

Former Employee Access – Locked Account Recovery

If you see the message:

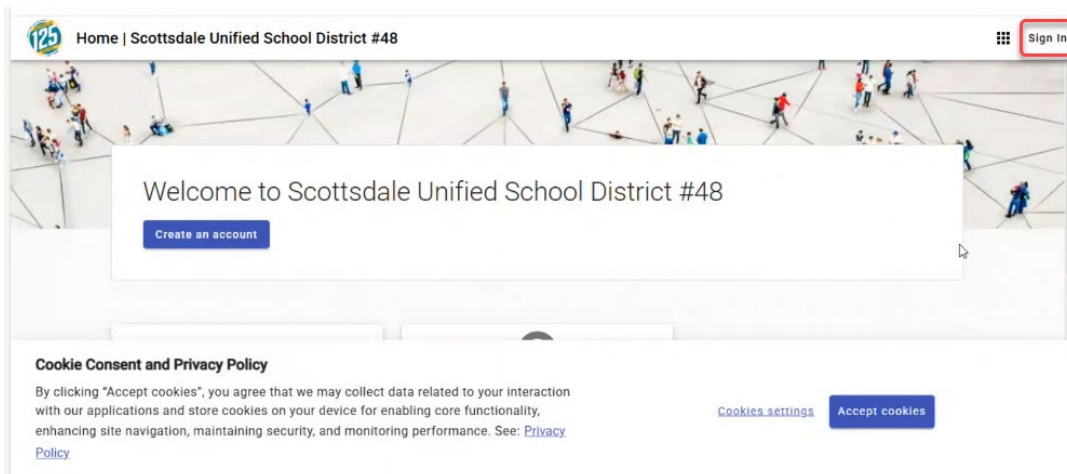
“Registration Error Account locked due to multiple failed registration attempts.
Please contact an administrator.”



Follow these steps to unlock your access:

Delete your locked profile

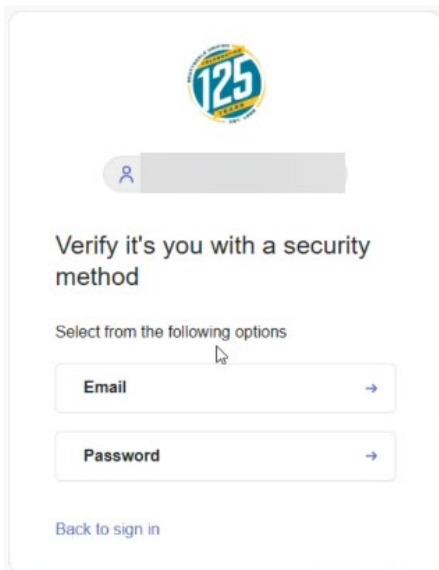
1. Go to URL: <https://scottsdaleusd48az.tylerportico.com/portal/launcher>.
2. Click **Sign In** in the upper right corner.



3. Enter your **email address** and click **Next**.

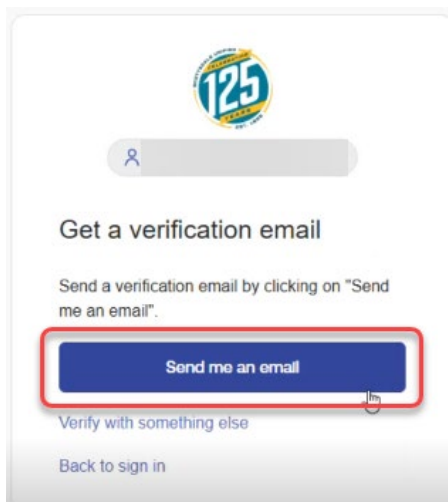
A screenshot of the sign-in form for the Scottsdale Unified School District #48 portal. The form has a header with the district logo and name. Below the header, there is a "Sign in to community access services for Scottsdale Unified School District #48." message. There is an "Email address" label and a text input field. Below the input field, there is a checkbox labeled "Keep me signed in". There is a "Next" button. Below the "Next" button, there is an "OR" separator. There are four social media icons: Google, Apple, Microsoft, and Facebook. At the bottom, there are links for "Unlock account?" and "Help".

4. Verify your identity using one of your security methods.



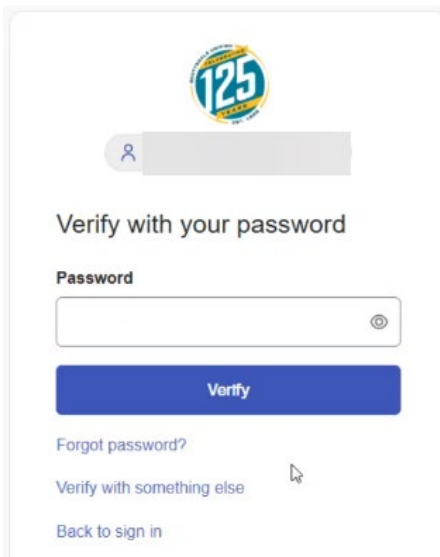
The screenshot shows the 125 Security interface. At the top is the 125 Security logo. Below it is a grey bar with a person icon. The main heading is "Verify it's you with a security method". Underneath, it says "Select from the following options". There are two buttons: "Email" and "Password", each with a right-pointing arrow. At the bottom left is a link "Back to sign in".

