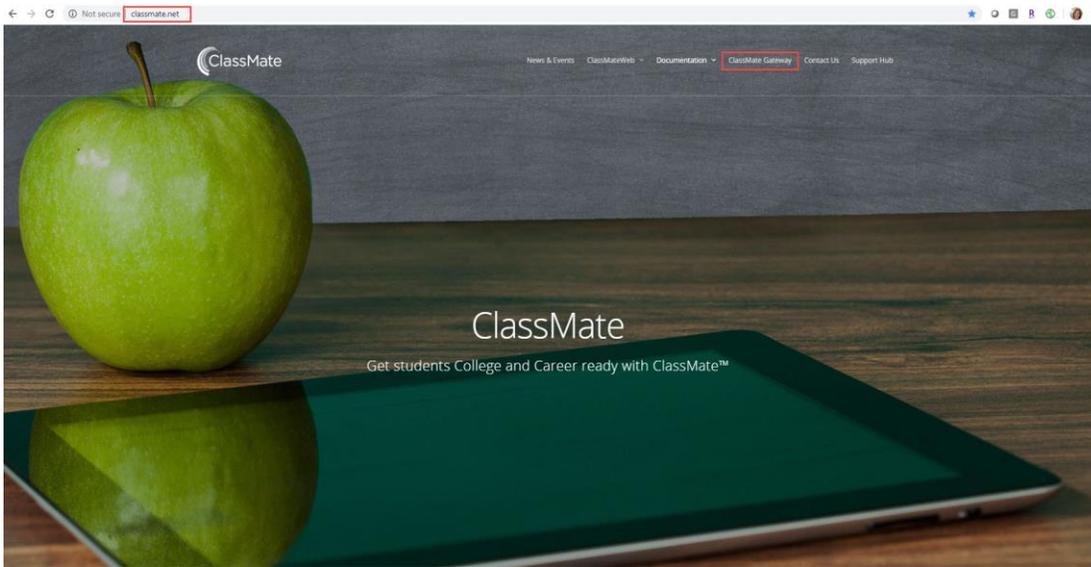# ClassMate Gateway Access

Updated June 2020

The **ClassMate Gateway** is a secure site that allows authorized ClassMate users to easily access the ClassMate application(s) online. The Gateway is perfect for users looking access ClassMate remotely or using any mobile device with an internet connection.

Getting Started:
To access the Gateway you can visit our website: **www.classmate.net** and select ClassMate Gateway from the top of the screen or you can use this URL to access directly: https://cmgateway.harriscomputer.io/#/

First Time Users
New users who requires ClassMate access must first be set up in the ClassMate system by a site ClassMate System Administrator.
The new user information must be entered in Employee Management (including email address) and also in the ClassMate User Management module to assign a username/password for accessing the ClassMate Application.

Once ClassMate set up is complete a TeamSupport ticket must be submitted to request their Gateway access.
Please provide:
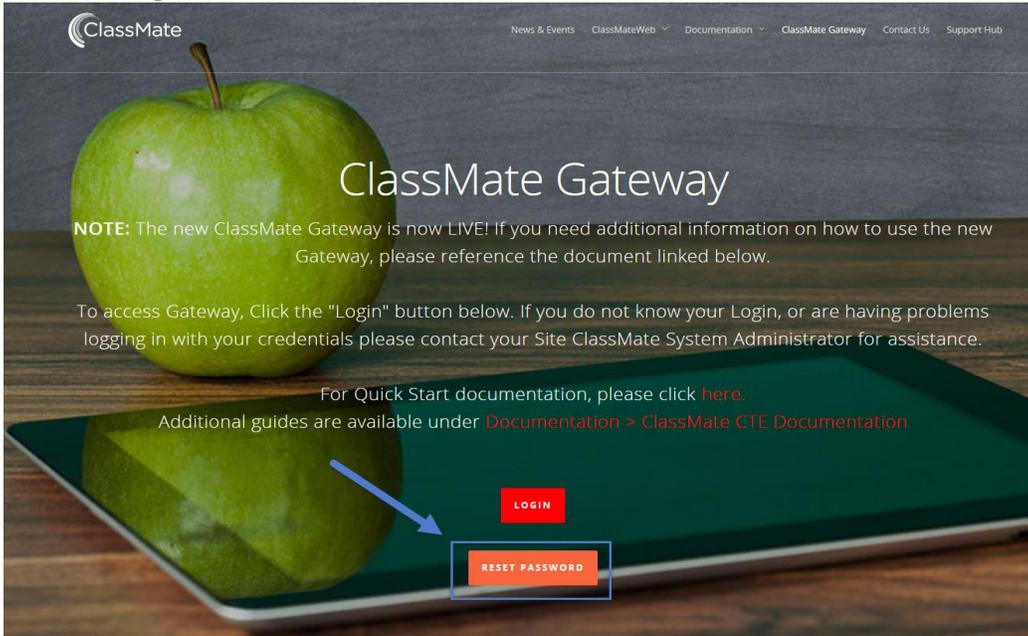First & Last Name
ClassMate Username
Email Address
Identify if the user requires ClassMate, Adult Ed, and/or M: drive access

