



DOE External User (EU) Accounts/ NPSIS Access

Non-DOE school or program-based staff needing access to DOE systems or tools must use a credential issued by the NYC Department of Education (DOE).

The DOE External User (EU) account provides non-DOE school/program-based staff access to DOE systems and tools with a DOE-assigned username and password. The following document will provide additional information and steps to confirm or request a DOE External User Account.

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Why do I need an DOE External User Account?

Any staff member needing access to DOE applications must sign in using their personal DOE-issued External User credentials; applications include:

- NPSIS (<https://apps.schools.nyc/npsis>).
- Office of School Food (OFS) application starting in the fall of 2024
- Office of Pupil Transportation (OPT) applications starting in the fall of 2024
- DOE SupportHub for tickets (<https://supporthub.schools.nyc/>) for device and student transportation support in April 2024.

When can I stop using my current NPSIS username and password for the NPSIS Portal and OPT applications?

The legacy NPSIS Portal application (<https://nycenet.edu/NPSIS>) will be taken offline starting March 27, 2024. Before this date, it is recommended that current NPSIS users ensure they have access to the new NPSIS portal web URL <https://apps.schools.nyc/NPSIS> using their DOE External user name and password. If you do not have access to the new NPSIS Portal application URL, please contact ONPSData@schools.nyc.gov with the external

username, NPSIS School Code(s) with the principal of each school copied if more than one is requested. If you do not have an external user account, please follow the directions below to have one created.

Access to OPT and OFNS applications will continue to use the older credentials. Announcements will be made in the fall of 2024 as to when their applications will switch to the new authentication method using DOE EU.

How are accounts created?

External user accounts "@doeexternal.nyc" are provided upon request. Accounts may be provisioned through the Nonpublic School Student Information System (NPSIS) portal. The EU account is unique to an individual, with the person's first initial and last name provided and a number in some cases to create a unique account where the first initial and full last name exist. For support and questions contact the Office of Nonpublic Schools by emailing ONPSData@schools.nyc.gov.

What is required to create an account?

Nonpublic School staff members must provide:

- Their first and last name.
- Date of birth.
- A personal email address used for account verification and password resets must be unique to you.
- A personal identification number that is 6-9 characters in length.

How will I know an account was created?

After account creation, if successful, the system sends two emails to the personal individual email provided. One email will give the EU user name, and the second will share the temporary password and directions for customizing the password for your account using the "External User" option on the DOE [Password & Profile Management](#) portal. Please do not use any email addresses that are shared with multiple staff members in your school as this will return an error by the system as only one "personal email" may be linked to one external user account.

How do I reset the account password?

At any point, if there are issues with the password for your DOE EU account, use the [Password & Profile Management](#) to request a password reset. EU account passwords expire every 90 days.

Two options are available to perform the password reset for NPS users:

1. **Reset with personal details:** Provide your last name, DOB provided when creating the account, and personal email address to receive the temporary password - or -
2. **Personal Email:** Enter the alternate email address to receive a temporary password.

Passwords must be eight characters long and contain at least one letter, number, or unique character (!, @, #, \$, %, ^, &, *). Steps are found at the end of this document.

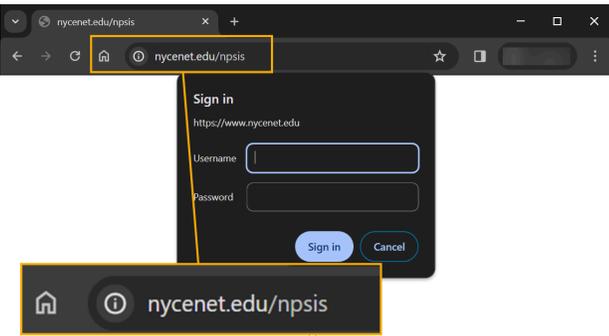
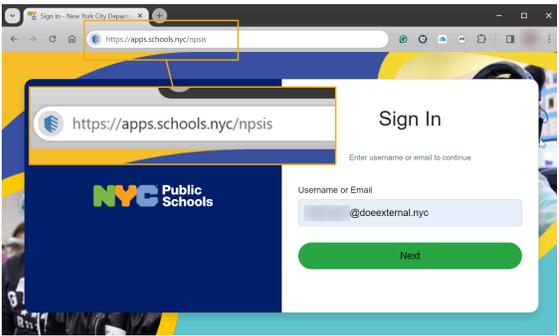
DOE External User (EU) Accounts/ NPSIS Access

