

MyPortal – Log On/Sign Out/Password

Use these procedures to log on and sign out of MyPortal, change your password, or reset a forgotten password.

Currently, there are two log on options.

1. **MyPortal.wa.gov** (most common) – Use this single sign on link if your agency is part of the State Enterprise Active Directory (EAD) or Active Directory Federated Services (ADFS).
2. **MyPortalExt.wa.gov** – Use this non single sign on link if your agency is not part of the EAD or ADFS. You will be required to enter your personnel number and system issued password.

Note: Your session will time out after 20 minutes of inactivity and you will receive an authentication certificate pop up to reinitialize your session. If you receive this message, select OK to be re-authenticated and reinitialize your session or click on the X to close the session.

Related Procedures:

[MyPortal - Log On \(First Time\)](#)

[MyPortal - Log On \(Returning User\)](#)

[MyPortal - Sign Out](#)

[MyPortal - Change Password](#)

[MyPortal - Forgot Password](#)

MyPortal – Log On (First Time)

Use this procedure if you are logging on to MyPortal for the first time. This procedure can be used by single sign on or non single sign on users.

Related Procedures:

MyPortal - Log On/Sign Out/Password

MyPortal - Log On (Returning User)

MyPortal - Sign Out

MyPortal - Change Password

MyPortal - Forgot Password

Step 1

To log on to MyPortal:

- [MyPortal.wa.gov](https://myportal.wa.gov) (most common) – Use this single sign on link if your agency is part of the State Enterprise Active Directory (EAD) or Active Directory Federated Services (ADFS).
- [MyPortalExt.wa.gov](https://myportalext.wa.gov) – Use this non single sign on link if your agency is not part of the EAD or ADFS.

Step 2

Single sign on users only: Select Active Directory or your organization's ADFS account for your initial logon. Subsequent logons will not require this step and you will automatically be logged on to the MyPortal Home Page.



Sign in with one of these accounts



WA State Department of Transportat



Washington State Legislature



Active Directory

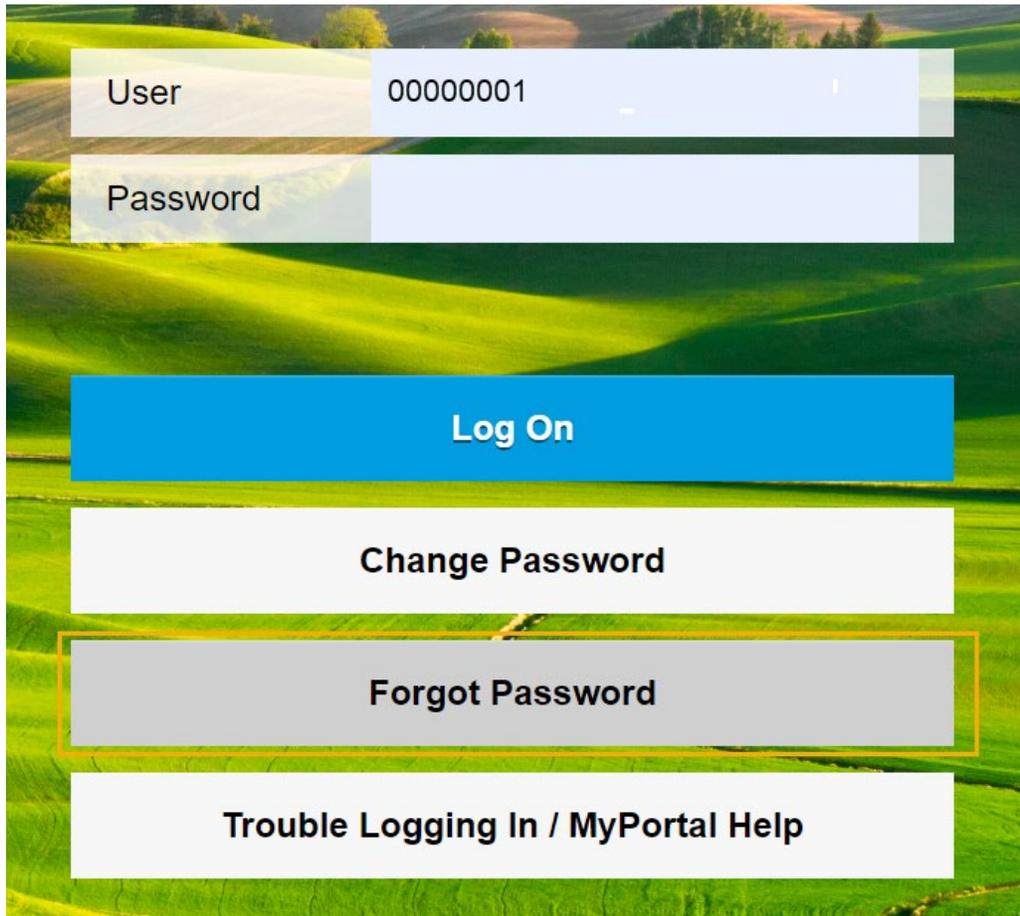
You will be directed to the MyPortal Home Page.

