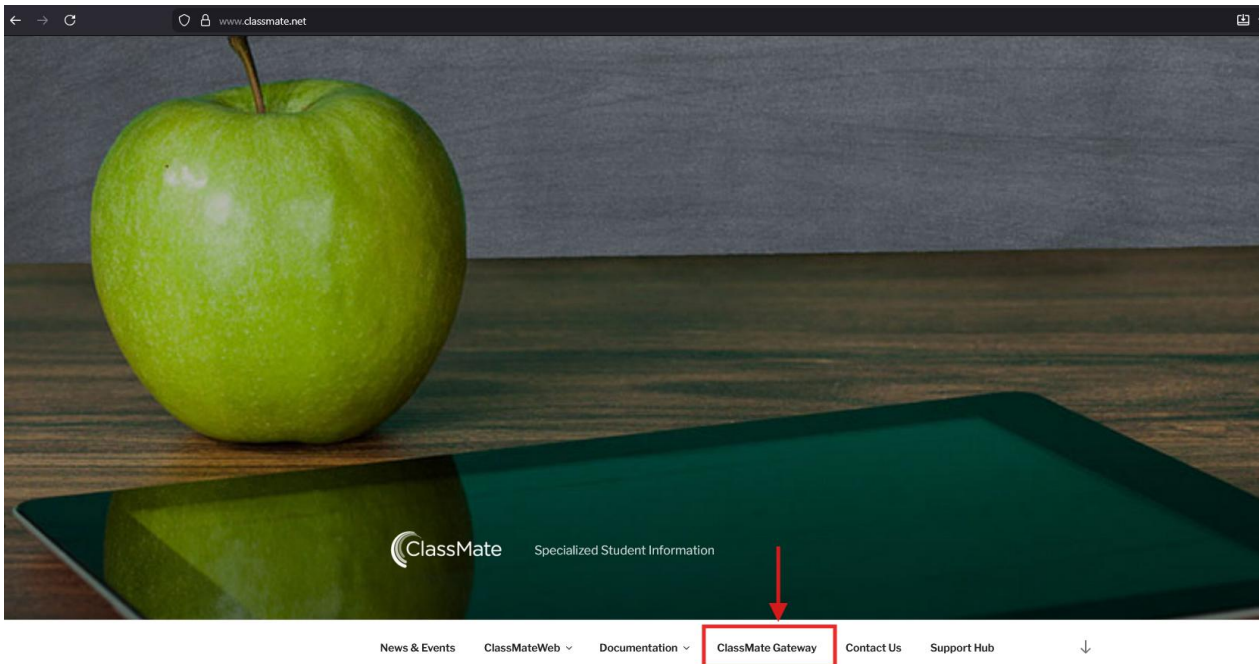


# ClassMate Gateway Access

The **ClassMate Gateway** is a secure site that allows authorized ClassMate users to easily access the ClassMate application(s) online.

## Getting Started:

To access the Gateway you can visit our website: [www.classmate.net](http://www.classmate.net) and select ClassMate Gateway or you can use this URL to access directly: <https://cmgateway.harriscomputer.io/#/>



## First Time Users

New users who requires access must first be set up in the ClassMate system by a site ClassMate System Administrator.

The new user information must be entered in both the **Employee Management** module (including email address) and 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 Gateway access.

### Please provide:

- \* First & Last Name
- \* ClassMate Username
- \* Email Address
- \* Identify if the user requires ClassMate, Adult Ed, and/or M: drive access