After their Gateway account is created you will receive their Login to provide to the user along with instructions on creating their private password using the **FORGOT PASSWORD** functionality outlined below.
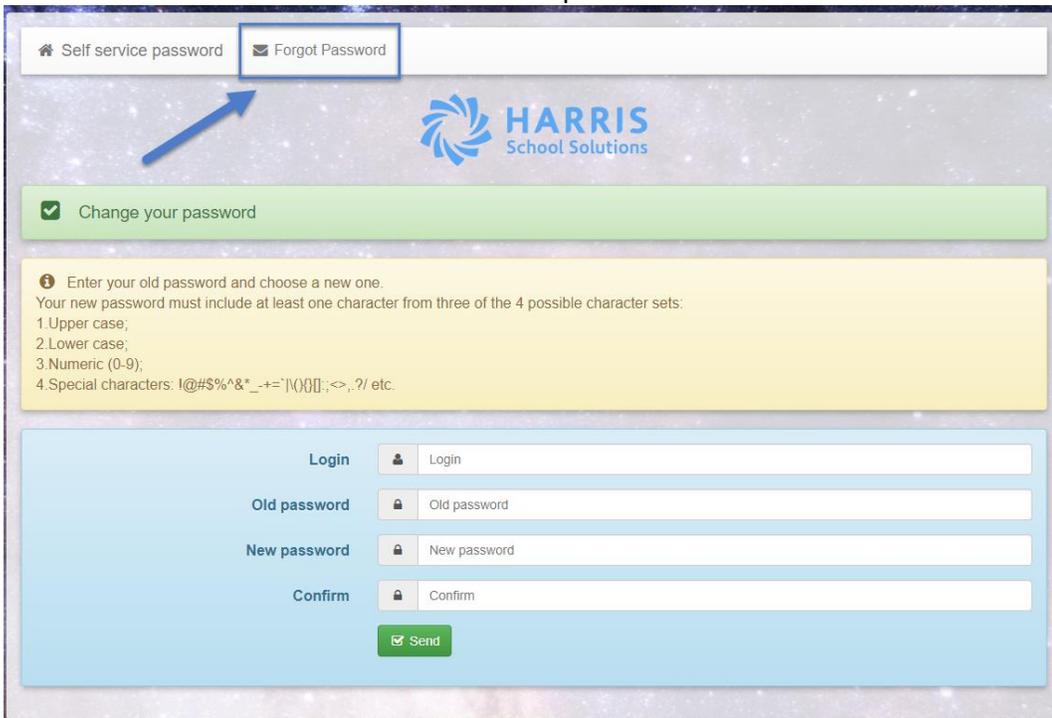
Forgot Password Functionality:

This functionality is used both For First Time Users to create their Private Password as well as for those users who have forgotten their password.

