Long Beach Unified School District

Portal User's Guide

August 2014

INTRODUCTION

The Long Beach Unified School District's PORTAL (myLBUSD) provides users with access to District applications, services, and content from any Internet browser. This User's Guide provides useful information concerning PORTAL services, applications, and content that is available through the product.

The PORTAL User's Guide can provide helpful information on any of the following topics:

Logging in to the Portal

SCA (Secure Cloud Access) webDesktop

Personalizing your webDesktop

Managing your Account Information

Changing Your Password

Resetting a Forgotten Password

Managing other Passwords

Accessing Your Files

webStorage

Please take a few minutes to review the User Guide to familiarize yourself with some of the services and applications that are available through the PORTAL.

Logging In To The Portal

Login

The PORTAL is accessed by directing your browser, from anywhere in the world, to http://myLBUSD.lbschools.net for employees or http://studentLBUSD.lbschools.net for students

or click the "myLBUSD" or "studentLBUSD" links on the District web page (www.lbschools.net)
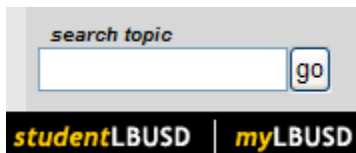
To login to the PORTAL enter your network login ID (such as jsmith) and your network password. This is the same ID and password that you use first thing in the morning when you turn on your computer at work.
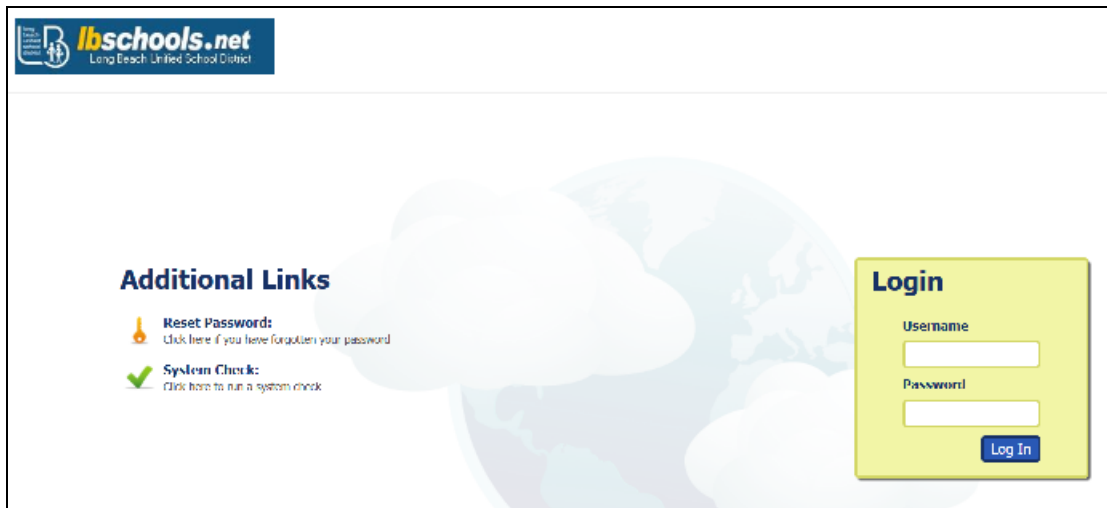
Secure Cloud Access

SCA webDesktop

The Secure Cloud Access webDesktop is your browser interface into PORTAL services and applications. It was designed to be used on various devices including desktops, laptops, tablets and smartphones. The webDesktop provides access to all content and services from one convenient location. Much like your regular desktop, the webDesktop organizes and displays all the web applications, services, and content you have access to when you are logged in to the PORTAL.

The webDesktop (displayed below) provides PORTAL users with a paged presentation of all the PORTAL services, applications, and content that is available to the logged in user. This Workspace Menu contains page names (or screens) listed across the bottom of the webDesktop: Home, My Tiles, Account, Applications, Desktop and Reports. The interface can take advantage of touch interface technology and swiping between screens.