Tips:

- If Active Directory does not appear, you may have to clear your browser cache.
- You only have to select Active Directory or your organization's ADFS account the first time you log on.
- If you clear your browser cache or cookies, you will need to select Active Directory or your organization's ADFS account to re-activate your single sign on credentials.
- If you are already "active" in Active Directory or your agency's ADFS account, you may not get the Active Directory screen.
- You can bookmark the MyPortal URL and rename the application name to MyPortal or your desired title.
- If you are a single sign on agency that is part of the EAD or ADFS but accessing MyPortal outside the State Government Network, you will be required to enter your agency's log on credentials (such as your work email and network password).

Step 3

Non single sign on users only: If you are a non single sign on agency that is not part of the EAD or ADFS, you will need to request a temporary password prior to logging on. Follow the instructions in the [MyPortal - Forgot Password](#) user procedure when logging on for the first time.



The image shows a login interface overlaid on a background of rolling green hills. At the top, there are two input fields: 'User' with the value '00000001' and 'Password'. Below these fields are four buttons: 'Log On' (blue), 'Change Password' (white), 'Forgot Password' (grey, highlighted with an orange border), and 'Trouble Logging In / MyPortal Help' (white).

MyPortal - Log On (Returning User)

Use this procedure to log on to MyPortal if you are a returning user who has previously logged on. This procedure can be used by single sign on or non single sign on users.

Related Procedures:

MyPortal - Log On/Sign Out/Password

MyPortal – Log On (First Time)

MyPortal - Sign Out

MyPortal - Change Password

MyPortal - Forgot Password

Step 1

To log on to MyPortal:

- [MyPortal.wa.gov](https://myportal.wa.gov) (most common) – Use this single sign on link if your agency is part of the State Enterprise Active Directory (EAD) or Active Directory Federated Services (ADFS).
- [MyPortalExt.wa.gov](https://myportalext.wa.gov) – Use this non single sign on link if your agency is not part of the EAD or ADFS.

Step 2

Single sign on agencies that are part of the EAD or ADFS will automatically be logged on after selecting the MyPortal.wa.gov URL. No User ID or password is required.

Non single sign on agencies that are not part of the EAD or AFS must enter the following mandatory fields and click Log On:

- User
- Password

The image shows a login interface on a blue background. It features two input fields: 'User' containing '00000001' and 'Password' containing seven dots. Below these are two buttons: a blue 'Log On' button and a white 'Change Password' button. All elements are highlighted with a yellow border.

Tips:

- This procedure assumes you are not a first time user.
- The User field is your personnel number. Contact your Human Resources office if you are not sure of your personnel number or if you are having trouble logging on.
- If your personnel number is less than 8-digits, add zeros to the beginning to make it 8-digits (example, 123456 will become 00123456).
- Your MyPortal account will be locked if you enter the wrong password five times. If this occurs, use the Forgot Password option to reset it.
- Your work email is required for single sign on agencies. If your agency supports single sign on and you're logged on to your agency network but you receive a prompt for your Logon ID and password, contact your Human Resources office to ensure the correct email is being used.
- If you are a single sign on agency but are accessing MyPortal outside the State Government Network, you will be required to enter your agency's log on credentials (such as your work email and network password).

Both single sign on and non single sign on agencies will be directed to the MyPortal Home Page.

MyPortal - Sign Out

Use this procedure to sign out of MyPortal. Signing out ensures your session is securely shutdown to protect your personal information when you are not logged on to your agency network. This procedure can be used by single sign on or non single sign on users; however, single sign on users will automatically be logged back in after they sign out.

