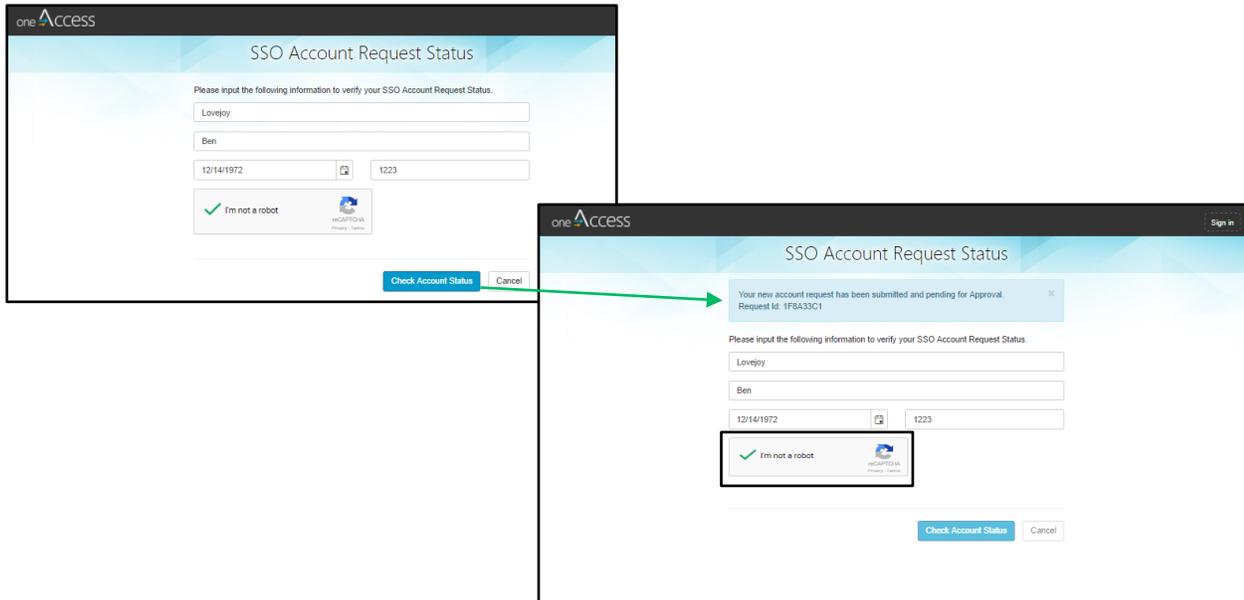
SSO Request Details

Request Date	Request Id
6/21/2017	1F8A33C1
Contract Number	Contract End Date
132678	6/15/2019
Location	
20TH ST EL (1727401)	

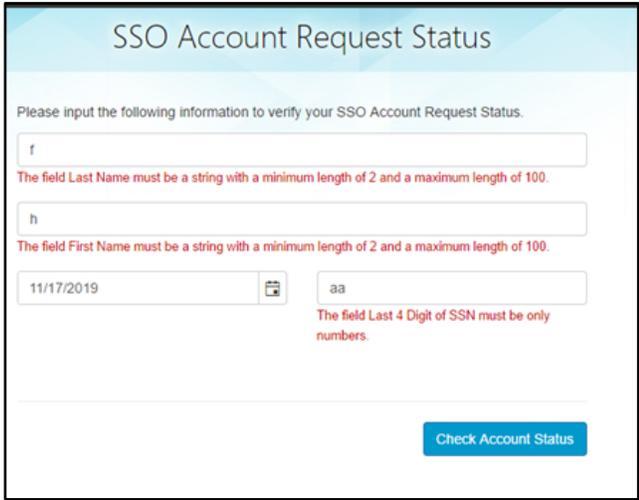
Visit the ITD Customer Self-Service Website for Assistance <http://helpdesk.lausd.net> (or), Call the ITD Help Desk at (213) 241-5200

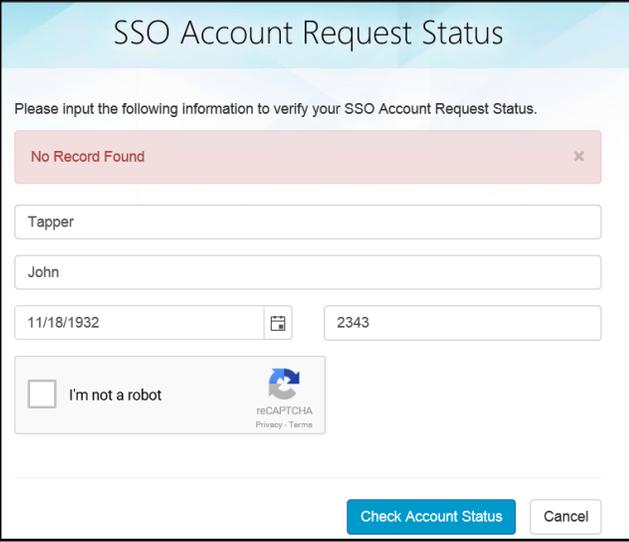
oneAccess: Check your SSO Request Status

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.