- **Email** – A verification code will be sent to your registered email address. Click **Send me an email**.



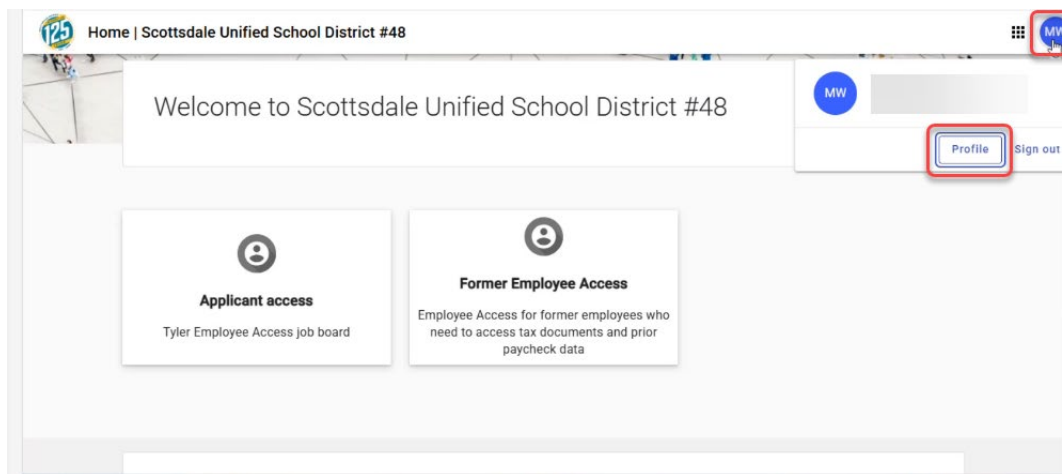
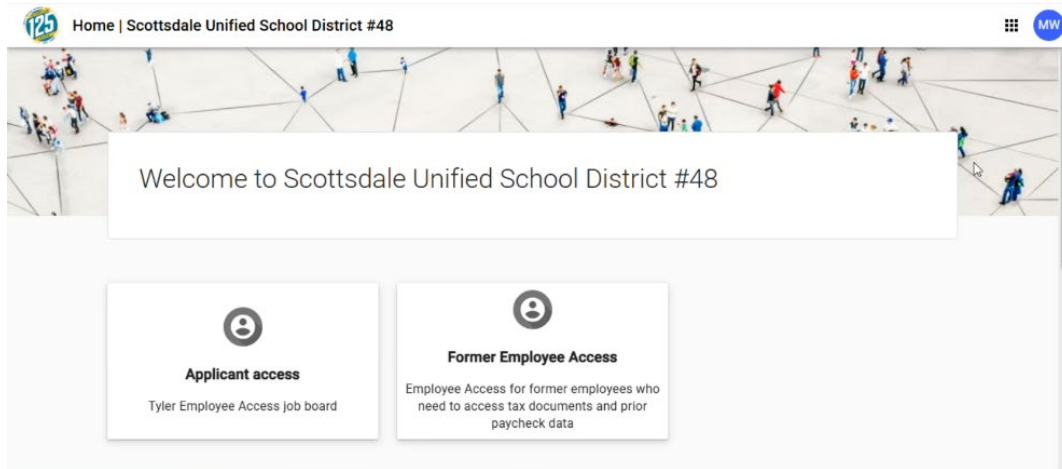
The screenshot shows the 125 Security interface. At the top is the 125 Security logo. Below it is a grey bar with a person icon. The main heading is "Get a verification email". Underneath, it says "Send a verification email by clicking on 'Send me an email'". A blue button labeled "Send me an email" is highlighted with a red rectangle. Below the button is a link "Verify with something else". At the bottom left is a link "Back to sign in".

- **Password** – Enter your password and click **Verify**.

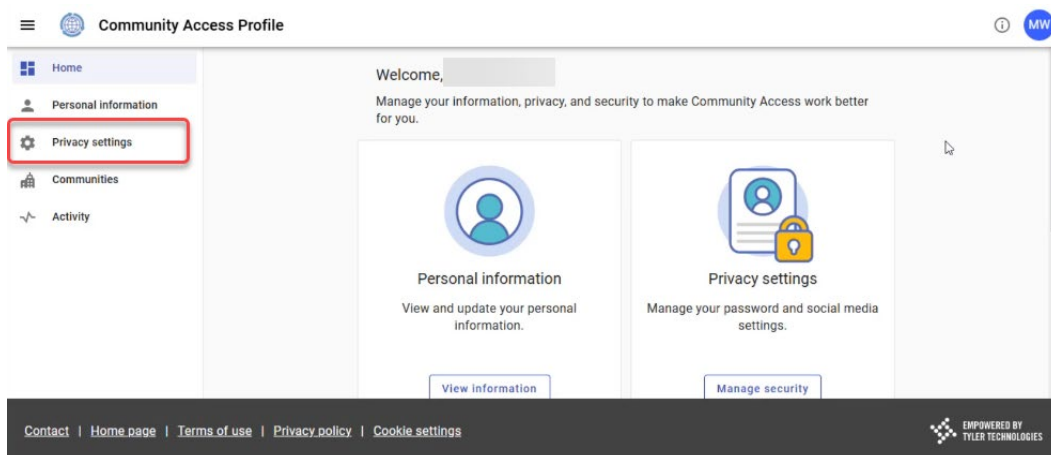


The screenshot shows the 125 Security interface. At the top is the 125 Security logo. Below it is a grey bar with a person icon. The main heading is "Verify with your password". Underneath is a label "Password" above a password input field with a toggle icon. Below the input field is a blue button labeled "Verify". At the bottom left are two links: "Forgot password?" and "Verify with something else". At the bottom left is a link "Back to sign in".