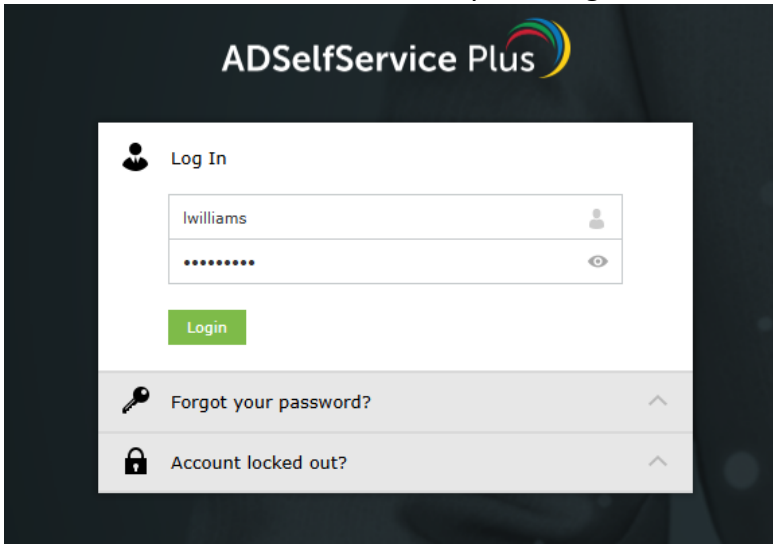
After the Gateway account is created you will receive Login Credentials along with instructions on creating a private password using the **SELF-SERVICE PASSWORD** functionality outlined below.

## Self-Service 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.

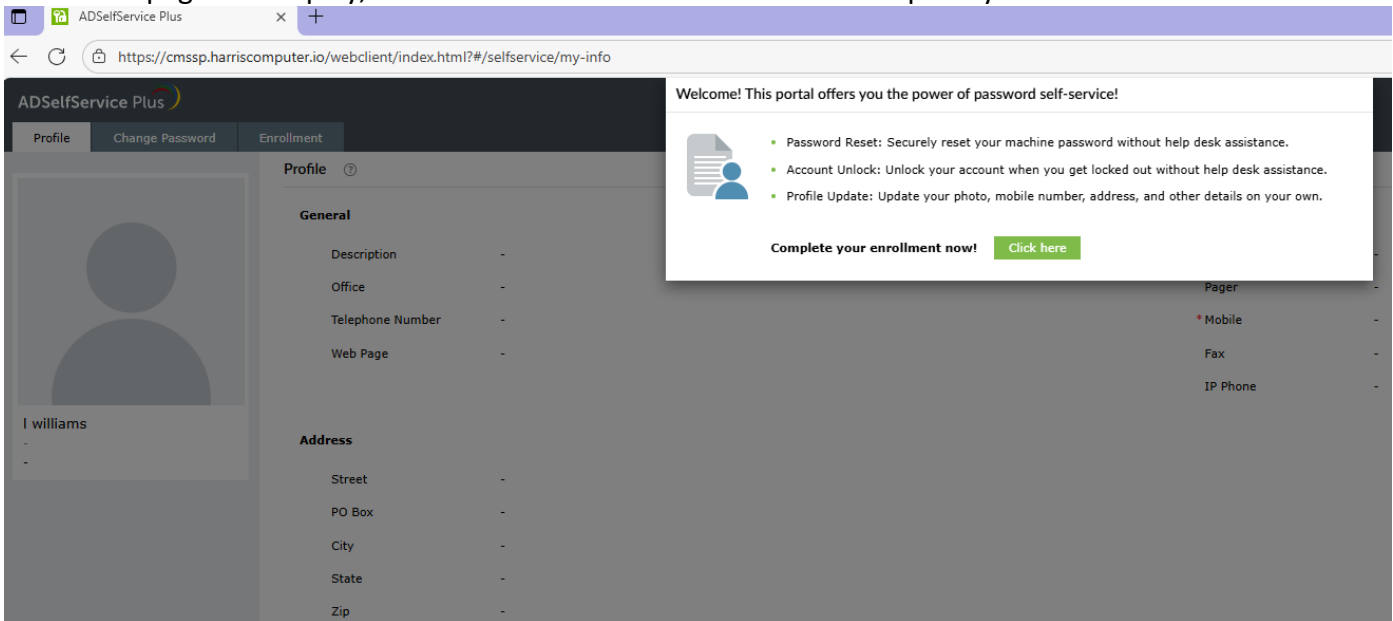
You can access this functionality directly, using this URL: <https://cmssp.harriscomputer.io/>

First time users will need to enroll by entering their Username and Current Password > click Login



The image shows the ADSelfService Plus login interface. It features a dark background with the ADSelfService Plus logo at the top. Below the logo is a white box containing a 'Log In' section. This section has two input fields: one for the username (containing 'Iwilliams') and one for the password (masked with dots). A green 'Login' button is positioned below the password field. At the bottom of the white box, there are two links: 'Forgot your password?' and 'Account locked out?', each accompanied by an icon and an upward-pointing arrow.