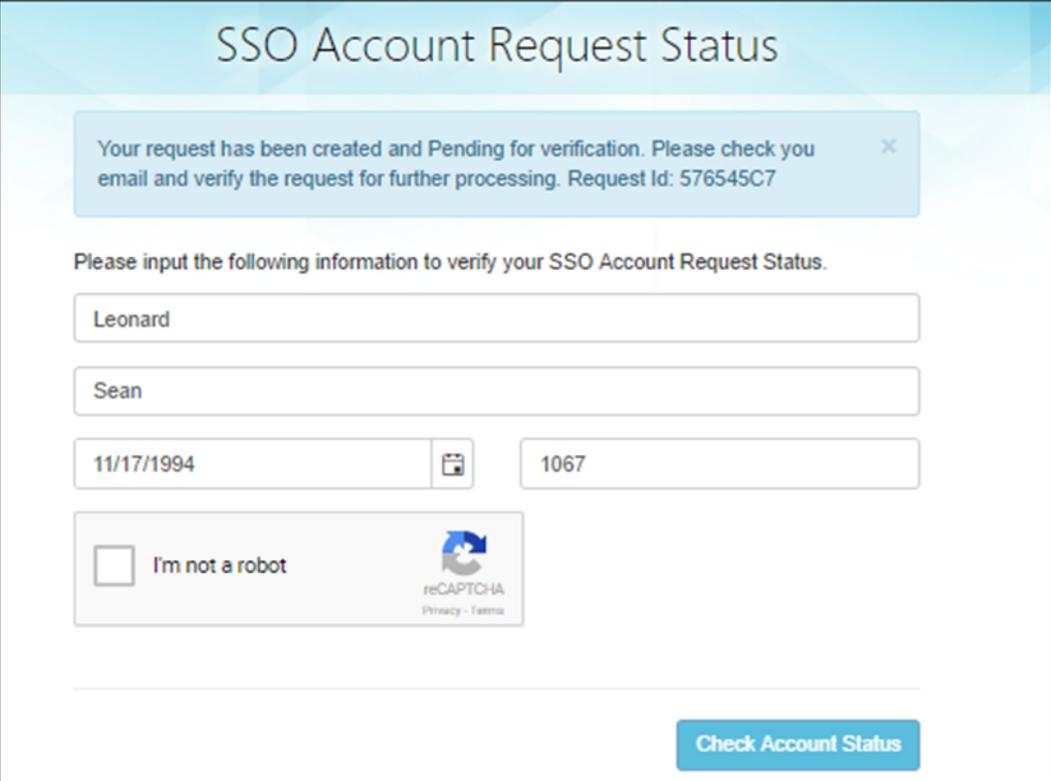


oneAccess: SSO Request Status – Known Errors

Issue	Solution
	<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 is a red error message box that reads 'No Record Found'. The form contains several input fields: 'Tapper', 'John', '11/18/1932' (with a calendar icon), and '2343'. There is also a reCAPTCHA section with the text 'I'm not a robot' and a checkbox. At the bottom right, there are two buttons: 'Check Account Status' and 'Cancel'.</p>	<ul style="list-style-type: none">• Verify correct information entered into fields

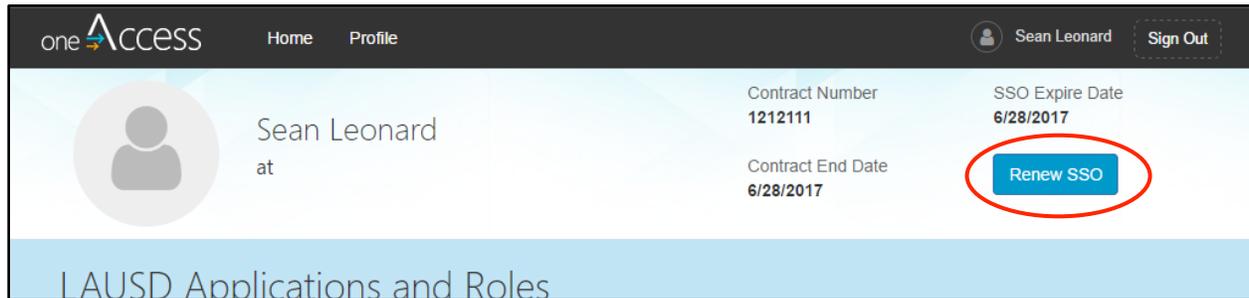
oneAccess: SSO Request Status - Successful Notification Message



