



User Manual

03/12/2014

**A USER GUIDE DESIGNED TO HELP CREATE AND MAINTAIN PERSONAL ACCOUNTS IN myNHDOE,
THE NH DEPARTMENT OF EDUCATION SINGLE SIGN-ON SYSTEM FOR ACCESSING
SECURE APPLICATIONS**

A collaborative effort by



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INTRODUCTION

myNHDOE is the single sign-on system for the NH Department of Education (DOE) and provides users access to the Department’s secure applications with a single login. Once a user has successfully created an account and logged into the system, they have the opportunity to be granted access to the various applications necessary to conduct business with the DOE.

This User Manual provides detailed instruction for the general user on how to *create a new account*, *reset a forgotten user name or password*, *maintain their myNHDOE profile* and *request permission to specific systems* in myNHDOE.

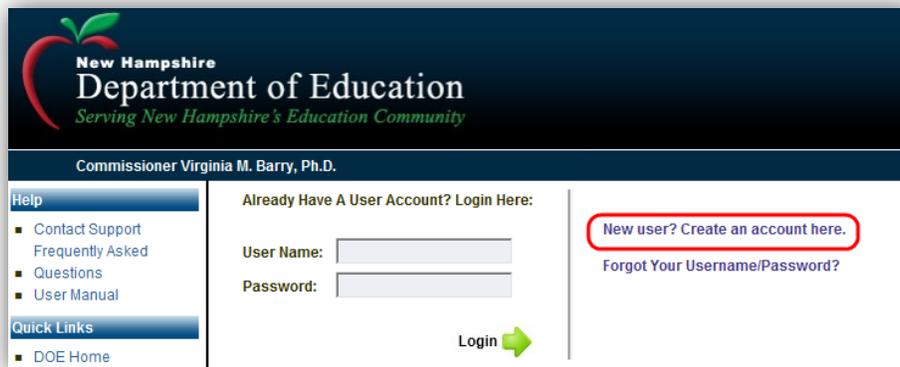
Getting Started

Users can access myNHDOE by going to <https://my.doe.nh.gov/myNHDOE/Login/Login.aspx> through a web browser such as Internet Explorer, Safari, Firefox, or Chrome. This link will open the myNHDOE Login page.

The *Login page* provides the means to login to an existing myNHDOE account, create a new account, or retrieve a forgotten user name or password. Additionally, the Login page contains a menu of helpful links for the end user. These include specific *Help* features – such as the ability to contact the myNHDOE help desk, access user manuals, and read FAQs – and several *Quick Links* to help the user easily navigate to the either DOE Home page or the NH Profiles and Report Card.

Create a New Account

Users who are new to myNHDOE must create an account in order to gain access to secure DOE systems. To create a new account, select the hyperlink, “*New user? Create an account here*” from the login page.



When the link is clicked, the system will launch a wizard that steps through the short process to create an account.

In **Step 1**, the user's **first name, last name, date of birth, and primary email address are required**. This step also allows for the entry of an alternate email address. The email addresses will be used if a user needs to go through the "Forgot Your Username/Password?" wizard, and should be an email address that would not be disabled if a job change occurs (such as moving from one district to another). If you prefer to use a work email as the primary email on your account, it is important to remember to *manually* update the primary email address in your profile should it change or otherwise become invalid. This is especially important if choosing not to provide an alternate email address.

If a work email is used as the primary email address, it is recommended that a personal email address be supplied as the *alternate email*. The alternate email is optional and, if provided, will be used to verify your account if you are requesting a password reset and your primary email address is no longer valid.

Select the *Next* button once the required information is provided.

The system will perform a number of validation checks to make sure the account being created is not a duplicate. These checks are intended to help keep single sign-on user accounts error free. If the validation check finds errors associated with your new account setup, an error message will be presented with guidance on how to correct the error or how to request help.

If no errors are found, the wizard will advance to *Step 2* of the *Create User Account Wizard*.

Create User Account Wizard - Step 1 of 4

You are completing the Create User Name Wizard.

