

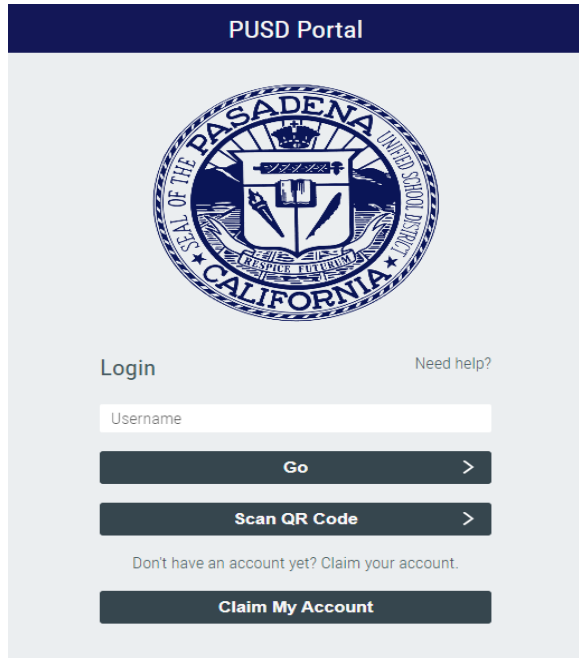
# How To Activate Your PUSD Email

## PROVIDED BY INNOVATIVE TECHNOLOGY SERVICES

– **NOTE:** Non-PUSD staff such as *Sponsored(SPO)* or *Contractor* scroll down for more information –

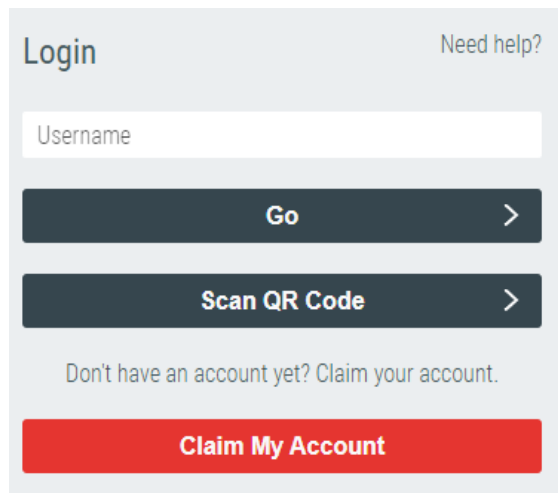
### STEP I: GO TO THE PUSD PORTAL

From an Internet connected device please go to the PUSD PORTAL: <https://portal.pusd.us>



### STEP II: CLAIM YOUR ACCOUNT

**NOTE:** PUSD e-mail accounts can only be claimed after the contract start date, you will also need your Employee-ID for this step.



*(Continued on next page, please flip document P1 of 2)*

### STEP III: Choose Staff Claim Policy

**RAPIDIDENTITY**

**Claim Account Policies**

Choose a Policy

Staff Claim Policy

Staff Claim Policy  
Adult Ed Students Claim Policy  
Sponsored Claim Policy

Next

Powered by Identity Automation

### STEP IV: Enter your Employee ID and Birthdate

**RAPIDIDENTITY**

**Step 1**

Answer the following questions to claim your account:

Employee ID: \*

Birthdate (YYYY-MM-DD): \*

Next

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### STEP VI: Create a Password

**NOTE:** The password you create must be 8 characters and must not be your employee number.

### STEP V: Security Questions

**NOTE:** You only need 3 security questions but can have up to eight (8)

## Important

Email accounts are activated/deactivated according to Los Angeles County Office of Education (**LACOE**) protocols. The ITS Department can provide assistance with an account only after it has been enabled. This activation process typically takes approximately **48 hours** from the onboarding stage. Additionally, please be aware that account claiming is only possible once LACOE has successfully enabled the account.

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## NON-PUSD Staff

For individuals who are not PUSD Staff, such as **Sponsored(SPO)** or **Contractor** personnel, kindly consult with your Department Head, the individual who initiated the Service Request on your behalf through the Network Access Form. Information on how to activate your account was provided in the corresponding ticket.

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ITS HELP DESK E-MAIL: [helpdesk@pusd.us](mailto:helpdesk@pusd.us)  
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