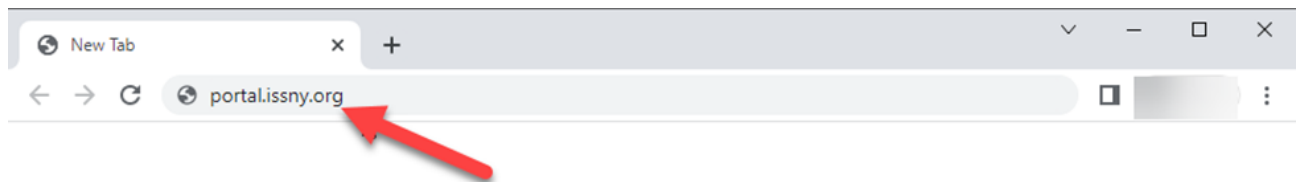


How to Login to the ISS Portal

<https://player.vimeo.com/video/882515291?title=0&byline=0>

Step By Step Instructions

Logging in is a simple 3 step process. In order to start, you'll need to go to the ISS Portal website. On your device's web browser, go to the address bar and type in "portal.issny.org" or click on the link here: <https://portal.issny.org/>



14:24



Search

Cancel

Google Search

portal.issny.org

On This Page (no matches)

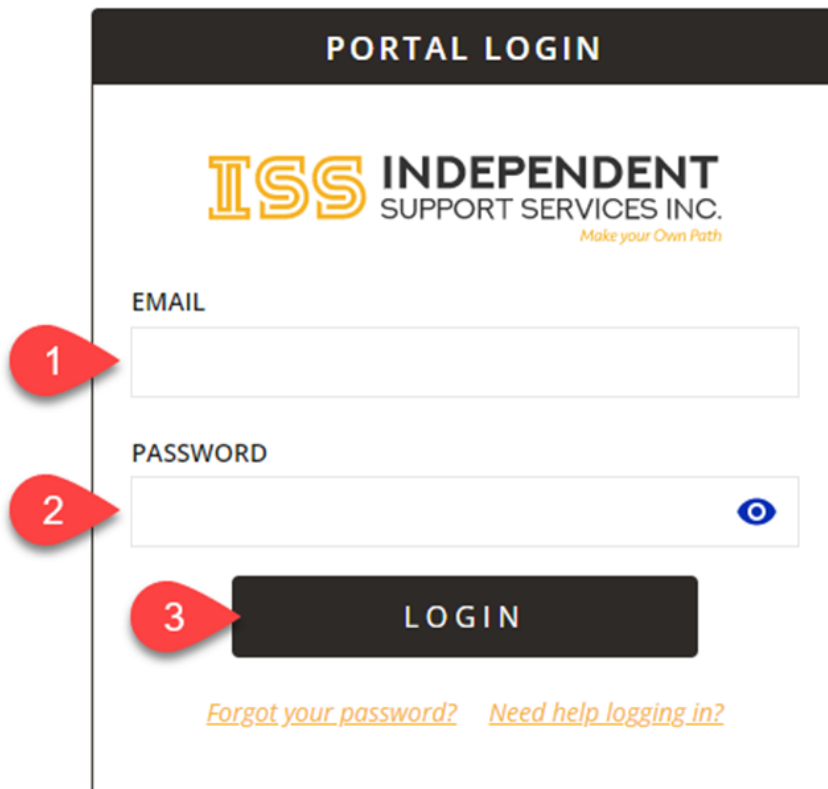
Find "portal.issny.org "



portal.issny.org



1. At the **PORTAL LOGIN** page, enter your email address and your password. Then click **LOGIN** .

A screenshot of the "PORTAL LOGIN" page. At the top, it says "PORTAL LOGIN" in a black header. Below that is the logo for "ISS INDEPENDENT SUPPORT SERVICES INC." with the tagline "Make your Own Path". There are two input fields: "EMAIL" and "PASSWORD". A red callout bubble with the number "1" points to the EMAIL field. Another red callout bubble with the number "2" points to the PASSWORD field. A third red callout bubble with the number "3" points to a black "LOGIN" button. Below the button are two links: "[Forgot your password?](#)" and "[Need help logging in?](#)".

2. If the login information was correct, you will be taken to the **TWO-FACTOR INFORMATION** page. Here you can choose whether you'd like your One-Time Passcode (OTP) delivered to you via **EMAIL** or **TEXT** message. Click on the option you prefer and allow up to 5 minutes for delivery to your phone or email address.

TWO-FACTOR INFORMATION

For the security of your user information, you must enter a one-time passcode (OTP) to complete your login.

Please choose where you would like to receive your code this time.