You can access this functionality either directly, using this URL: https://cmssp.harriscomputer.io/ or by visiting our website **www.classmate.net** and selecting ClassMate Gateway from the top of the screen and then clicking on the RESET PASSWORD button.
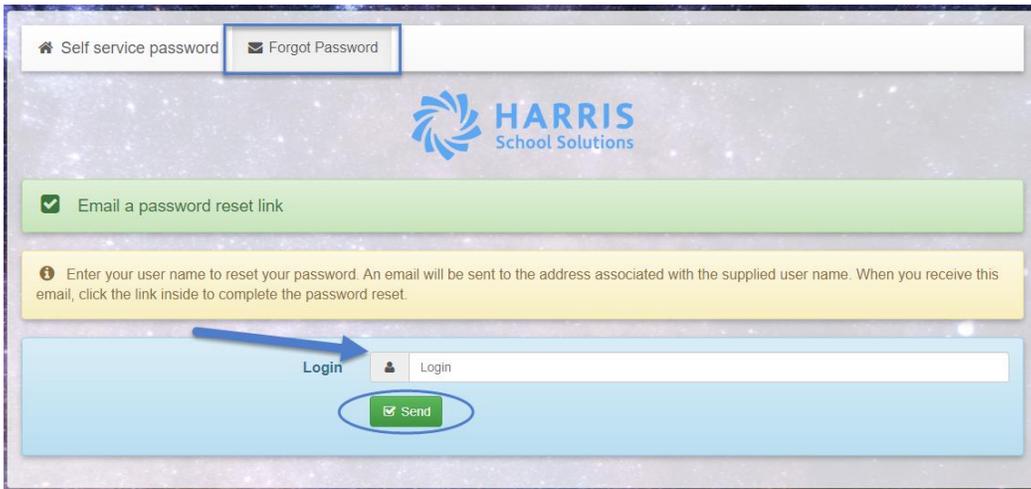

The page displayed below will display after using the direct URL or after clicking **RESET PASSWORD**, from there click the **FORGOT PASSWORD** link at the top left of the screen
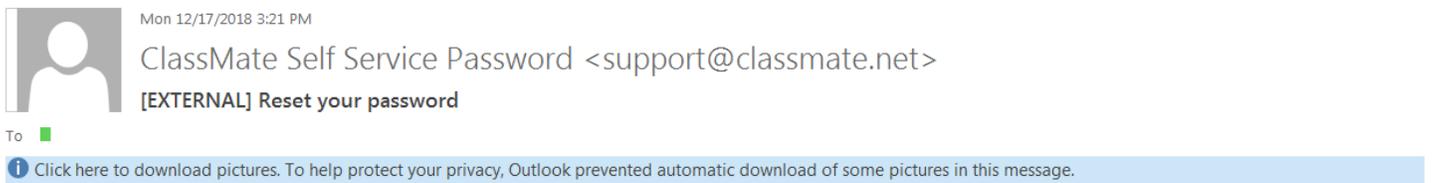
On the next screen enter the provided **Login (Gateway Username)** and click the **GREEN** Send button.
The system will then send a link via email to the user to use in creating their private password.

Once the email is received, click on the provided URL Link and complete the required fields to create your private password.

Mon 12/17/2018 3:21 PM

ClassMate Self Service Password <support@classmate.net>

[EXTERNAL] Reset your password

To

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello   s,

Click here to reset your password: https://ssp.classmate.net/index.php?
action=resetbytoken&token=3vUCAMODBSfcBbu9k8lJFIGkeWH4lCRA3yezh6ibmAjKATd53UUbpZmX5vw42N4wsWb%2BBuu%
2BQdLcz7FaW4G%2Bep16rtENxCOS2XDJg6cmoe0PyS7ah%2F3koUjO%2BgxF6KMCpEW7bBBjU963bgHBbUE%3D

If you didn't request a password reset, please ignore this email.

Enter the following:
- **NEW password**
- **New password again in the Confirm field**

NEW passwords **MUST** include 3 out of 4 criteria below:
1. Upper Case
2. Lower Case
3. Numeric
4. Special Character

Click the **GREEN** Send button once all fields are completed to save your NEW password.