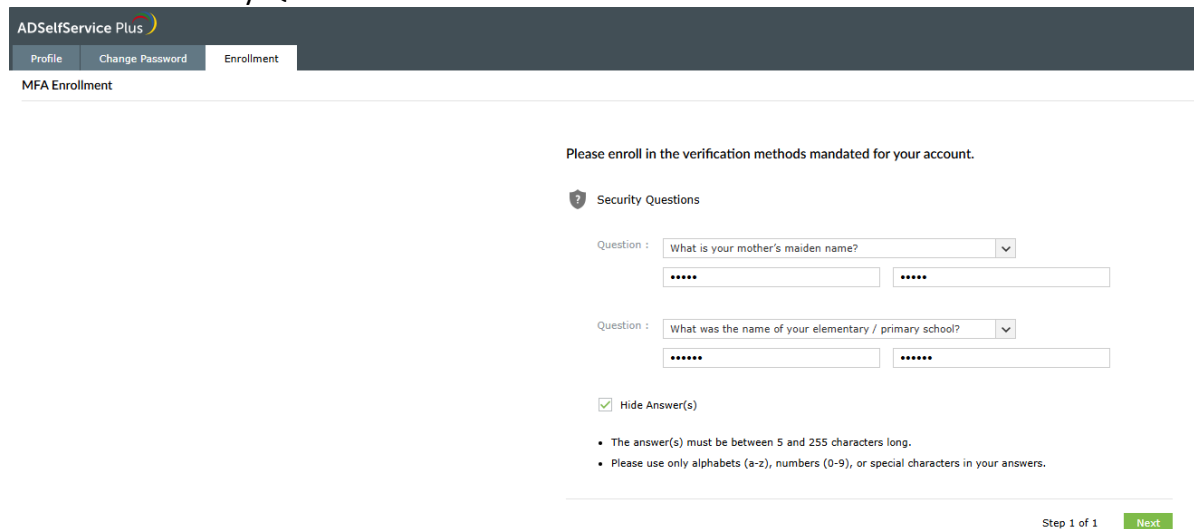
The below page will display, click the **GREEN** Click here button to complete your enrollment.



The image shows the ADSelfService Plus enrollment page. The browser address bar displays 'https://cmssp.harriscomputer.io/webclient/index.html?#/selfservice/my-info'. The page has a dark header with the ADSelfService Plus logo and three tabs: 'Profile', 'Change Password', and 'Enrollment'. The 'Enrollment' tab is active. On the left, there is a profile section with a placeholder for a photo and the name 'I williams'. The main content area is titled 'Profile' and contains two sections: 'General' and 'Address'. The 'General' section includes fields for Description, Office, Telephone Number, and Web Page. The 'Address' section includes fields for Street, PO Box, City, State, and Zip. On the right side of the page, there is a 'Welcome!' message box that says 'Welcome! This portal offers you the power of password self-service!' and lists three options: 'Password Reset', 'Account Unlock', and 'Profile Update'. Below this list is a green button labeled 'Click here' and a text prompt 'Complete your enrollment now!'. On the far right, there is a vertical list of contact information fields: Pager, Mobile, Fax, and IP Phone.

**Answer Security Questions:** Below is an example of the security questions page.

Select two Security Questions & enter Answers > click the **GREEN** Next button when finished.



ADSelfService Plus

Profile Change Password Enrollment

MFA Enrollment

Please enroll in the verification methods mandated for your account.

**Security Questions**

Question : What is your mother's maiden name?