The different screens contain tiles that provide quick and easy navigation to all corporate services and resources that are available to a user through the PORTAL System. The menu system organizes PORTAL services into categories that can be navigated by users. Under each menu (or page) is a list of available links in the form of tiles that can be accessed by the PORTAL user. When you select a link the web page, application, or service will be automatically loaded in the browser.

Help

Clicking the **?** (question mark) will provide a description of webDesktop icons. A second click will remove the help overlay.
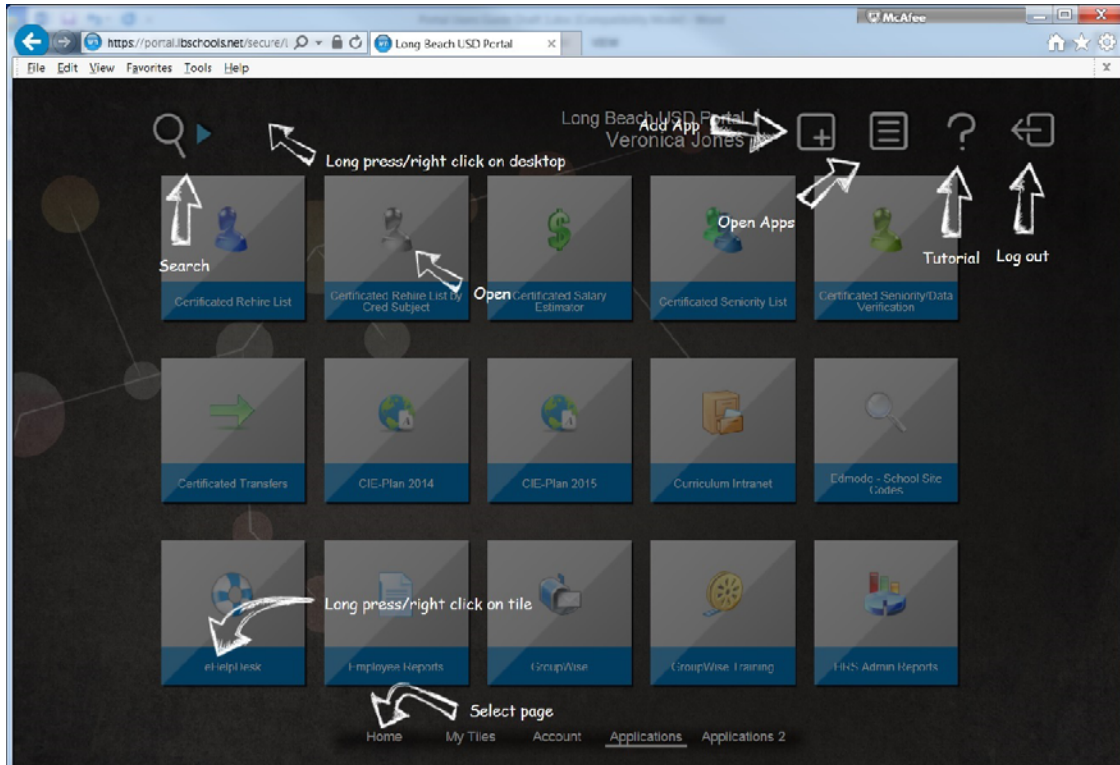
Shortcuts provide a list of links that take the user directly to the web page, service, or application. This is useful for services that are frequently accessed.

Open Applications

Clicking or pressing the **Open Apps** icon will display the applications and services that are open. You can toggle between them by selecting the desired tile. To close an application simply select the **X** in the upper right corner of the tile.

Search

Selecting the **Search** icon will allow you to search the SCA webDesktop for applications as well as search the Internet for any phrase typed in the input field.