Please tell us who you are.

We need First Name, Last Name, Date of Birth and Email Address.
You can enter an alternate email address if you choose.

First Name:

Last Name:

Date of Birth:

E-Mail Address:

Alternate E-Mail Address:

This optional, alternate email address would typically be a (Optional): secondary personal or work email address.

Once you have entered the required information click the Next button.

[Cancel](#) **Next** 

The next step asks for some specific profile information for the account. Please provide a **User Name**, **Password**, **Town of Birth**, and a **Secret Question and Answer**. The *User Name* and *password* will be used to log into the system once the account has been created. The *Town of Birth* and *Secret Question and Answer* will be used to validate the account when resetting the username or password or otherwise verifying the account. **When providing your town of birth**, make sure to only use the name of the town (e.g., “Franklin” not “Franklin, NH”), and make note of the specific capitalization and abbreviations you’ve used for future reference (e.g., “St. Augustine” vs. “saint augustine”). **When providing your secret question answer**, make note of the exact wording for future reference (e.g., in response to the secret question, *In what city was your first job?* your answer may be “Manchester, NH” or “Manchester”).

Create User Account Wizard - Step 3 of 4 

You are completing the Create User Name Wizard.

Please enter and confirm the User Name and Password. We'll make sure the user name is unique. Enter your town of birth. Then set up a Secret Question & Answer you would like to use to access the system.

Your User Name must be between 6 and 20 characters long.

User Name:

Confirm User Name:

Your password must be between 8 and 20 characters long and consist of 2 types of characters (Lowercase letters, Uppercase letters, Numbers, or Symbols).

New Password:

Confirm New Password:

Your town of birth will be used to help you access your account if you forget your username and/or password.

Town of Birth (just the Town!):

The secret question that you select will be asked any time you reset your User Name. It will be verified every 25 logins to ensure that it is current.

Secret Question:

In what city was your first job? 

What is the last name of your favorite teacher? 

What is the middle name of your oldest child?

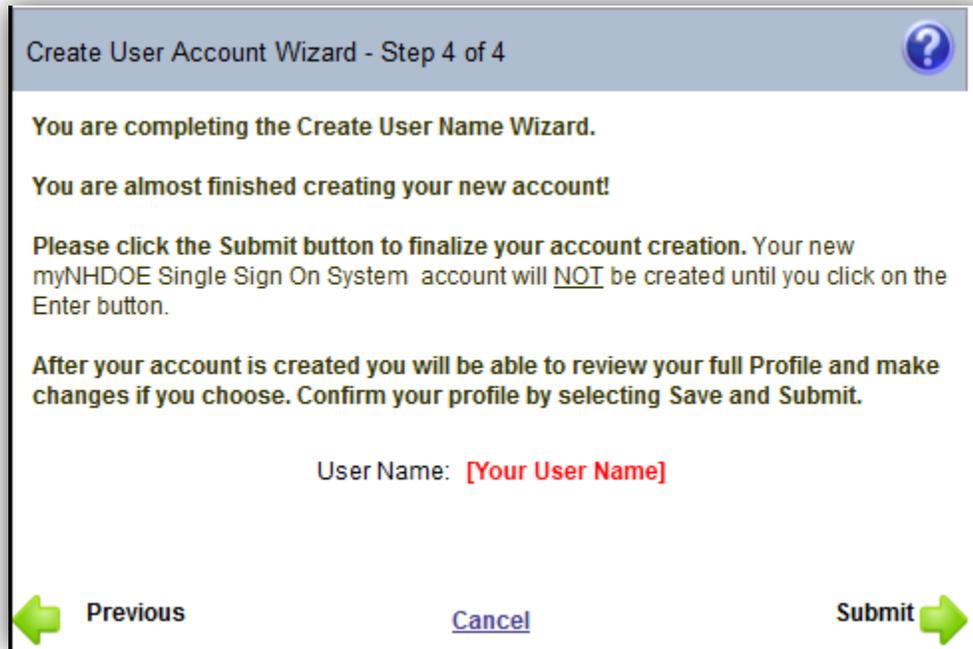
What is the middle name of your youngest child? 

