

## Instructions to Account Managers

The following information is being provided to help answer requests for assistance when users have problems logging into the IDW.

Typical problem set:

- Previously bookmarked browser URL's point to "idw.nasboces.org/level1/bi"
  - The level1/bi extension no longer exists. The URL must be shortened to "idw.nasboces.org" (<https://idw.nasboces.org>)
  - When a user connects to "idw.nasboces.org/level1/bi" they will get an "oops" error message with a request to search.
  - The easiest solution to this problem is to run the search facility looking for "idw". This will automatically direct them to the login page.



**OOPS! THAT PAGE CAN'T BE FOUND.**



It looks like nothing was found at this location. Maybe try a search?

- Once at the login page, the user account format has changed:
  - The **new account IDs require that "@nb-dw.org" be concatenated** to the base username.
  - **Example: Joe Smith and Jean Smith become "jsmith@nb-dw.org" and "jsmith1@nb-dw.org" respectively.**
  - The standard format for user accounts was first initial last name except for some more common combinations that required a digit to be added to the ID to make it unique.
  - Example: Joe Smith and Jean Smith became jsmith and jsmith1 respectively.
  - Passwords associated with the original accounts are unchanged.
- Passwords forgotten or stored in browser:

- Authentication is now run by Microsoft which going forward handles the password recovery process. At present there is a situation where a user cannot request a password recovery until they have an officially registered account. That it done by logging in for the first time, which they cannot do because they do not know their password.
- There are two solutions to this problem.
  - The first is to use the HelloID app (<https://nbas.nasboces.org>) to set the password for each user.
  - The second is to recover the password from the users' browsers.

**Find browser password recovery instruction below:**

- Chrome
  - Open your Chrome browser.
  - Click on the "Menu" (three-dot) button in the top right corner.
  - Click  on "Settings" and select  "Autofill and passwords"
  - Click on google password manager.
  - Click on the site for which you want to see the password.
  - Click the little "eye" icon to display the password.
- Edge
  - Open the browser.
  - Open the menu "... " and select settings>Profiles>Passwords.
  - Identify the IDW website.
  - Click on the "eye" icon associated with that site.
  - Enter the local account password for your device to see the clear text.
- Firefox
  - Open the browser.
  - Open the menu "three horizontal lines in the upper right corner.
  - Select settings.
  - Select Privacy & Security
  - Scroll to "Logins and Passwords"
  - Click on "Saved Passwords"
  - Click on the eye icon to display the password.

Additional guidance that should be provided to users as the activate their accounts is to provide a cell phone number for multi-factor authentication which will be implemented in

the very near future. To ensure that users always have the ability to connect, it is imperative that they have convenient access to either their email or a text accessible device.

Thank you for your cooperation and assistance. We hope to make this transition to the more secure authentication system as smooth as possible.