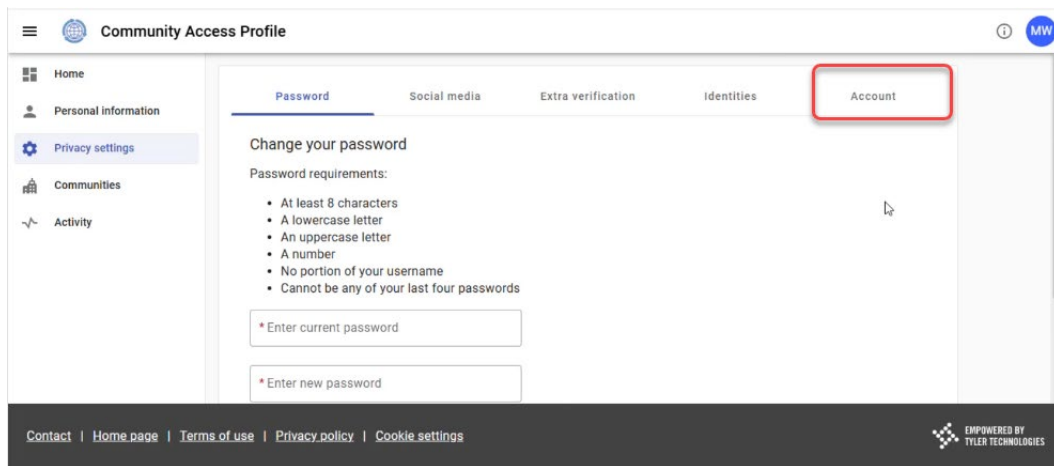
5. Once signed in, click your **initials** in the upper-right corner and select **Profile**.



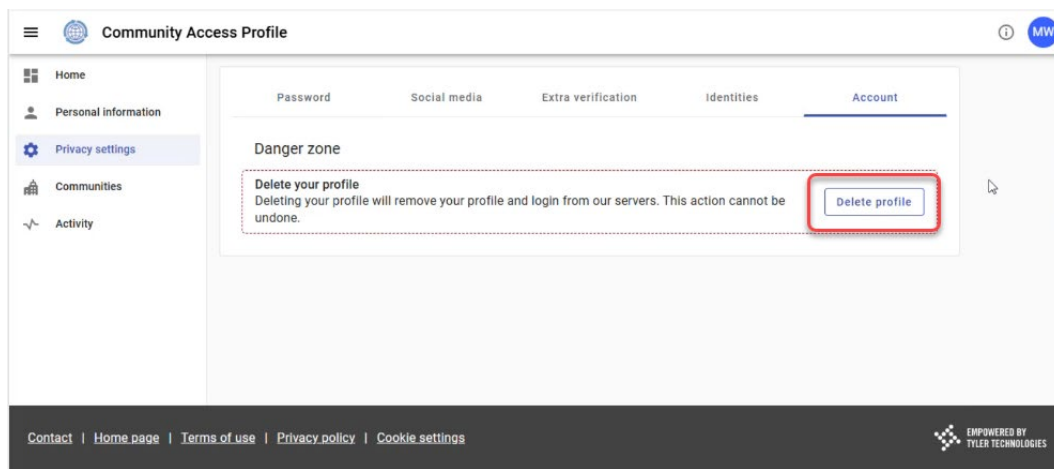
6. In the **Community Access Profile** window, use the left navigation menu to select **Privacy Settings**.



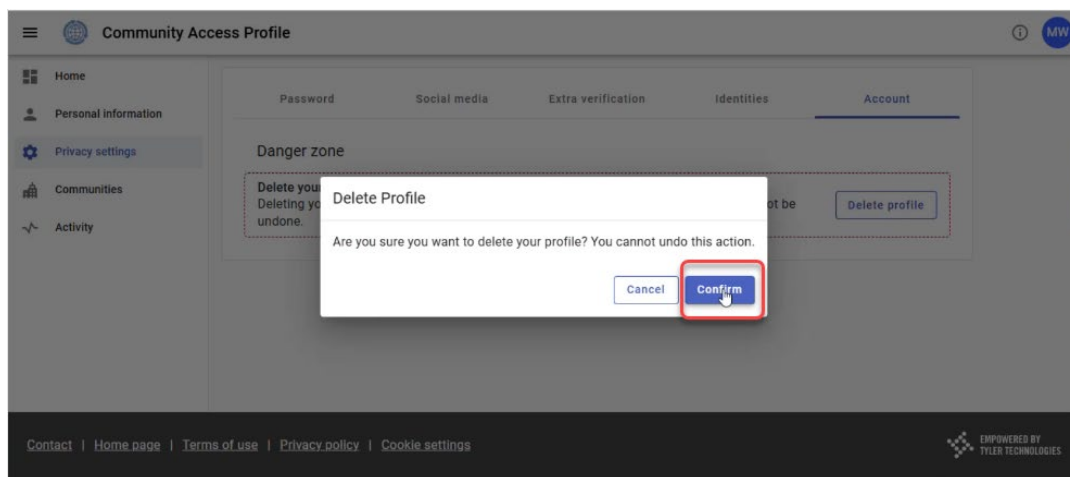
7. Click the **Account** tab.