Personalizing the webDesktop

Personalizing the appearance of your webDesktop is critical when you need quick access to important information and services. The SCA webDesktop allows you to add your own custom links to the webDesktop. By long-pressing on the webDesktop, you can select the **ADD TILE** option that will prompt for the URL and name of the web site to add.
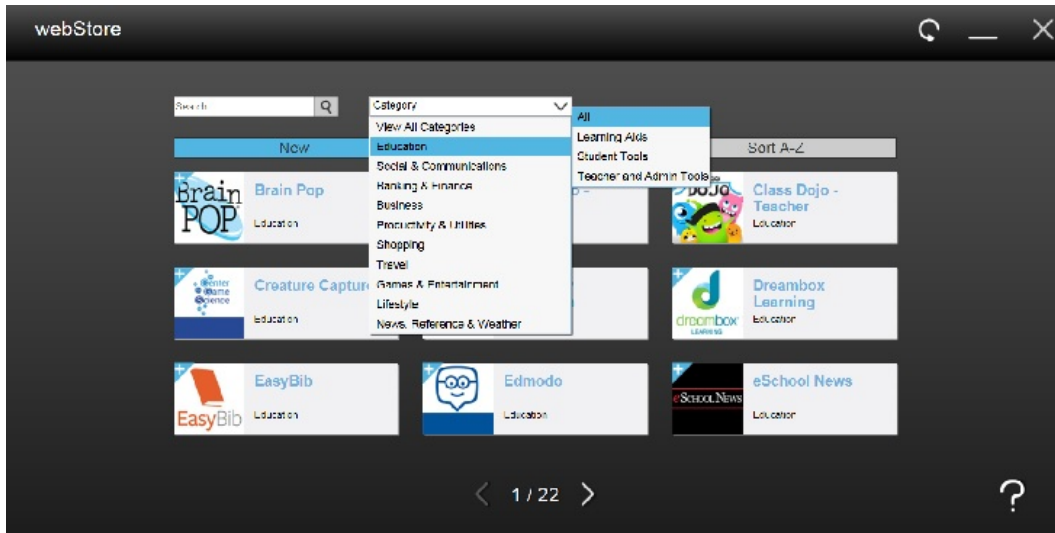

When you click **Save**, the new tile will appear on the My Tiles page.

webStore

The webStore has a list of web applications and services that you can add to your webDesktop as a tile.
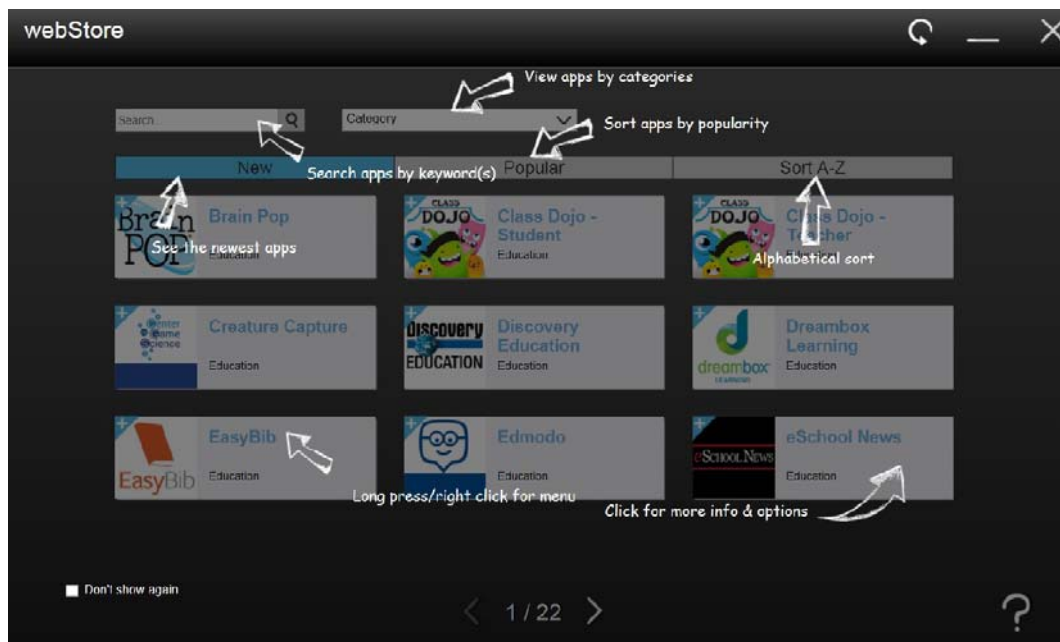
The webStore applications are organized by category for easier searching.


