Getting Help

MyPortal First-Time Login Guide

To Login

1. **Open an Internet browser** and type in the following URL: [http://myportal.fhda.edu/](http://myportal.fhda.edu/)

2. **Enter your login information** in the Secure Login area and click the Login button.
   - a. Your **Username** is your 8-digit employee ID. Look it up at [http://employeeid.fhda.edu](http://employeeid.fhda.edu).
   - b. Your **Password** is the same district-provided PIN number used for Liquid Office and the wireless FHDA network. Look it up at [http://employeepin.fhda.edu](http://employeepin.fhda.edu).

3. **Upon successful login**, you will be asked to **complete a Secret Questions and Answers Setup form**.
   - a. **Answer all five questions** based on the listed constraints and click the Submit Setup button. **NOTE: You may create your own questions** provided you meet the requirement for a minimum number of significant characters. Simply type over an existing question.

**IMPORTANT:** If you are unable to log in with the Username and Password (PIN) described above, contact the ETS Call Center at 408.864.TECH (8324) or e-mail [techhelp@fhda.edu](mailto:techhelp@fhda.edu).
b. Once complete, you should receive the following message: Secret questions setup successful!

**NOTE:** Once logged in, you should see the portal page for your primary work location: Foothill, De Anza or Central Services. **If you do not see the appropriate campus/district logo** on your portal home page, contact the ETS Call Center at 408.864.TECH (8324) or e-mail techhelp@fhda.edu.

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**How to Change Your PIN Password for MyPortal (Optional)**

1. **Click on My Account** in the upper left corner of the window.

2. **Follow the directions** to change your PIN password to a strong alphanumeric password as described.

3. **When done, click the Save Changes** button at bottom right corner of the window. You should see a message in the Change Password area confirming you have successfully changed your password.

**To Log Out of My Portal**

1. **Click the Logout icon** in the upper right corner of the window.

**Already Forgot Your Password?**

1. **Click the Forgot Your Password? link** in the Secure Login area.

2. You will be prompted to enter your 8-digit username and the answers to two of the secret questions that you set up in Step 3 during your first-time login.

**Once inside, click on the Tutorial Tab to learn more!**