8. Click **Delete Profile**.



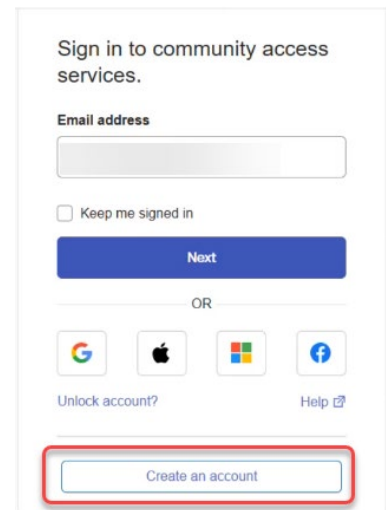
9. When prompted with “**Are you sure you want to delete your profile? You cannot undo this action.**”, click **Confirm**.



Create a new profile

10. You will return to the **Sign in to community access services** screen.

11. Scroll down and select **Create an account**.



Sign in to community access services.

Email address

☐ Keep me signed in

Next

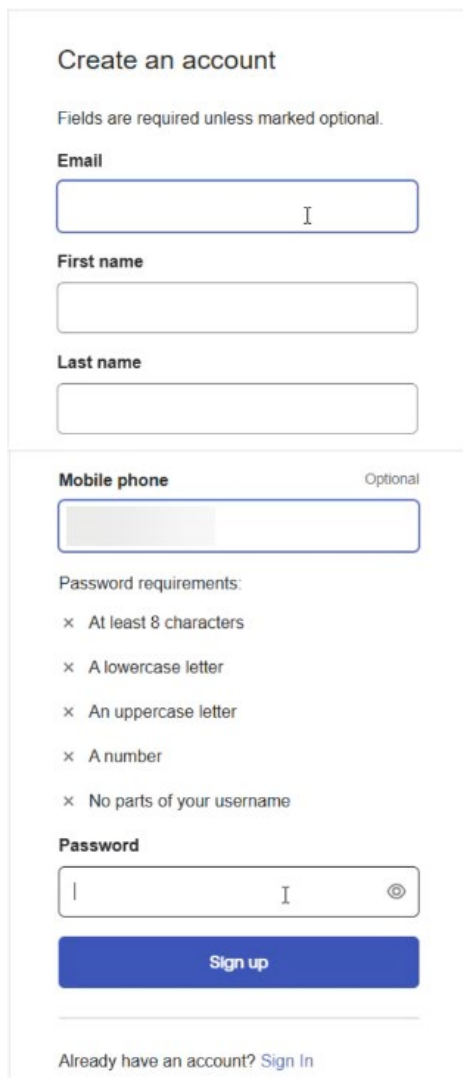
OR

[Unlock account?](#) [Help](#)

Create an account

12. Complete the form, then click **Sign up**.



Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

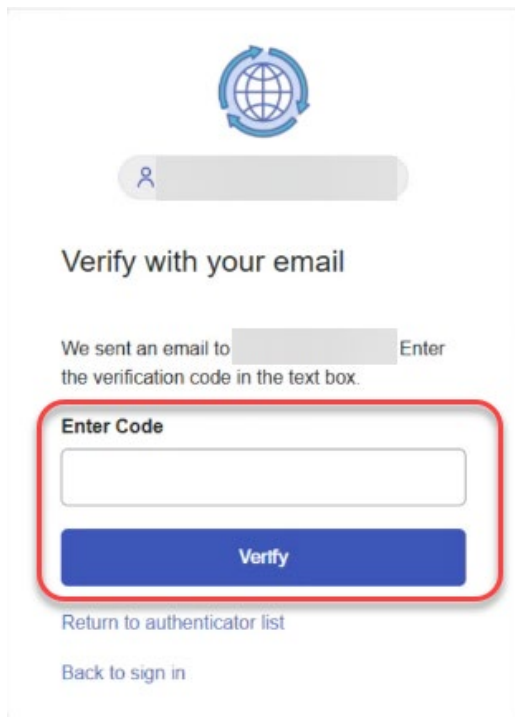
- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- × No parts of your username

Password

Sign up

Already have an account? [Sign In](#)

13. Check your personal email for a verification code, enter it, and click **Verify**.







Verify with your email

We sent an email to [redacted] Enter the verification code in the text box.