When you press or click an app in the webStore, a window appears allowing you to add it to the Desktop or immediately launch it.
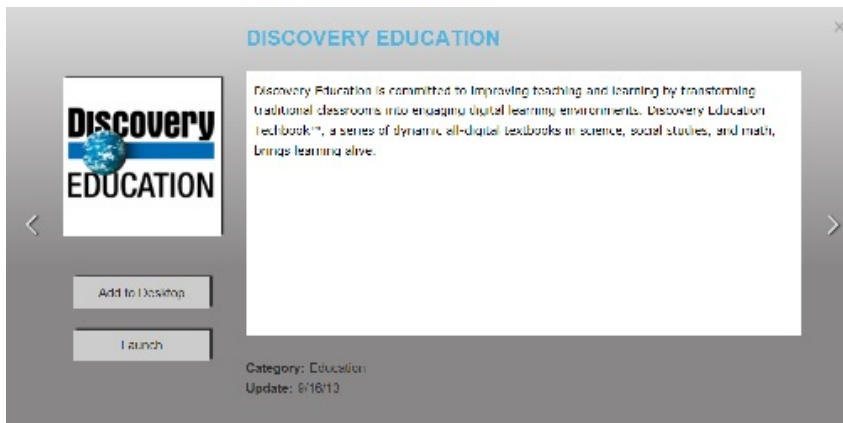
Viewing Account Information

Overview

The Account Information menu item displays information about the user's account in the client frame of the browser. The Account Information tile is found on the Account menu. The information that is displayed is:
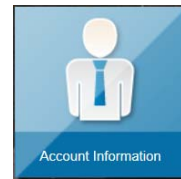
Account Information

Account Information

Account	
User ID:	VJones
First Name:	Veronica
Last Name:	Jones
Department:	Jefferson
Employee ID:	E12345678

Contact	
Email Address:	VJones@lbschools.net
Phone Number:	1234
Fax Number:	4321
Location:	Jefferson
Name:	
Address:	
City, State, Zip:	

Status	
Portal Visits:	
Last Login Time:	August 4, 2014 11:30:15 AM PDT
Client Number:	None
Max concurrent Logins:	-1

- **Portal Visits -** number of times the user has logged into the PORTAL system

- **Last Login Time** – last authentication to the PORTAL

- **Concurrent Logins** – maximum number of concurrent logins

Change Account Information

Overview

The Change Account Information application allows PORTAL users to modify information about their accounts. Modifications made through the Change Account Information application will update your information in the GroupWise address book. The application displays information about the user's directory account in the client frame of the browser.
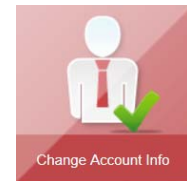
The following information can be updated through the Change User Information application:
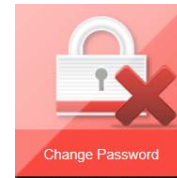

Contact
- Phone Number
- FAX Number

Changing Your Password

Overview

The LBUSD PORTAL provides PORTAL users with the ability to change their account password as well as other application passwords. The change password utility will update your network password. In order to successfully change your password you will need to know the current password.

The Change Password screen is located under the Account menu. Select the **Change Password** tile and the Change Password screen will appear. This screen will allow PORTAL users to modify their own PORTAL password. Changing your PORTAL password also changes your network login password (since they are one in the same).

Change Password

Change Password

Old Password:	
New Password:	
Confirm Password:	

Change Password

To change an account password simply:

1. Enter the current password into the **Old Password** field

2. Enter a new password in the **New Password** field.

3. Enter the new password in the **Confirm Password** field.

4. Select the **CHANGE PASSWORD** button.

5. Select the **X** in the upper right corner to close.

The password will be changed on the PORTAL and all District servers. You will need to enter the new password the next time you authenticate to the PORTAL or any District computer.