EMAIL ADDRESS

EMAIL m*****ny.org

PHONE NUMBER

TEXT *****1928

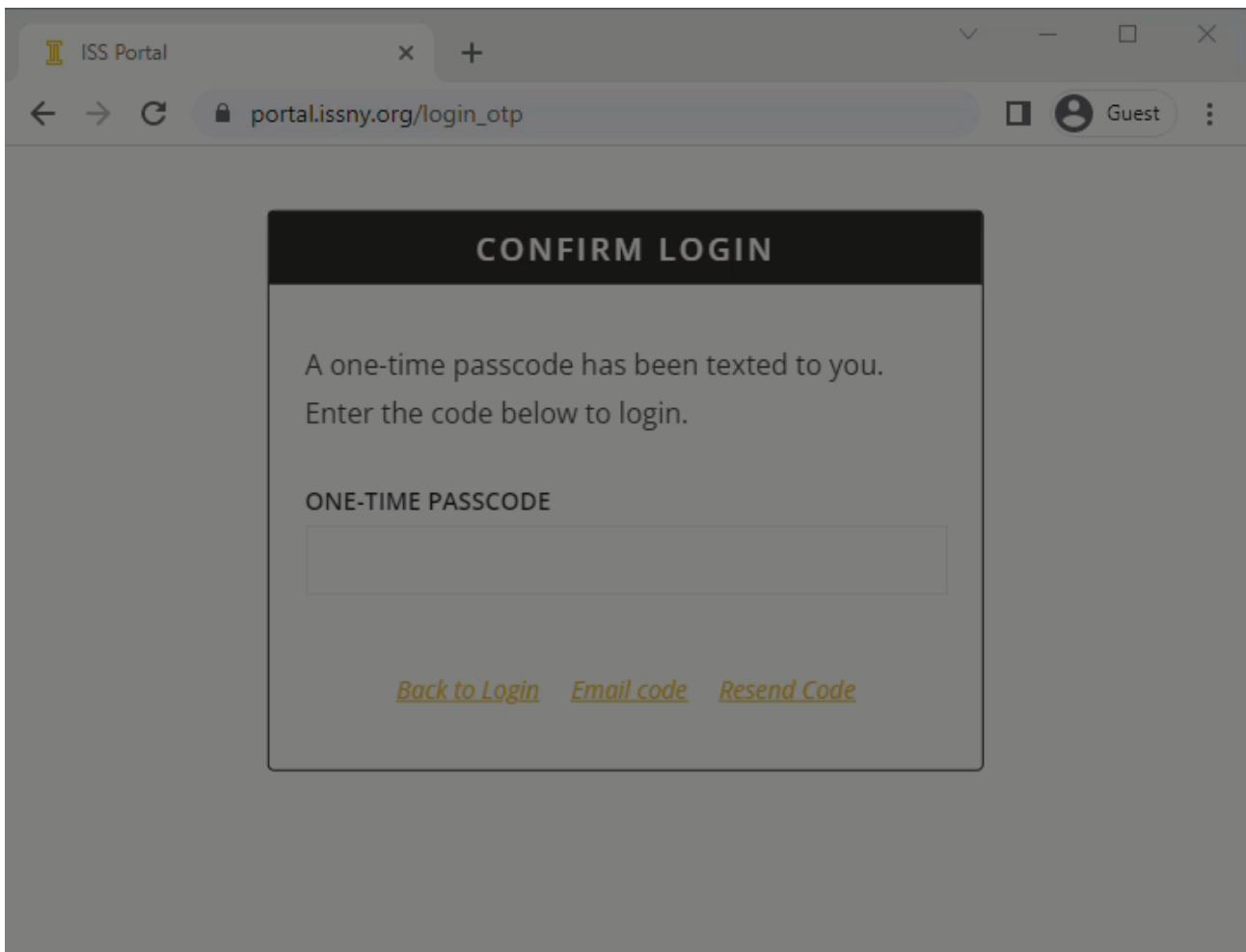
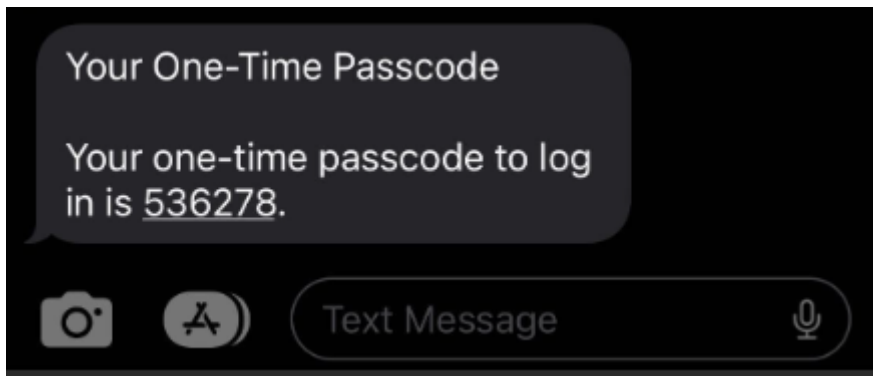
[Back to Login](#)

Information provided in the screenshot is an example

3. Once you choose your OTP delivery method, you will be redirected to the **CONFIRM LOGIN** page. When you receive your OTP code, enter the 6-digit number into the **ONE-TIME PASSCODE** field and your homepage will automatically load after the number is typed in.

Keep this webpage open while you're waiting to get your OTP code. Closing the page, clicking **Back to Login**, or reloading the page will reset the login process and you'll have to start from step 1 again.

- In the example below, I choose the TEXT Option. If you choose EMAIL, you'll get the same message with a passcode.



Information provided in the screenshot is an example. Carlos Medina is a demo Participant.

FAQ

What is a web browser?

Your web browser is the application that you use to explore the internet. Common web browsers include Google Chrome, Mozilla Firefox, Safari, etc.

I forgot my login information, how can I reset my credentials?

See our help page at [Reset Your Password / Forgot Your Password?](#)

Where can I find more information on the ISS Portal?

Please visit the [Portal Best Practices](#) page for the most up to date information regarding everyday use of the ISS Portal. As we continue to update and improve the Portal on a regular basis, this help page is meant to assist our users with the most relevant and useful information available.

Updated 11/8/2023

🕒Revision #18

★Created 11 November 2020 22:33:10 by Admin

✎Updated 8 November 2023 15:01:07 by Elizabeth Lukan