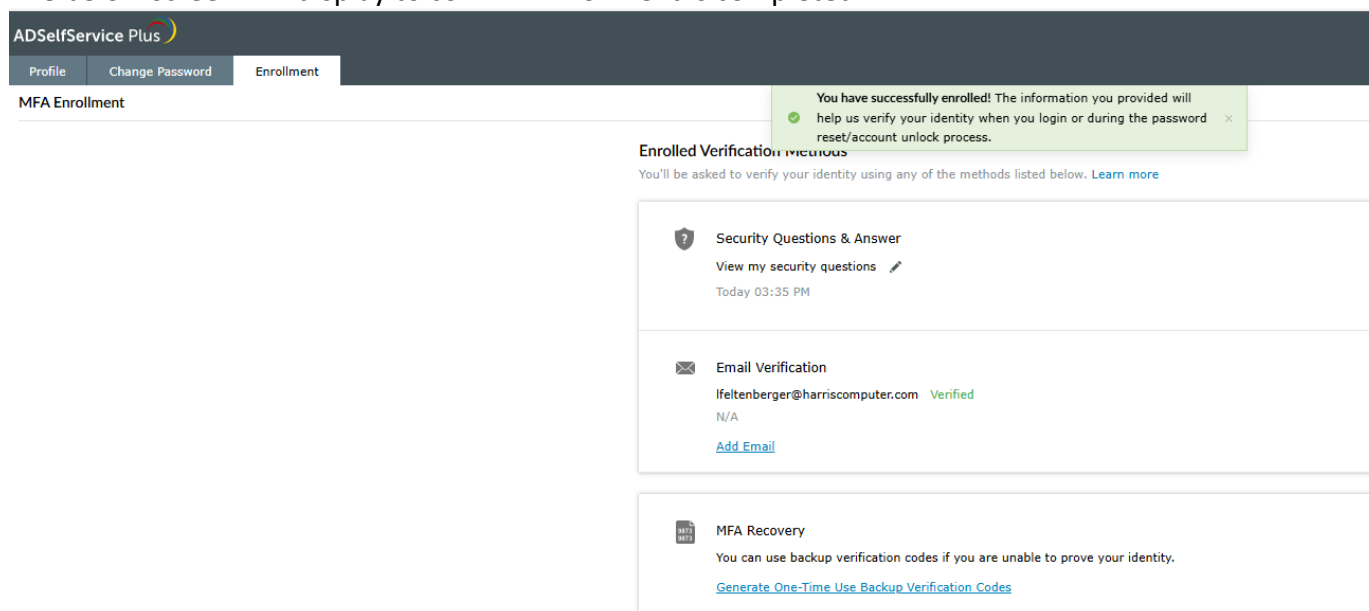
Question : What was the name of your elementary / primary school?

☒ Hide Answer(s)

- The answer(s) must be between 5 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1 **Next**

The below screen will display to confirm Enrollment is completed.



ADSelfService Plus

Profile Change Password Enrollment

MFA Enrollment

You have successfully enrolled! The information you provided will help us verify your identity when you login or during the password reset/account unlock process.

**Enrolled Verification Methods**

You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)

**Security Questions & Answer**  
View my security questions   
Today 03:35 PM

**Email Verification**  
lfeltenberger@harriscomputer.com **Verified**  
N/A  
[Add Email](#)

**MFA Recovery**  
You can use backup verification codes if you are unable to prove your identity.  
[Generate One-Time Use Backup Verification Codes](#)

**Email Verification:** only the email address associated with your account will display and be utilized for Self-Service. Any added emails will not receive notifications.

**MFA Recovery:** generate one-time verification codes to utilize in the event you forget the answers to your security questions and need to prove your identity.

Once enrollment is complete, click on the **Change Password** tab and change your temporary password to a secure private password by completing all the fields. Click the **GREEN** Change Password to complete.

Password criteria **MUST** include criteria below:

1. Minimum password length is 7
2. Should be combination of A-Z 0-9 and special characters
3. Number of passwords remembered is 24 (reuse of old password(s) prohibited)

## Password Expiration:

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 directly, using this URL: <https://cmssp.harriscomputer.io/> and then clicking on the **Change Password** tab.

Complete ALL fields and click the **GREEN** Change Password to complete.

Password criteria **MUST** include criteria below:

1. Minimum password length is 7
2. Should be combination of A-Z and 0-9
3. Number of passwords remembered is 24 (reuse of old password(s) prohibited)