Would I need a DOE external account to access NPSIS and other DOE systems?

Users with an external user account provisioned access to a specific DOE application will need their EU credentials to sign in. Starting November 2024, the new NPSIS portal (<https://apps.schools.nyc/npsis>) will require you to sign using your external username and passwords. Other DOE applications hosted by the Office of School Foods, Office of Pupil Transportation and finance (FAMIS/ShopDOE) will require an external user - single sign-on before the school year 2025-2026.

As a school admin, can I create accounts for my staff?

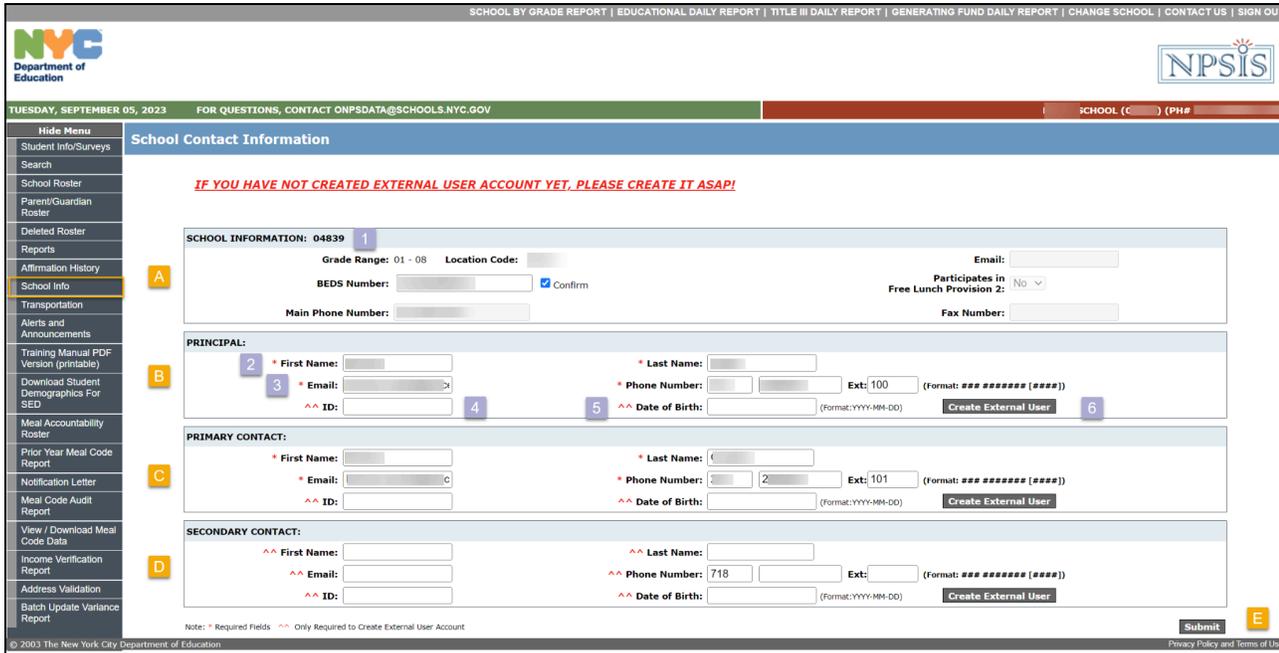
NPSIS users may request the creation of an external user account and NPSIS portal access using the NPSIS portal School Information page from either the old (<https://nycenet.edu/npsis> using the school user name or password) or new (<https://apps.schools.nyc/npsis>) NPSIS domains. Type in the information required before pressing the “Create EU” button. If you have any questions about the process, or if there are errors, email ONPSData@schools.nyc.gov for support.