Secret Question Answer:

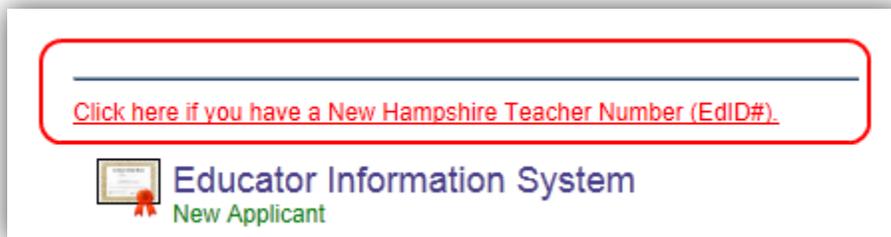
Once you have entered the required information click the Next button.

 Previous [Cancel](#) Next 

The final step of the wizard will ask you to finalize your account creation. Select the *Previous* button to go to the previous pages if you wish to make changes to your account settings. Once satisfied with the account settings, step through the Wizard to the final step, and select the *Submit* button to create the account.



When the account has been successfully created, a *System Listing* page will appear that shows the DOE systems that can currently be accessed with your account. **All new users, whether they are an educator or not, will have access to the Educator Information System in order to apply for a NH educator credential.** If you are a NH Educator, click the link to add your NH Educator ID to your profile. This will ensure you have permission to systems that require an Educator ID to access. See instructions for how to [Request System Access](#) to learn how to get access to additional systems.



The screenshot shows the MyNHDOE interface. At the top, there are tabs for 'Systems' and 'My Profile'. A left-hand navigation menu includes sections for 'Location' (Systems), 'Help' (Contact Support, Frequently Asked, Questions, User Manual), and 'Quick Links' (DOE Home, NH Profiles and Report, Cards). The main content area is titled 'System Listing' and is ordered by the systems that the user uses most frequently. A red link says 'Click here if you have a New Hampshire Teacher Number (EdID#)'. Below this, the 'Educator Information System' is listed with a 'New Applicant' link.

MyNHDOE will continue to be accessible while systems are actively being used. If the user session becomes idle for too long it will be necessary to log back into myNHDOE to gain access to your systems. Should this happen, a message indicating that the session has expired will be displayed.

The screenshot shows a login form with the heading 'Already Have A User Account? Login Here:'. It contains two input fields: 'User Name:' and 'Password:'. A 'Login' button with a green arrow icon is positioned to the right of the password field. A red-bordered box at the bottom of the form contains the message: 'Your session has expired. You must login again to continue using the system.'

Login and System Access

To log in as an existing user, provide your *User Name* and *Password* then select the *Login* link.

The screenshot shows the login page for the New Hampshire Department of Education. At the top, it says "an official NEW HAMPSHIRE government website". The logo for the New Hampshire Department of Education is on the left, with the tagline "Serving New Hampshire's Education Community". On the right, there is a "Start myNHDOE Single Sign On" button. Below the header, the name of the Commissioner, Virginia M. Barry, Ph.D., is displayed. The main content area is divided into three sections: "Help" with links to Contact Support, Frequently Asked Questions, and User Manual; "Quick Links" with links to DOE Home, NH Profiles and Report, and Cards; and a login section titled "Already Have A User Account? Login Here:" which includes input fields for "User Name:" and "Password:", a "Login" button with a green arrow, and links for "New user? Create an account here." and "Forgot Your Username/Password?". At the bottom, contact information for the New Hampshire Department of Education is provided, along with a footer containing "NH.gov | privacy policy | accessibility policy" and "copyright 2013. State of New Hampshire - 2013.12.30.1500".

After successfully logging in, the System Listing page will display a list of systems the user has been granted permission to access. Click the green colored text link below the System name you wish to access in order to access the system or to expand the list of roles available if more than one role is assigned to the user to access that system (e.g. "District Administrator" and "District Teacher").