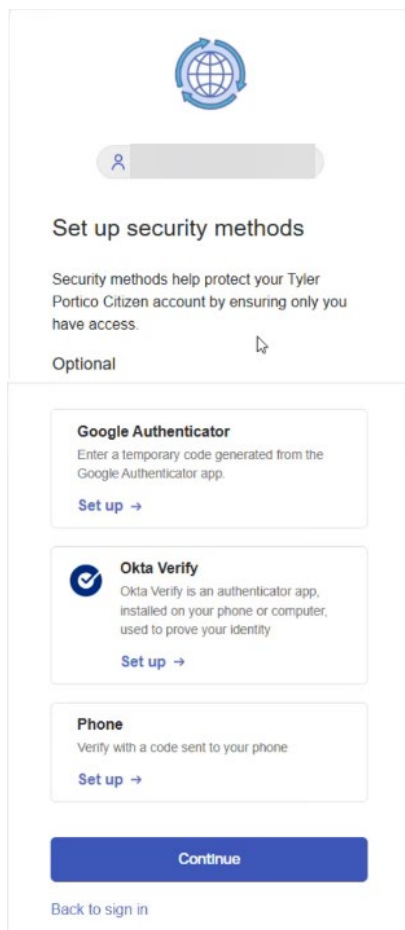
Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

14. (Recommended) Set up at least one security method:







Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
[Set up →](#)

 **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.
[Set up →](#)

Phone
Verify with a code sent to your phone
[Set up →](#)

Continue

[Back to sign in](#)

- Here is an example for **Phone verification**, enter your phone number, click **Receive a code via SMS**, enter the code, and click **Verify**.

Set up phone authentication

Enter your phone number to receive a verification code via SMS.

Country/region

United States

Phone number

+1

Receive a code via SMS

[Return to authenticator list](#)

[Back to sign in](#)

Set up phone authentication

A code was sent to your phone. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

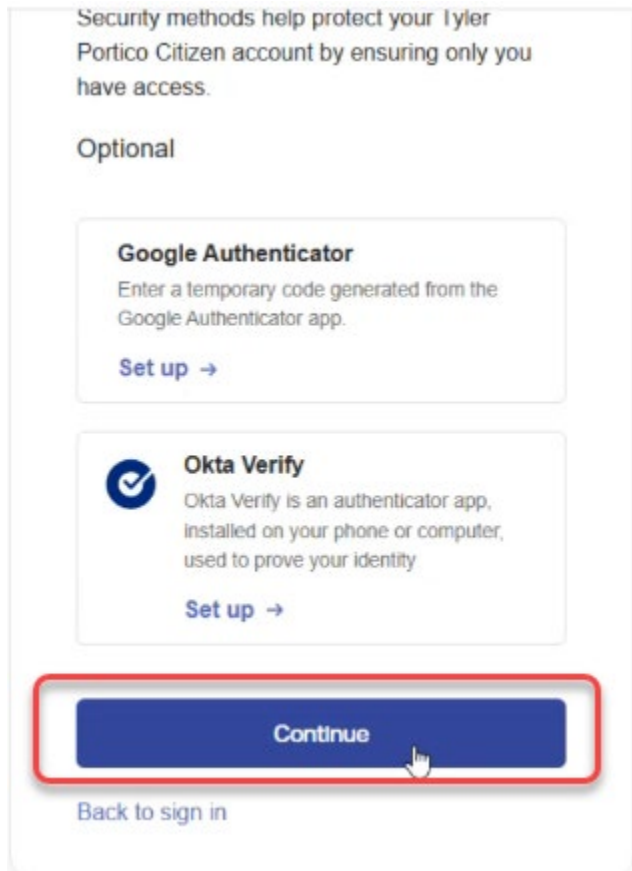
Verify

[Return to authenticator list](#)

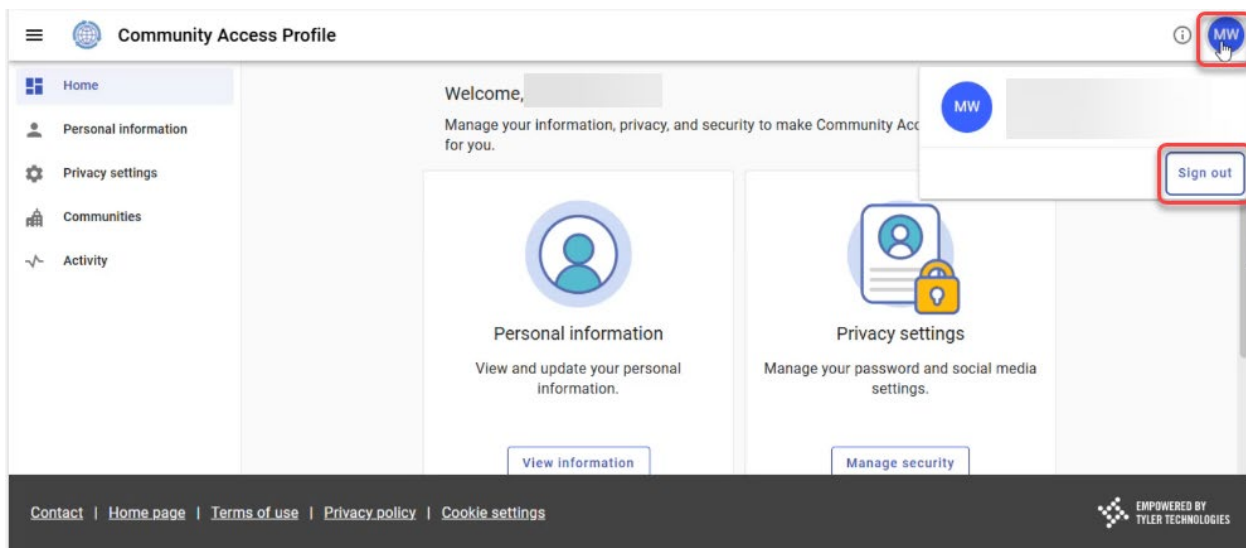
[Back to sign in](#)