Single sign on users should close their browser page to log out.

Related Procedures:

MyPortal - Log On/Sign Out/Password

MyPortal - Log On (First Time)

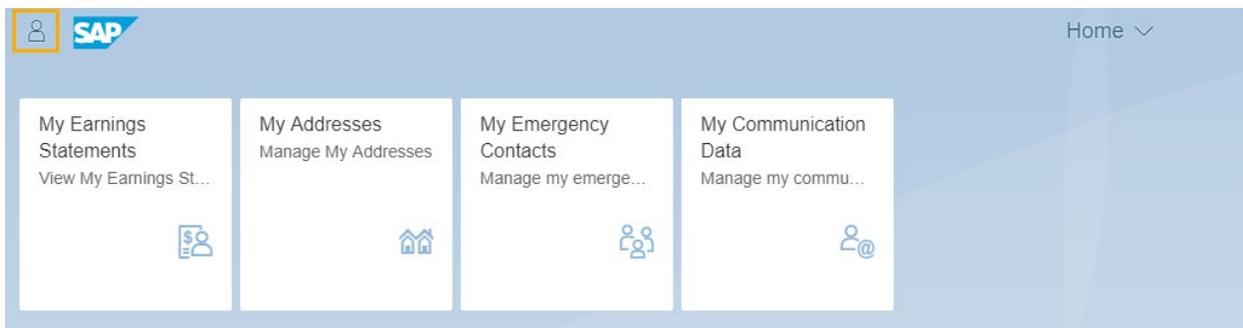
MyPortal - Log On (Returning User)

MyPortal - Change Password

MyPortal - Forgot Password

Step 1

Click the Profile icon on the MyPortal Home Page.

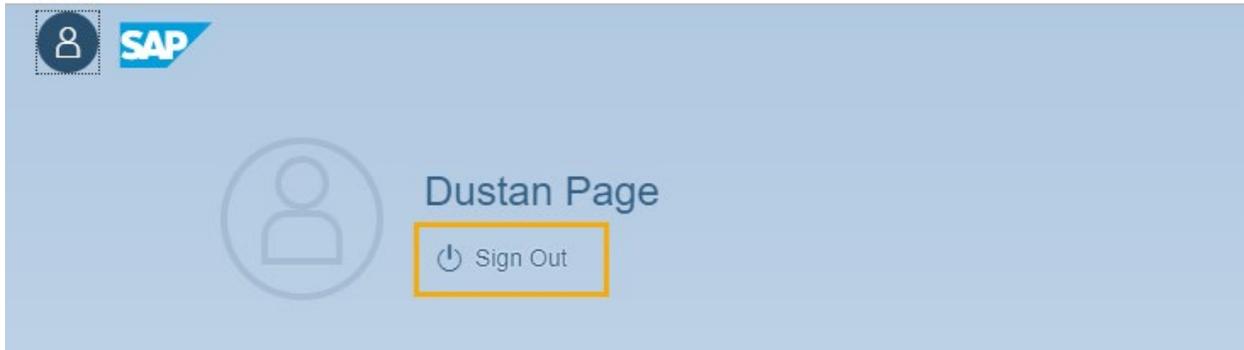


Tips:

- If you hover over the Profile icon, your name will be displayed.

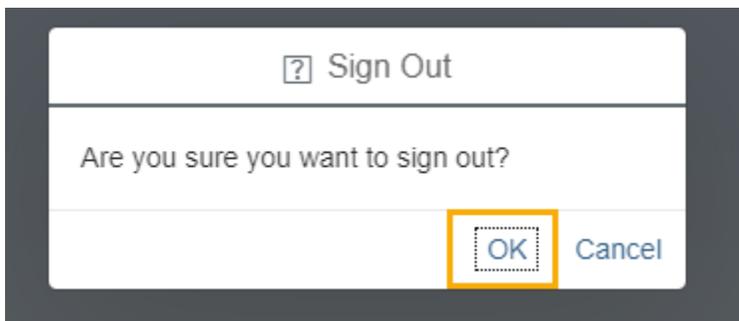
Step 2

Click on Sign Out.



Step 3

Click OK to confirm Sign Out or Cancel to return to the MyPortal Home Page.