When the link is selected, myNHDOE will launch the selected system. Each system will have a link in its menu to return to myNHDOE. This will return the user to the myNHDOE system listing, where a different system and role can be accessed without requiring the user to re-enter their log in credentials again.

The screenshot shows the "System Listing" page, which is ordered by the systems that the user uses most frequently. The page lists four systems: "Career and Technical Education" (with a blue arrow icon and a green text link: "Multiple educational entities are associated with this system. Click here to select one."), "Performance Pathways" (with a blue bar chart icon and a green text link: "DOE System Administrator"), "Educator Information System" (with a blue document icon and a green text link: "New Applicant"), and "School Health Reporting" (with a red cross icon and a green text link: "Public Access"). Red arrows point from the green text links to a red text box on the right that says: "Click the green text link to access the system, or to be taken to your list of user roles should you have more than one user role associated with the system."

Request System Access

Users affiliated with an educational entity such as a SAU, District, School should contact the *Local Security Administrator* for their entity to request system access. A list of Local Security Administrators can be found by selecting the “*Local Security Administrators*” link under the *Quick Links* heading of the left menu.

Users not affiliated with an educational entity should request system access by selecting the “*Contact Support*” link under the *Help* heading of the left menu.



Reset User Name and/or Password

Although the myNHDOE system has reduced the number of required login accounts to access DOE systems to a single account, it is still possible to forget either the user name or the password associated with the account. In this event, select the “*Forgot Your User Name/Password?*” link to start the process of retrieving your account information.

The image shows a login form with the following elements:

- Left Column:** "Already Have A User Account? Login Here:" header, "User Name:" input field, "Password:" input field, "Login" button with a green arrow.
- Right Column:** "New user? Create an account here." link, "Forgot Your Username/Password?" link (circled in red).

Step 1 requires you to identify the problem you are having and the email address used when setting up the account. You may enter either the *primary email address* or the *alternate email address* associated with your account. Once you have entered the required information, click the “*Next*” button.

Forgot Username or Password Wizard - Step 1 of 3

You Are Completing The Forgot-Username-or-Password Wizard.

Please Select The Problem You Are Having:

Forgot UserName
 Forgot Password
 Forgot UserName and Password

**Enter The Email Address You Used For Registration.
An Automatic Email Will Be Sent With Further Instructions.**

Email Address:

Forgot your email address?

If you are employed in a NH school contact your [Local Security Administrator](#).

If you are not working in a school district, then please [click here to contact support](#)

Once you have entered the required information click the **Next** button.

[Cancel](#) **Next** 

The email provided will be used to search the myNHDOE system for a match on either the primary or alternate email address. An email will then be sent to the address supplied. Check the appropriate email for a message from myNHDOE; be sure to check your spam or junk mail folder(s) if necessary. The email will include *User Name and Password reset instructions* as well as a link to reset your profile information. Click the link in the email or copy and paste the link into a browser to continue the Wizard.

Forgot Username or Password Wizard - Step 1 of 3

You Are Completing The Forgot-Username-or-Password Wizard.

Please Check Your Email.

An email has been sent to you with Password Reset Instructions.

Please use the emailed link to complete the password reset process.

If you do not receive the email, please check your junk mail folder.

If you have any questions, please email: myNHDOEhelp@education.nh.gov

To Return To The Login Screen, Click The **Next** button.

[Cancel](#) **Next** 

Step 2 will ask for the answer to the secret question selected during the account creation. Provide the answer and select “Next”.

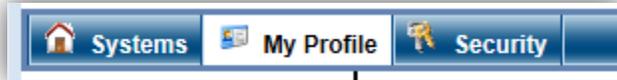
The screenshot shows a dialog box titled "Forgot Username or Password Wizard - Step 2 of 3". The main text reads: "You Are Completing The Forgot-Username-or-Password Wizard. Please answer your secret question below and click on the Next button." Below this, the "Secret Question" is "What is the name of your first pet?". There is a text input field for the "Secret Question Answer:". A final instruction says: "Once you have entered the required information click the Next button." At the bottom, there are three buttons: "Previous" with a left-pointing arrow, "Cancel" in blue text, and "Next" with a right-pointing arrow.