Old: https://nycenet.edu/NPSIS	New: https://apps.schools.nyc/npsis
	
Use your school's NPSIS/OPT username and password.	Use your DOE external user email and password.

Step 1: Sign into the NPSIS portal using either URLs provided above and the credentials available to you or a fellow staff member.

Step 2: From the left-hand navigation, go to the **School Info** page. Some schools may see this page upon signing into NPSIS.

Step 3: Confirm the information on the page. The page is separated into three sections. All fields identified with an asterisk (*) must submit the **School Info** updates. All fields identified with ^^ are optional and are only needed to Create an EU account/ NPSIS portal access.



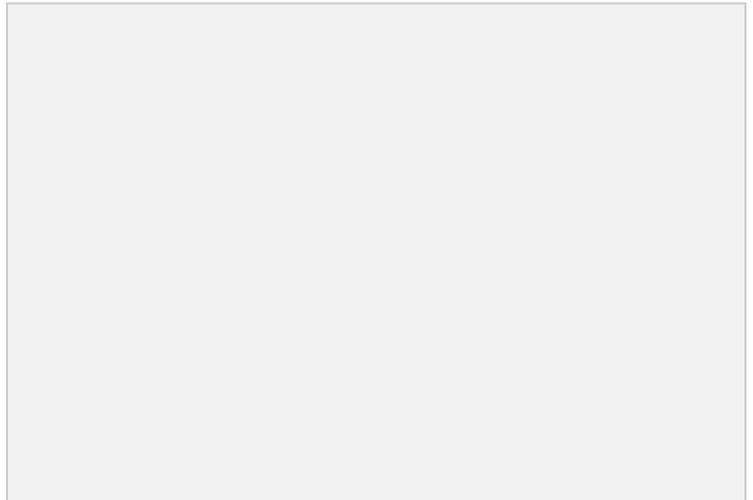
Reading the School Info page:

- Contact Information:** Basic information about the school, such as grade band, BEDS code, and phone number. Confirm that the Location Code displayed is accurate. If missing or incorrect, please get in touch with ONPSData@schools.nyc.gov to have it updated. The location code listed will be linked to the EU account and used to assign application access.
- Principal:** The principal information is shared with the NYCPS location management system - LCGMS as the principal/head of the school. Please ensure this is the school leader/head who should have access as a principal to applications as needed.
- Primary Contact:** Primary Contact is a primary administrator needing access to NPSIS. It should be distinct from the principal and secondary contact.
- Secondary Contact:** Secondary Contact differs from the primary contact in needing access to NPSIS (i.e., Transportation point person). It should be distinct from the two additional contacts on the page.
- Submit:** Press submit to save changes to contact information and BEDS code.

Step 4: Use the "Create External User" button to request an EU Account for staff members and NPSIS portal access for staff with an existing account. Complete the necessary information flagged with an ^^ before pressing the "Create External User" button in both cases.

- Individual's First and Last Name** - Confirm/update the name listed; ensure no leading spaces, special characters, or prefixes (Sr, Mr., Mrs., etc.) are within the name, as this information will become the external user name.