Resetting Your Password

Overview

The Configure Password Reset utility is provided to users for the purpose of resetting their password when it has been forgotten. By providing the proper answers to challenge questions, users can reset a forgotten password.

Registering to Reset a Password

Before you can reset a password you must register with the Password Reset Service. The registration process will prompt for the answers to two challenge questions that will be used to validate the password reset request later on. The steps below outline how to register with the Password Reset Service.

1. Log into the PORTAL.

2. Select the **Configure Password Reset** tile located under the Account menu.

3. Answer Question 1 by selecting the question that you wish to answer from the dropdown panel and typing the answer in the ANSWER 1 field.

4. Answer Question 2 by selecting the question that you wish to answer from the dropdown panel and typing the answer in the ANSWER 2 field.

   The answers that are provided will be used in the password reset process.

5. Press the **Update Configuration** button to update the "Challenge" questions and answers.

6. You are ready to reset your password

Resetting a Password

Once you have registered successfully you can reset your password anytime you forget it. Follow the steps below to reset your PORTAL password.

1. From the PORTAL login screen select the RESET PASSWORD: hyperlink
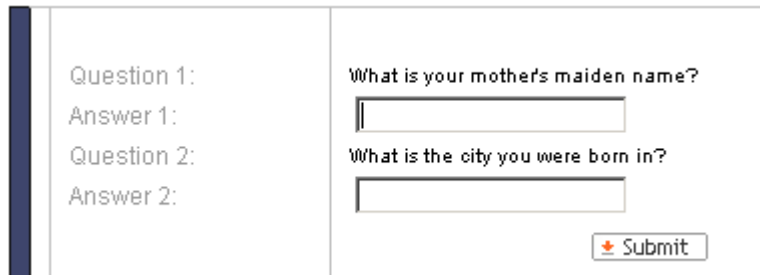
2. Enter your network User ID

Reset Password

Identity

[   ]

Next

Instructions:
Enter in your identity (usually your account name or email) and click the button to continue. If you do not remember your account name you will need to contact the help desk.

3. Select the NEXT button

4. Enter the answer to "challenge" question 1

Question 1:   What is your mother's maiden name?
Answer 1:   [   ]
Question 2:   What is the city you were born in?
Answer 2:   [   ]
                                    ± Submit

5. Enter the answer to "challenge" question 2

6. Select the **SUBMIT** button

7. If you are successful in answering the questions you will be prompted to reset you password

Change Password   ↻ — X

Change Password

Old Password: ●●●●●●●●●●●●●●●   ⬆
New Password: [   ]
Confirm Password: [   ]

                                                    Change Password

8. Enter the NEW PASSWORD

9. CONFIRM the new PASSWORD

10. Select the **CHANGE PASSWORD** button

11. You will be automatically logged into the PORTAL

Managing Your Passwords

Overview

The Lockbox application provides PORTAL users with an interface to manage their passwords to various applications and services. The Lockbox encrypts and stores information specific to the PORTAL users such as PIN numbers, Account IDs, and Account Passwords. When authenticated to the PORTAL you will see a list of all account and password fields to other systems that are available. You may set the values of these fields to enable the Single Sign-on Process to other applications and services.

System Name - The name of the account ID or password field that will store credential information for a specific application.

Password / Value - enter the value of the account or password field for a specific application

** Note - Select the **Update Stored Passwords** button to apply any changes*

File Services

Overview

File Services provides you with access to home directories, shared folders, and public drives through a common browser interface (see below). The File Services screen allows you to navigate your remote file systems in the left frame while managing the individual files in the right frame. File Services supports all major file operations including: Create Directory, Rename, Delete, Upload, Zip, Unzip, DeleteTree, Copy, and Email.
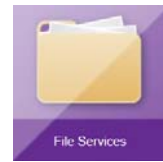
The File Services tile can be found under the Account menu of your webDesktop. Select the link to start the File Services browser client.