- Once a method is set up, it will no longer appear as an option. You may add additional methods if desired.

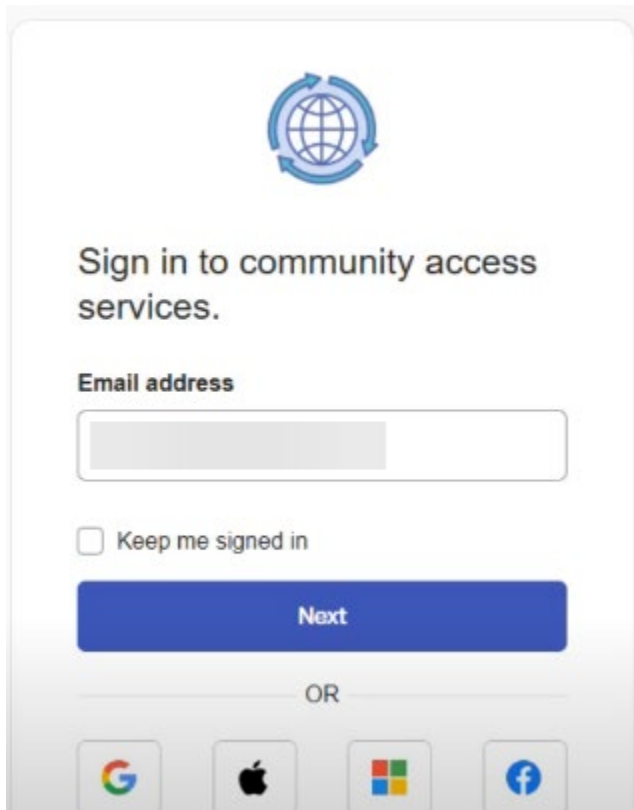
15. Click **Continue** to return to your **Community Access Profile** screen.



16. Click your **Initials** and select **Sign out**.



The account is signed out.

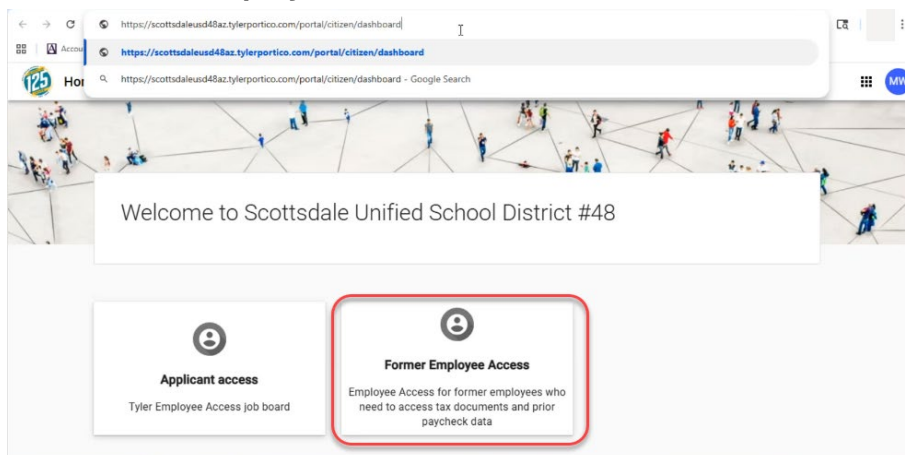


A sign-in form for community access services. At the top is a blue circular logo with a globe and arrows. Below it, the text "Sign in to community access services." is displayed. Underneath is a label "Email address" followed by a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button with the text "Next" is positioned below the checkbox. Below the button is the word "OR" centered. At the bottom are four social media icons: Google, Apple, Microsoft, and Facebook.