Step 3 is the final step of the “*Forgot Username or Password Wizard*” and provides the opportunity to set a new password. **The password must be between 8 and 20 characters, contain at least 3 types of characters, and cannot be one of the previous 10 passwords used.** Select “*Submit*” to finalize the password change. Your Profile information will be updated and you will be redirected to the System Listing page.

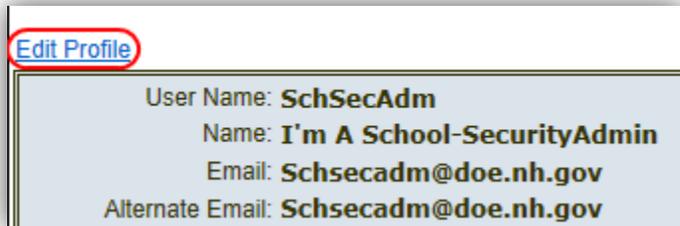
The screenshot shows a dialog box titled "Forgot Username or Password Wizard - Step 3 of 3". The main text reads: "You Are Completing The Forgot-Username-or-Password Wizard. Please enter and confirm the password you would like to use to access the system. Your password must be between 8 and 20 characters long and consist of 3 types of characters (Lowercase letters, Uppercase letters, Numbers, or Symbols). Once you have entered and confirmed the data click on the Next button." Below this, there are two text input fields: "New Password:" and "Confirm New Password:". A final instruction says: "Once you have entered the required information click the Next button." At the bottom, there are three buttons: "Previous" with a left-pointing arrow, "Cancel" in blue text, and "Submit" with a right-pointing arrow. A small icon in the bottom left corner indicates a help or information function.

Manage Your Profile

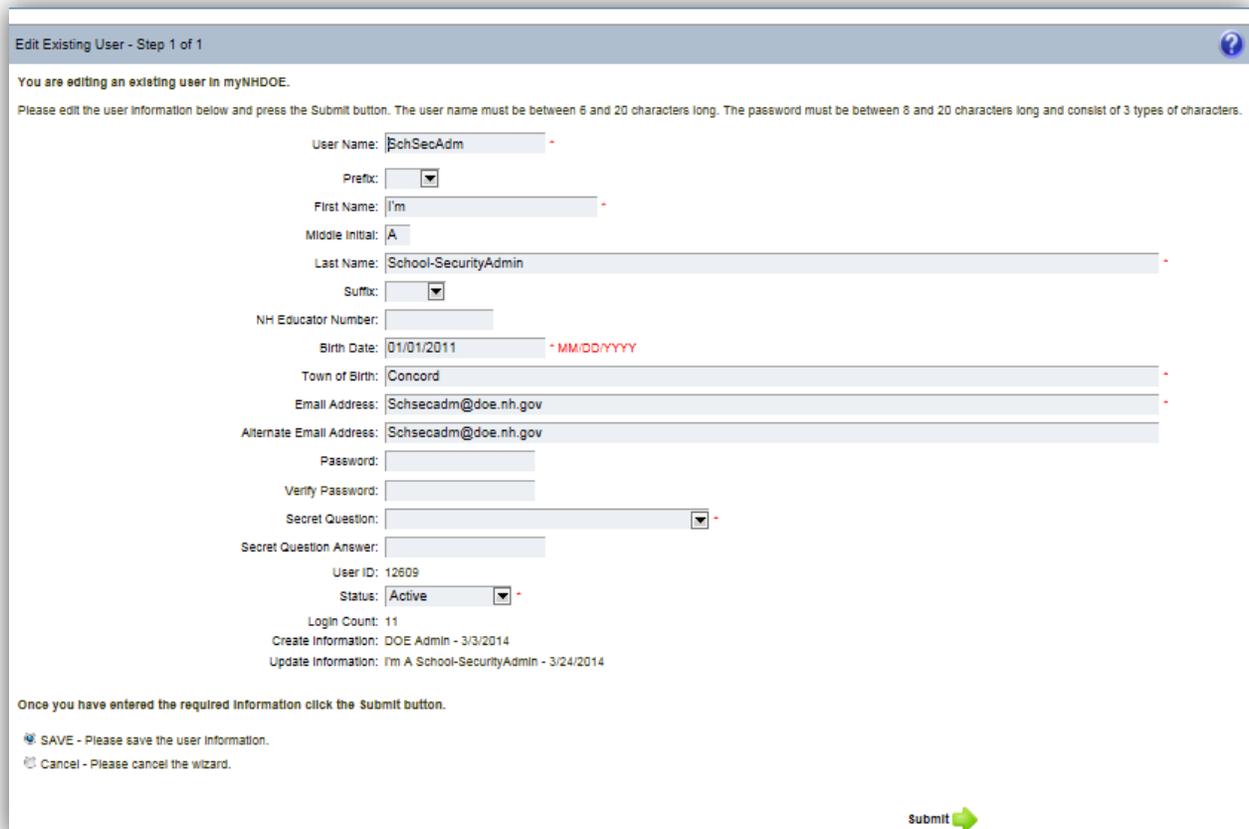
To manage your profile, select “My Profile” from the main menu bar across the top of the myNHDOE screen.