MyPortal - Change Password

Use this procedure to change your password if you are in an agency that is not part of the State Enterprise Active Directory (EAD) or the Active Directory Federated Services (ADFS).

Note: Single sign on agencies that are part of the EAD or ADFS will not change their passwords in MyPortal.

Related Procedures:

MyPortal - Log On/Sign Out/Password

MyPortal - Log On (First Time)

MyPortal - Log On (Returning User)

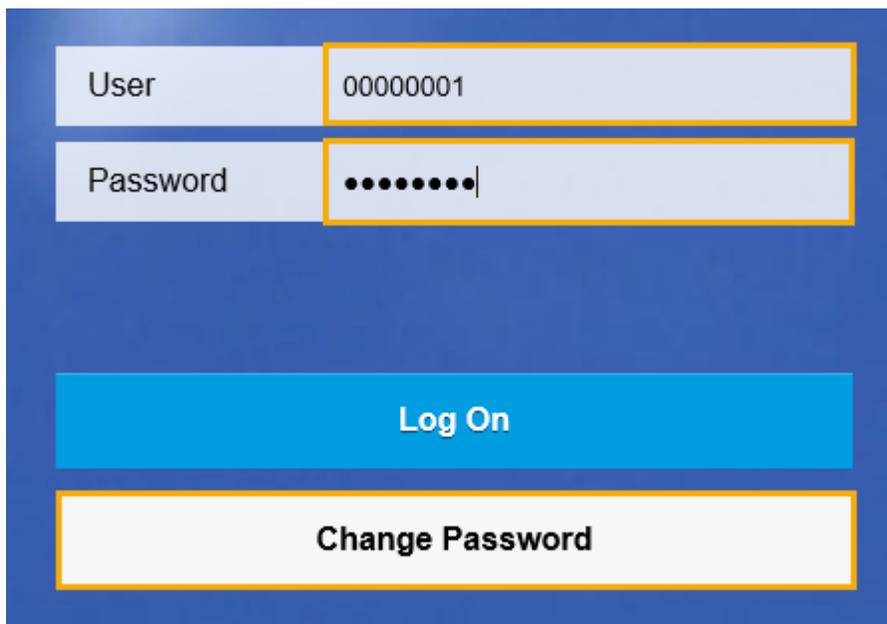
MyPortal - Sign Out

MyPortal - Forgot Password

Step 1

From the log on screen, enter the following mandatory fields and click Change Password:

- User
- Password



The screenshot shows a blue-themed login interface. At the top, there are two input fields: 'User' with the value '00000001' and 'Password' with masked characters '.....|'. Below these fields is a large blue button labeled 'Log On'. At the bottom, there is a white button with a black border labeled 'Change Password'.

Tips:

- This procedure assumes you are not a first time user.

- Passwords can only be changed once per day. If you need to update your password for a second time in one day, contact the OFM Help Desk.
- The User field is your personnel number. Contact your Human Resources office if you are not sure of your personnel number.
- If your personnel number is less than 8-digits, add zeros to the beginning to make it 8-digits (example, 123456 will become 00123456).
- If your MyPortal account is locked due to entering the wrong password five times, use the Forgot Password option to reset it.

Step 2

Enter the following mandatory fields and click Change:

- Current Password
- New Password
- Repeat Password

Tips:

Current Password. This is your current password or the temporary password that was sent to your email address.

- You can copy (Ctrl+C) the temporary password from the email and paste it (Ctrl+V) into the Current Password field.

New Password. This will be your new password.

- Cannot use previous five passwords.
- Minimum 10 characters.
- At least 1 letter.
- At least 1 number (0123456789).
- At least 1 special character (@#%&*).

Repeat Password. This will be your new password.

User	00000001
Current Password	●●●●●●
New Password	●●●●●●
Repeat Password	●●●●●●
This is an initial password that must be changed	
Change	

Step 3

You will receive a confirmation the password was changed. Click the Continue button to be logged into the MyPortal Home Page.

The password was changed
Continue

MyPortal - Forgot Password

Use this procedure to generate a new password if you do not remember your password or if you are logging on for the first time from an agency that is not part of the State Enterprise Active Directory (EAD) or the Active Directory Federated Services (ADFS).

Note: Single sign on agencies that are part of the EAD or ADFS will not change their passwords in MyPortal.