2. **Personal Email Address** - Confirm that the email address provided is unique to the person. Do not use generic/shared school email accounts like "transportation@school.com". The DOE will use the personal email provided to share the account details and future password resets.
3. **Personal Unique ID*** - Enter a unique ID such as NYC State ID Number or something the person can remember; the ID should be no less than six characters (alpha or numeric) in length. If the ID is missing or not unique (entering a "0" or "1234567" or leaving blank), the request will fail. Although required to create the account, NPSIS will not store this information.
4. **Date of Birth*** - Enter the person's birth date (year/month/day (e.g., YYYY-MM-DD)). This will be the last piece of personal information the EU account creation will use to confirm uniqueness and can later be used for authentication and EU password resets. Although required to create the account, NPSIS will not store this information.
5. **Create External User** - Once all details are entered/confirmed for accuracy, press the 'Create External User' button to request the EU account to be created. The system will validate the information provided.
 - a. If an account exists without the name, DOB, and personal email provided, the system will create the email address and send two emails to the email address provided. The first email will share the external username; the second will include a temporary password and directions to set a personal password for the EU account. Both emails may be sent from an "@schools.nyc.gov" account like *DOE_Systems@schools.nyc.gov*.
 - b. If an External User account exists with the information provided, the screen will return a message:
"External User Account Exists for this User." This will not prevent the saving of School Contact information and will ensure that access to NPSIS is linked to the external user account found.



Why am I getting an error message?

Depending on the information provided, school information may return errors after requesting an EU account. Correct the details based on the errors and try again.

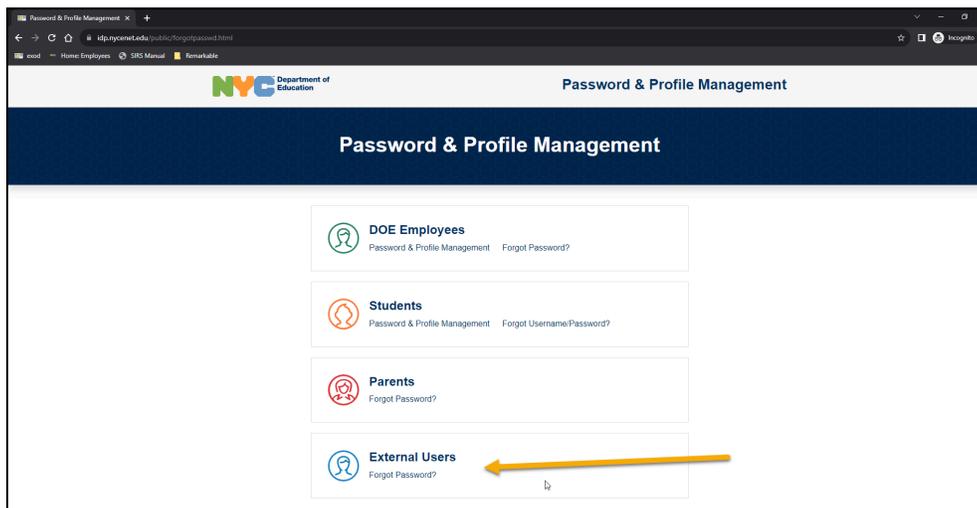
- Errors examples:
 - **Procedure or function 'npsis_usp_createSSOUserLog' expects parameter '@errCode', which was not supplied.** - the required information was not provided
 - **PETS ID Missing:** Enter a unique ID, such as your state or driver ID number.
 - **User Already Exists:** If the external user account does not have access to the school requesting the creation, NPSIS will provide access to the school code. If the person needs to know their external user account, contact ONPSData@schools.nyc.gov.
- **Location Code does not exist:** The location code is an NYC DOE school identifier and a property of the NPSIS School Code. If the location code on School Info is missing or incorrect, email ONPSData@schools.nyc.gov to request an update.

How many external users can I create using NPSIS School Info?

DOE external user emails may be created for all staff that need access to the NPSIS portal. The DOE external email may also be created by staff from Early Childhood (DECE), Special Education Office (SEO) or those in PETS. If you need support to create EU accounts for additional staff members (to the three listed on School Info), or access to the NPSIS portal application, contact ONPSData@schools.nyc.gov.

How do I reset the EU Password?

Reset your password using the personal email and date of birth provided to create your account. From the DOE Password Reset Tool ([Password & Profile Management](#)), select the option “External Users.”