Then select “Edit Profile” above the User Name.



When the *Edit Existing User* page is opened you will be able to update or change your *User Name*, *Password*, *Secret Question and Answer*, *Town of Birth*, *Email*, and *Alternate Email* addresses. When you have completed any updates, select the “SAVE – Please save the user information” radio button at the bottom of the page, then click the “Submit” button to save your updated profile. If you **do not** wish to save your changes, select the “CANCEL – Please cancel the wizard” radio button and then click “Submit.” If you cancel the wizard any changes you’ve made will not be saved.

The image is a screenshot of a web form titled 'Edit Existing User - Step 1 of 1'. It contains the following fields and information:

- User Name:** SchSecAdm
- Prefix:** (dropdown menu)
- First Name:** I'm
- Middle Initial:** A
- Last Name:** School-SecurityAdmin
- Suffix:** (dropdown menu)
- NH Educator Number:** (empty field)
- Birth Date:** 01/01/2011 (format: MM/DD/YYYY)
- Town of Birth:** Concord
- Email Address:** Schsecadm@doe.nh.gov
- Alternate Email Address:** Schsecadm@doe.nh.gov
- Password:** (empty field)
- Verify Password:** (empty field)
- Secret Question:** (dropdown menu)
- Secret Question Answer:** (empty field)
- User ID:** 12609
- Status:** Active (dropdown menu)
- Login Count:** 11
- Create Information:** DOE Admin - 3/3/2014
- Update Information:** I'm A School-SecurityAdmin - 3/24/2014

At the bottom, there are two radio buttons: 'SAVE - Please save the user information.' (selected) and 'Cancel - Please cancel the wizard.' A green 'Submit' button with a right-pointing arrow is located at the bottom right.

The Profile page also provides several tabs that contain useful information for the user:



Roles		
ID	System	Role
39549	Educator Information System	Educator

- The **User Roles** tab shows the systems and associated roles assigned to your profile.
- The **Transactions** tab shows the myNHDOE transactions completed as you navigate around your myNHDOE account.
- The **Systems Accessed** tab shows the systems you have most recently accessed and your system access history,
- Lastly, the **Password History** tab show the history of password changes associated with your account.

Summary

myNHDOE is designed to be user friendly and intuitive so that you can conduct business with the NH Department of Education at your convenience. The myNHDOE team has attempted to provide the mechanism to assist you with on-line help, if needed, and the means to contact us if problems are encountered that cannot be resolved without assistance.

We welcome your feedback and suggestions, which can be provided to us by selecting the *Contact Support* link from the left *Help* menu, or by contacting the DOE Help Desk at (603) 271-2775.