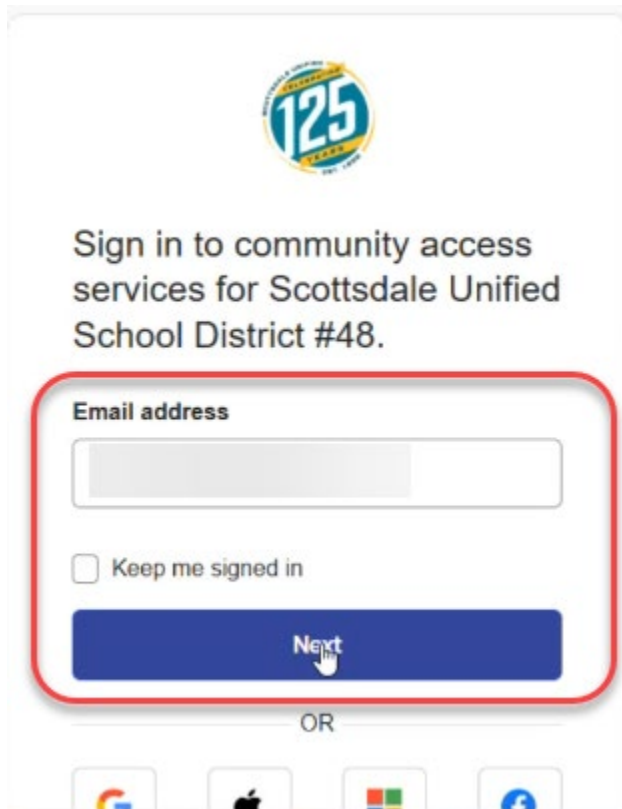
Access Former Employee Services

17. Go to URL: <https://scottsdaleusd48az.tylerportico.com/portal/citizen/dashboard>.

18. Click **Former Employee Access**.

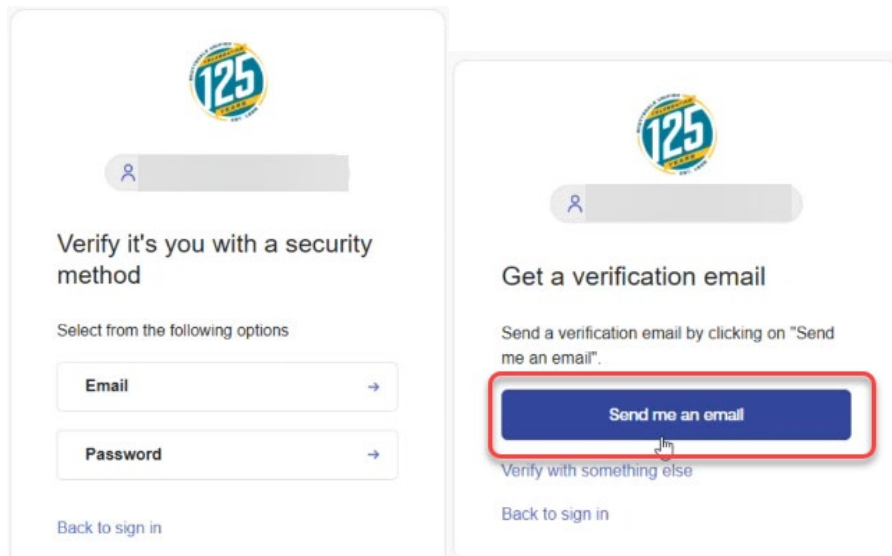


19. Sign in to **Community Access Services for Scottsdale Unified School District #48**. Enter the **email address** and click **Next**.



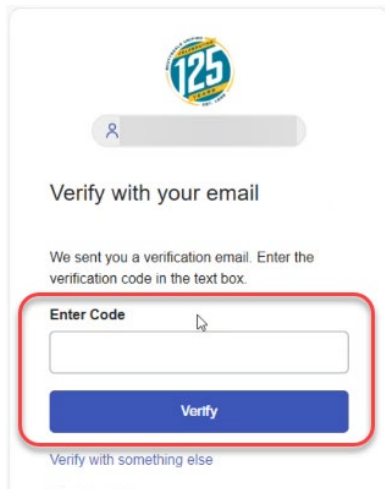
The image shows a sign-in page for Scottsdale Unified School District #48. At the top is the district's logo, a circular emblem with '125' and 'SCOTTSDALE' and 'UNIFIED SCHOOL DISTRICT' text. Below the logo, the text reads 'Sign in to community access services for Scottsdale Unified School District #48.' A red rounded rectangle highlights the sign-in form, which includes an 'Email address' label, a text input field, a 'Keep me signed in' checkbox, and a blue 'Next' button with a hand cursor icon. Below the form is an 'OR' separator and four social media login icons: Google, Apple, Microsoft, and Facebook.