From the External Users Reset Password tool, enter:

- A. **UserID:** The External User email userID and domain (**full email address**)
- B. **Reset Password Using:** The password reset option. Select from the options of **'Personal Details,'** which will request the date of birth and personal email address associated with the EU Account, or **'Personal Email,'** which will send a password reset link to the personal email provided. The option to use Security Questions is **not** available to NPS staff.
- C. **reCaptcha:** Confirm your identity
- D. **Reset Password:** Press the **Reset Password** button.

Using Personal Information:

Enter the information used to create the External User (EU) account to request a password reset link.

- A. **Last name:** Type in the last name used to create the EU account
- B. **Date of Birth:** Enter the date of birth provided for the EU account.
- C. **Personal Email Address:** Enter the personal email address linked to the EU account.

If the information provided matches the information linked to the EU account referenced, you will be asked to set a new password. Requirements for the password will be listed on the page.

Using Personal Email

The system will send a password reset link to the personal email address linked to the EU account.

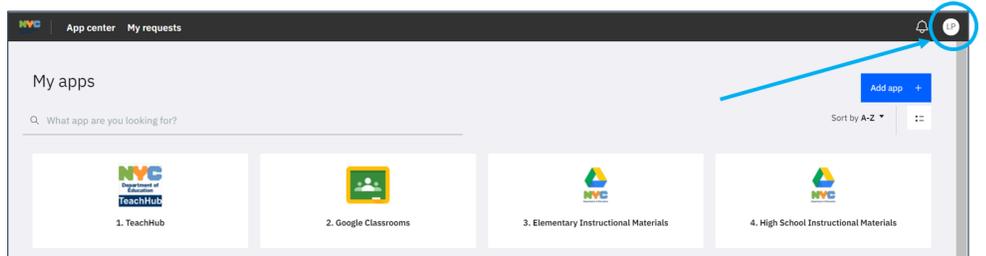
What is MFA and how do I set it up?

Multi-factor Authentication (MFA) is a security feature for DOE applications that will request a secondary method to verify identity. This is an additional layer of security. The secondary method is a verification code that may be sent via text, phone call or email to the phone/email specified.

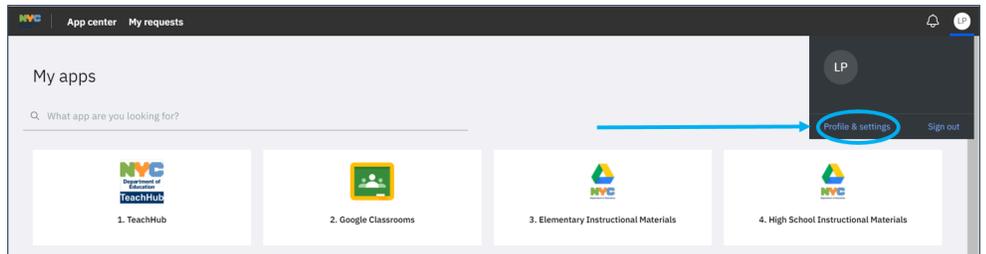
MFA is set up using the DOE IDP Application (<https://idpcloud.nycenet.edu>) using your DOE External Email address and password.

If you run into problems with the activation process, contact the DOE Help Desk by [opening a ticket](#) or calling 718-935-5100.