Afterwards, you can login to the Gateway to access your ClassMate application either by using the direct URL https://cmgateway.harriscomputer.io/#/ or by visiting our website **www.classmate.net** and selecting ClassMate Gateway from the top of the screen and then clicking on the **LOGIN** button.
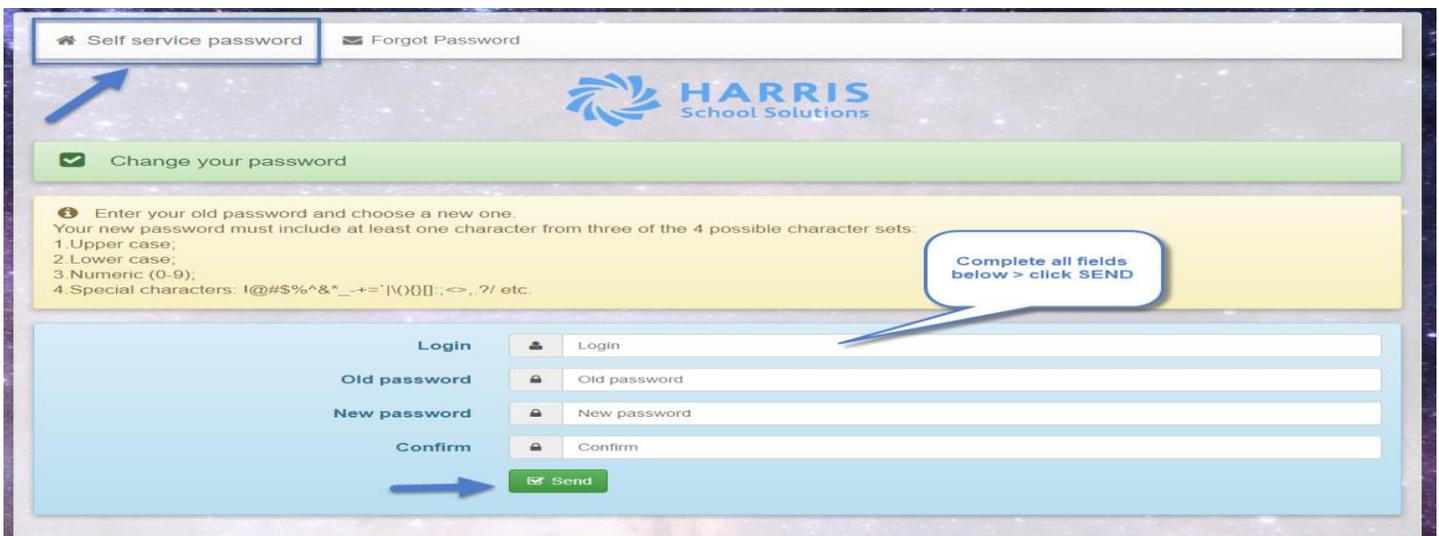

Self Service Password Functionality:

Gateway passwords expire every 90 days, users can use the **SELF SERVICE PASSWORD** functionality to create a new password prior to their password expiring.

You can access this functionality either directly, using this URL: https://cmssp.harriscomputer.io/ or by visiting our website **www.classmate.net** and selecting ClassMate Gateway from the top of the screen and then clicking on the **RESET PASSWORD** button.

Complete ALL fields and click the **GREEN** Send button once all fields are completed to save the NEW password.
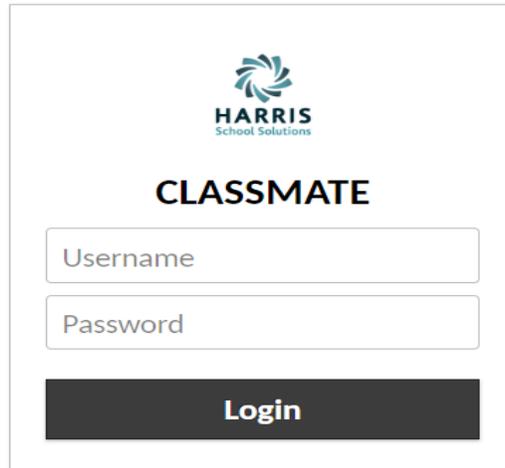
Afterwards, you can login to the Gateway to access your ClassMate application either by using the direct URL https://cmgateway.harriscomputer.io/#/ or by visiting our website **www.classmate.net** and selecting ClassMate Gateway from the top of the screen and then clicking on the **LOGIN** button.