20. Choose **Email** as the verification method and click **Send me an email**.



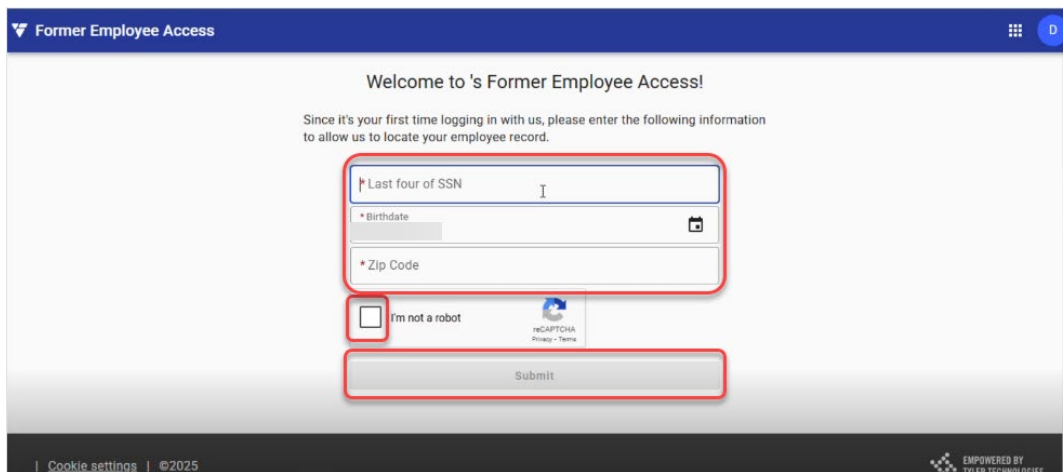
The image shows two side-by-side screenshots of a verification page. The left screenshot is titled 'Verify it's you with a security method' and shows a selection screen with 'Email' and 'Password' options, each with a right arrow. Below these is a 'Back to sign in' link. The right screenshot is titled 'Get a verification email' and shows instructions to 'Send a verification email by clicking on "Send me an email"'. A red rounded rectangle highlights a blue 'Send me an email' button with a hand cursor icon. Below the button are links for 'Verify with something else' and 'Back to sign in'.

21. Check your email for the verification code, enter it, and click **Verify**.



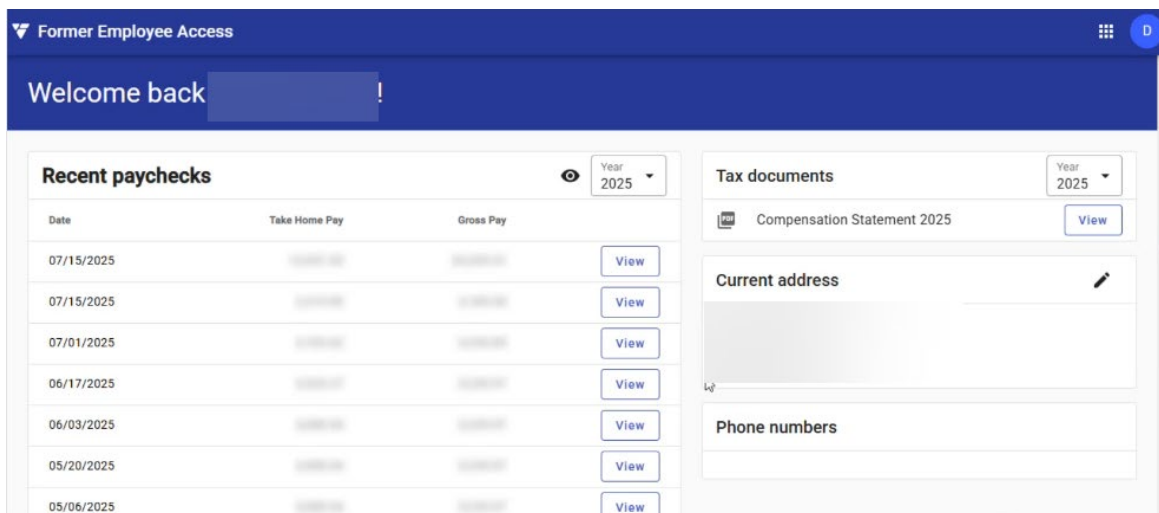
The screenshot shows a web interface for email verification. At the top is a circular logo with '125' and 'YEARS'. Below it is a user profile icon. The main heading is 'Verify with your email'. A message states: 'We sent you a verification email. Enter the verification code in the text box.' Below this is a text input field labeled 'Enter Code' and a blue button labeled 'Verify'. A red rectangle highlights the 'Enter Code' field and the 'Verify' button. At the bottom, there is a link that says 'Verify with something else'.

22. Enter employee demographic information (Last four of SSN, Birthdate, and Zip Code), check the “I’m not a robot” box, and then click **Submit**.



The screenshot shows the 'Former Employee Access' login page. The header is blue with the text 'Former Employee Access' and a user icon. The main heading is 'Welcome to 's Former Employee Access!'. Below it, a message says: 'Since it's your first time logging in with us, please enter the following information to allow us to locate your employee record.' The form contains three input fields: 'Last four of SSN', 'Birthdate', and 'Zip Code'. Below these is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. A red rectangle highlights the three input fields, the checkbox, and the reCAPTCHA logo. At the bottom is a grey button labeled 'Submit'.

23. If your information matches HR records, your **Former Employee Access Dashboard** will load.



The screenshot shows the 'Former Employee Access Dashboard'. The header is blue with the text 'Former Employee Access' and a user icon. Below the header is a blue bar with the text 'Welcome back [redacted]!'. The dashboard is divided into two main sections. The left section is titled 'Recent paychecks' and has a dropdown menu for 'Year' set to '2025'. It contains a table with columns 'Date', 'Take Home Pay', and 'Gross Pay'. The table has seven rows of data, each with a 'View' button. The right section is titled 'Tax documents' and has a dropdown menu for 'Year' set to '2025'. It contains a table with columns 'Document' and 'View'. The table has one row with the document 'Compensation Statement 2025' and a 'View' button. Below the 'Tax documents' section is a section titled 'Current address' with a text input field and a 'View' button. Below that is a section titled 'Phone numbers' with a text input field.

✅ You now have full access again.