Related Procedures:

MyPortal - Log On/Sign Out/Password

MyPortal - Log On (First Time)

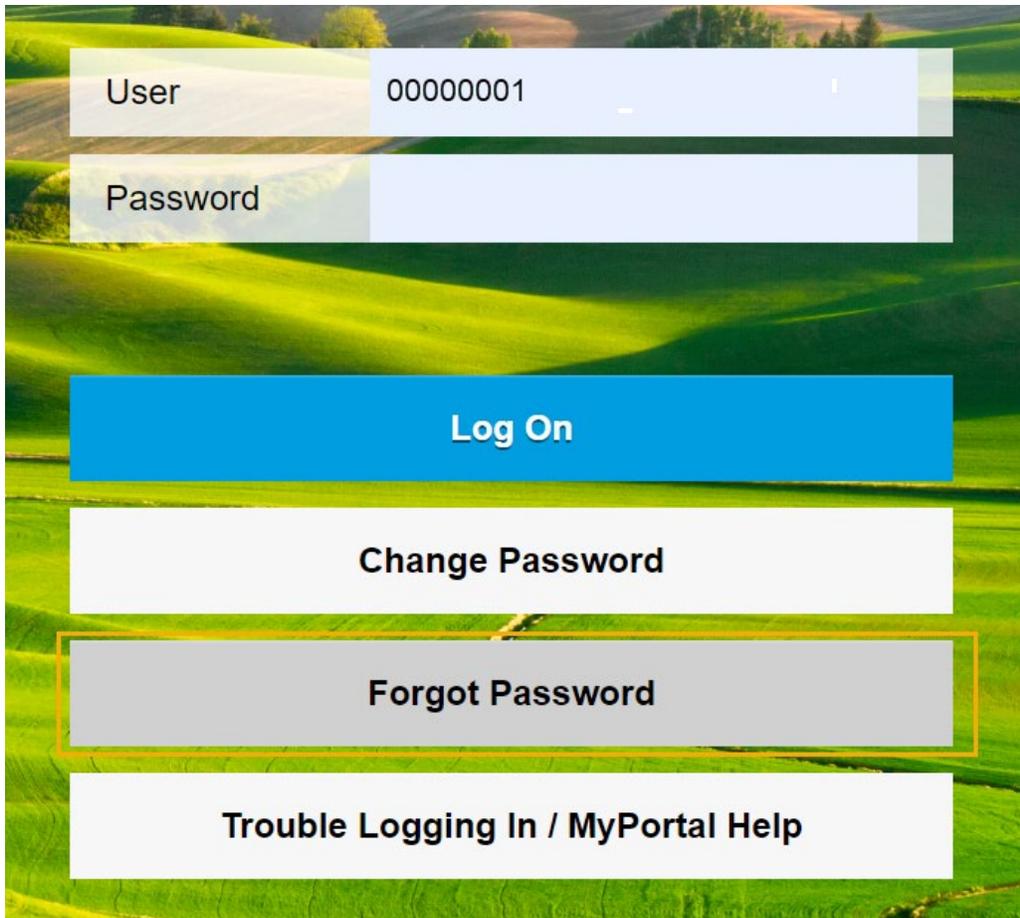
MyPortal - Log On (Returning User)

MyPortal - Sign Out

MyPortal - Change Password

Step 1

Click the Forgot password button from log on Screen.



Step 2

Enter your Login ID and email and click submit.

Having trouble logging in?

Provide the following information to receive a new password

* Logon ID:

* E-Mail:

You will receive a message "New password was assigned and sent by email".

Having trouble logging in?

Provide the following information to receive a new password

* Logon ID:

* E-Mail:

New password was assigned and sent by e-mail

Tips:

- If Logon ID or Email is incorrect you will receive a message “Logon ID and Email is incorrect or your MyPortal account does not have an email entered”.
- Your Logon ID is your personnel number. Contact your Human Resources office if you are unsure of your personnel number.
- E-mail is your state issued email.
- If your MyPortal account is locked due to entering the wrong password five times, use the Forgot Password option to reset it.

Step 3

Use the new temporary password sent to your email address to log back in to MyPortal. You will be prompted to create a new password. For more information on creating a new password, see the [MyPortal – Change Password](#) user procedure.