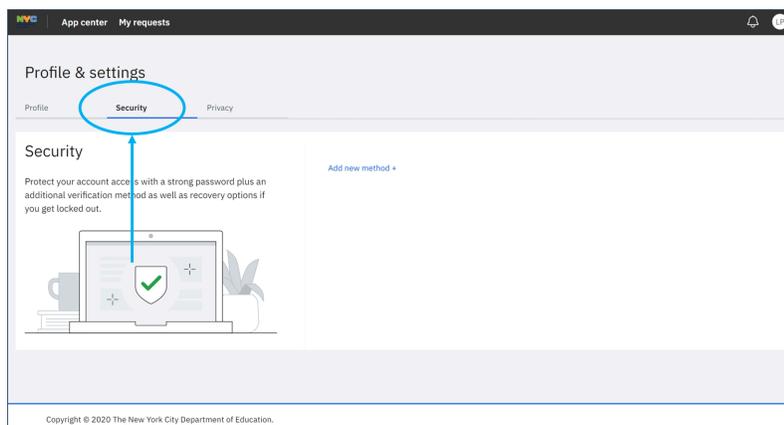
Step 1: Sign into the IDP Portal



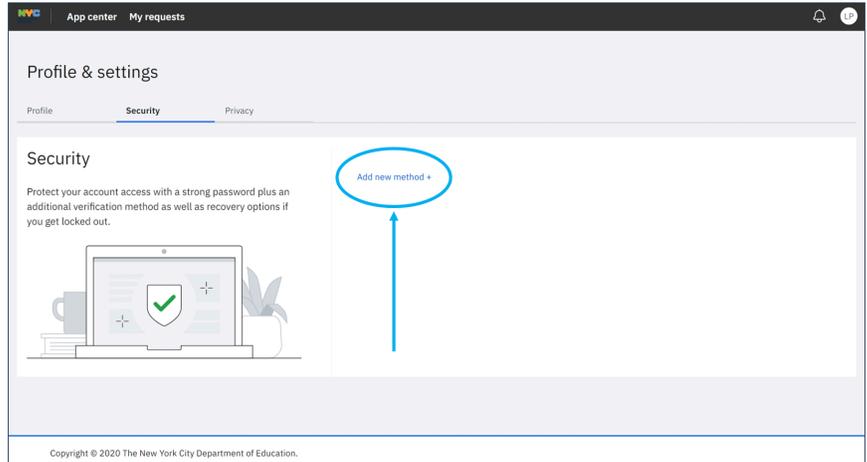
Step 2: Select the profile avatar to access the MFA option from 'Profile and Settings'



Step 3: Select the Security tab

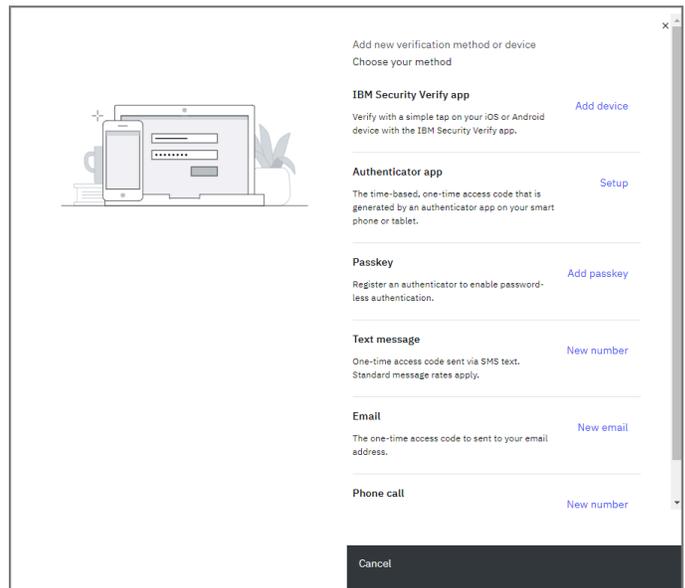


Step 4: Select Add New Method +



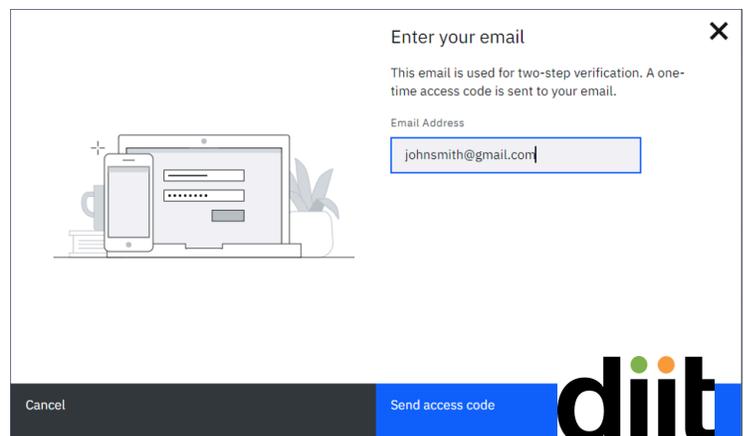
Step 5: From the provided pop-up window, select the verification method from the provided list. (Recommended: Text Message, Email)