Signing In:

The following credentials are mandatory for Gateway access. Enter the following:

- **Username (provided by ClassMate)**
- **Password (Secure Private User Created)**
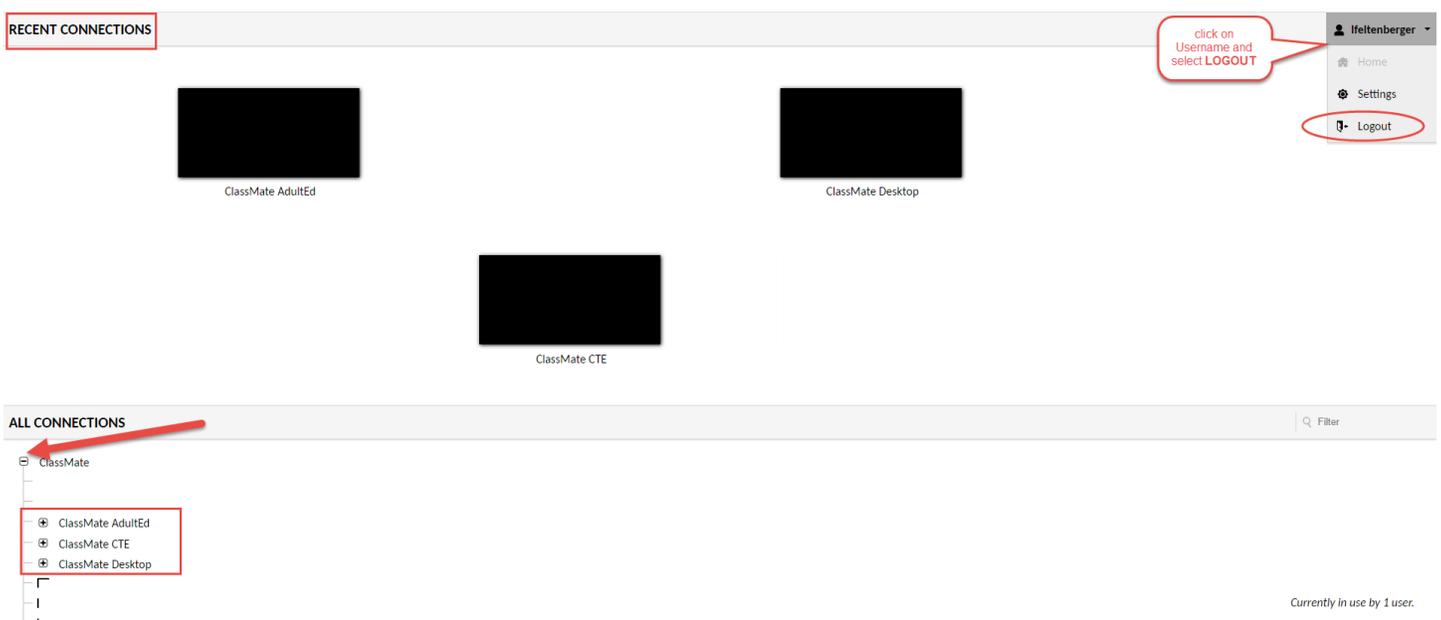- Select the **LogIn** Button

Once logged in you will have access to the ClassMate applications under **ALL CONNECTIONS** for which you are an authorized user. Click the + to expand and make your selection to access your ClassMate applications, double click to select which application you want to open.

You will also be able to access ClassMate applications under the **RECENT CONNECTIONS** section if you've recently been connected by clicking to open the selection.

Clicking the drop down in the upper right corner under your username, will open the screen to select Settings and the **LOGOUT** button.