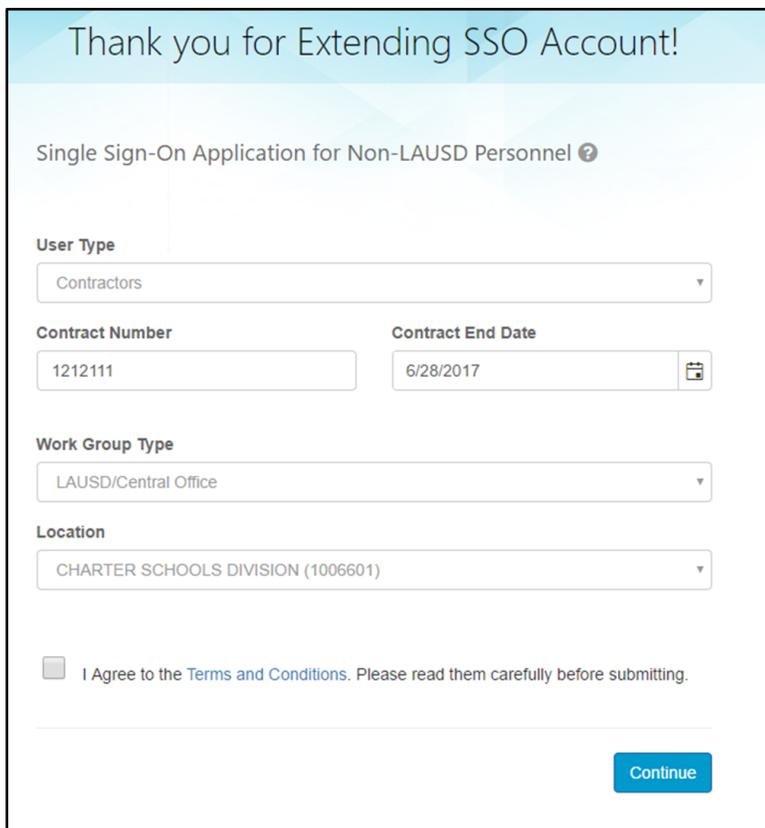
The screenshot shows the 'SSO Account Request Status' page. At the top, it says 'Please input the following information to verify your SSO Account Request Status.' Below this is a blue notification message box that reads 'Your request has been created and Pending for verification. Please check you email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

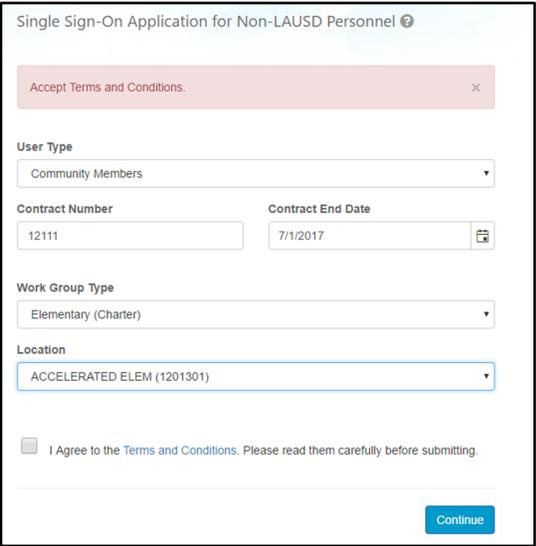


The user will need to update the information on the following screen, such as the Contract End Date, and agree to the Terms and Conditions before clicking the **Continue** button.



The screenshot shows a confirmation screen titled "Thank you for Extending SSO Account!". Below the title is the heading "Single Sign-On Application for Non-LAUSD Personnel". The form contains several fields: "User Type" (Contractors), "Contract Number" (1212111), "Contract End Date" (6/28/2017), "Work Group Type" (LAUSD/Central Office), and "Location" (CHARTER SCHOOLS DIVISION (1006601)). At the bottom, there is a checkbox for "I Agree to the Terms and Conditions. Please read them carefully before submitting." and a "Continue" button.

oneAccess: Renew SSO – Known Errors

Issue	Solution
	<ul style="list-style-type: none">• Check the box to agree to the Terms and Conditions
	<ul style="list-style-type: none">• Select a Work Group Type