The steps for each method may vary. Follow the steps provided to complete the process.

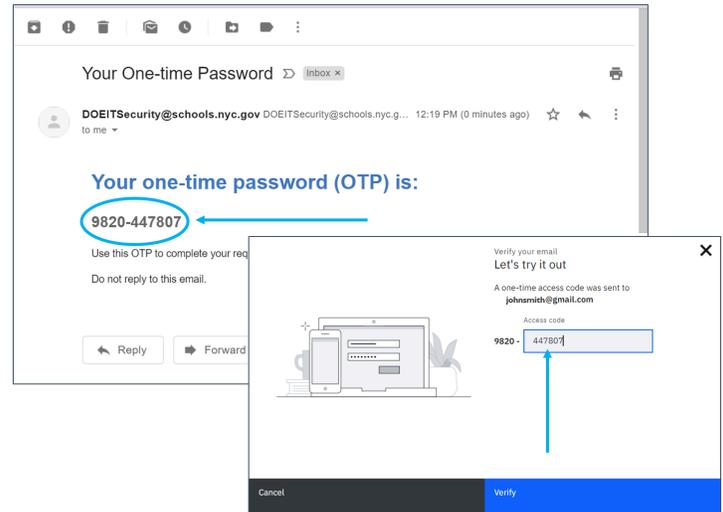


Step 6: Example when selecting 'email'.

Type in a personal email address and press 'Send Access Code'. This email address should not be the external user email (@doexternal.nyc) and should not be an email address shared with multiple recipients.



Step 7: If the email is valid, an email with the security code will be sent. Enter the security code in the provided field. Always confirm the prefix of the security code (before the dash(-) to ensure the correct code is used if you have MFA set up for multiple Outlook accounts.



Information on my EU profile is incorrect, what do I do?

If personal information for the EU account is incorrect, corrections can be requested:

- If your email is incorrect, contact ONPSData@schools.nyc.gov, providing the existing EU account and new email address.
- If the title or school location needs to be corrected, contact ONPSData@schools.nyc.gov, providing the existing EU account and correct title/location.
- If the date of birth is incorrect, submit a ticket using the SupportHub portal, providing the existing EU account and correct DOB.
- If the name is incorrect, submit a ticket using the SupportHub portal, providing the existing EU account and correct name. Depending on the change, this may lead to creating a new EU account.

If I am linked to more than one NPSIS school, will I need more than one external user email account?

No, each person will need only one EU account. Access to the multiple schools can vary per application but will be linked to the EU account assigned to you.

For NPSIS If you have access to multiple schools but do not see the school codes with NPSIS please send an email to ONPSData@schools.nyc.gov with the following information copying the school principal:

- External User Account
- School Email (personal email used to create the External User Account)



DOE External User (EU) Accounts/ NPSIS Access

- NPSIS School Code

ONPS will work with the NPSIS application development team to provision access within 24-48 hours.

Can I sign into OPT applications with the DOE External User Account?

Schools should continue to use the NPSIS shared username and password when signing into Office of Pupil Transportation (OPT) applications ([Application List \(opt-osfns.org\)](https://opt-osfns.org)). For assistance and or password resets, please contact your school's assigned [Transportation Liaison](#).

Where can I go for support?

For questions on the NPSIS portal application or your DOE External User account, please email ONPSData@schools.nyc.gov.