Home - returns the File Services interface to the default view

Create Directory - makes a directory in the currently selected folder

Rename - renames a file or directory

Delete - deletes the selected file(s)

Upload - uploads multiple files to the currently selected directory

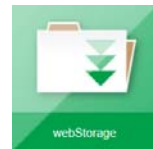**Zip** - zips (compresses into a single file) the currently selected file(s)

Unzip - unzips (decompresses) the currently selected file

Email - emails the currently selected file to a specified user(s); if multiple address separate by commas

**Copy** - copies the selected file(s) into another subdirectory or folder

webStorage

Overview

A new webNetwork file system interface named webStorage allows you to access your files on tablets and smartphones as well as your desktop or laptop computer. Selecting the Account menu will reveal the webStorage tile.

File nodes, or drives, are displayed on the left in the Location Panel.
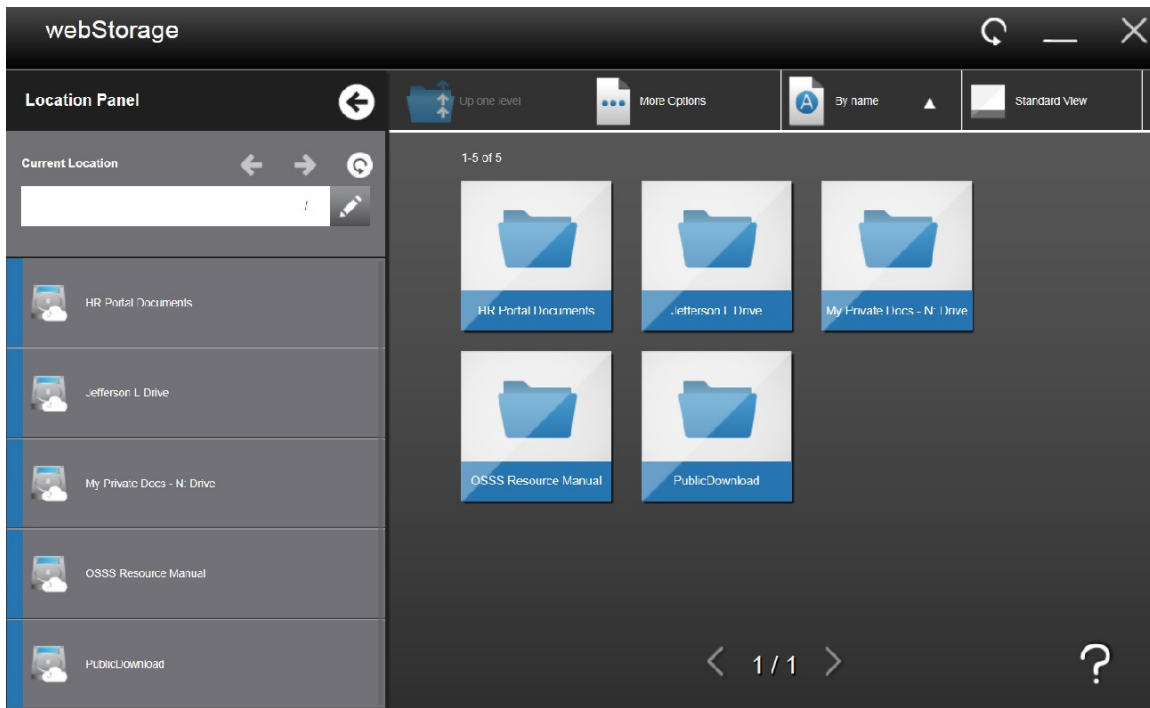
When a file node is selected, the right side of the interface will be updated with a list of files and directories located on the drive.

The Navigation Bar at the top of the page contains a list of options that can be used to search, upload or sort the contents of the file system. Long-pressing a file or directory will reveal a submenu with options to view, modify, download, copy, or paste the file or directory.

	View
	Download
	Cut
	Copy
	Paste
	Delete
	Rename
	Email Files
	Zip
	Unzip