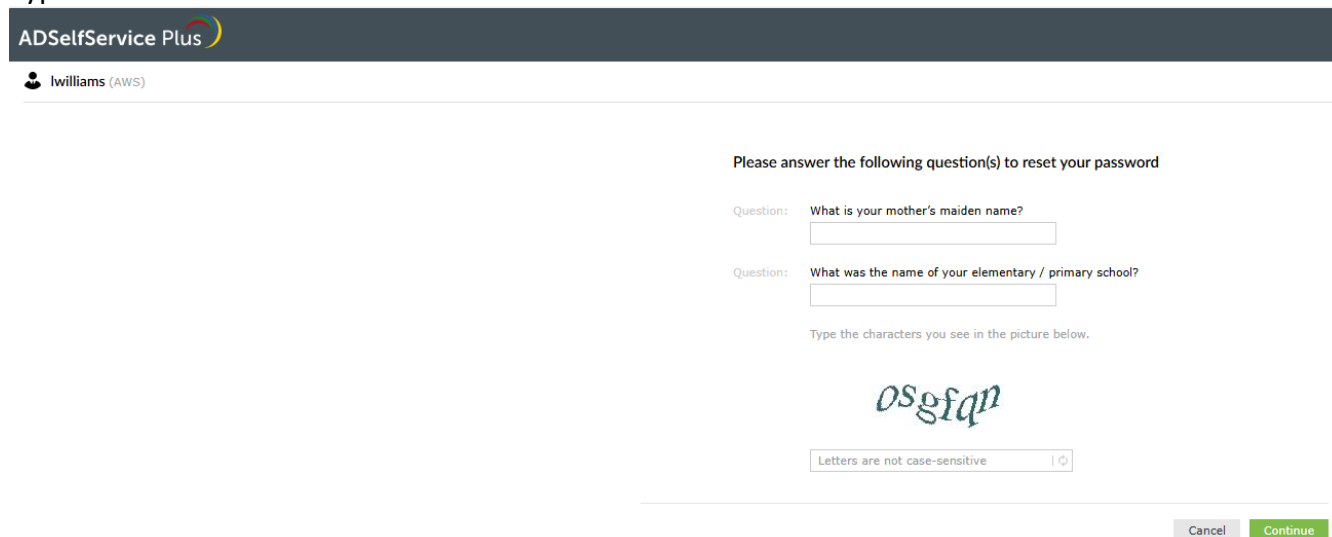
## Forgot Password:

Click the **Forgot your password?**, enter your **Username** > click the **GREEN** Continue button.

The page displayed below will display.

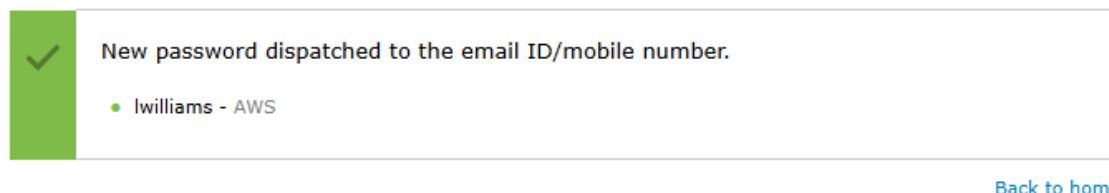
Enter the answers you recorded to the Security Questions during your enrollment.

Type in the characters shown in the box below and click the **GREEN** Continue button.



You will receive a new password in the email associated with your account.

Click the Back to home button and enter the emailed password.



After you've successfully enrolled in the self-service account and created your private password, you can log into the Gateway and access your ClassMate application either by using the direct URL



<https://cmgateway.harriscomputer.io/#/> or by visiting our website [www.classmate.net](http://www.classmate.net) and selecting ClassMate Gateway 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

The login form features the Harris School Solutions logo at the top, followed by the word "CLASSMATE" in bold. Below this are two input fields: "Username" and "Password". At the bottom is a dark grey button labeled "Login".

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.

The screenshot displays the ClassMate Gateway interface. At the top, there is a header bar with a "RECENT CONNECTIONS" tab on the left and a user profile dropdown on the right. The user profile dropdown is open, showing options: Home, Settings, and Logout. A red callout bubble points to the Logout option with the text "click on Username and select LOGOUT". Below the header, three application tiles are visible: "ClassMate AdultEd", "ClassMate Desktop", and "ClassMate CTE". At the bottom, there is an "ALL CONNECTIONS" section with a search filter. A red arrow points to the "ClassMate" dropdown menu, which is expanded to show "ClassMate AdultEd", "ClassMate CTE", and "ClassMate Desktop". A red box highlights these three options. In the bottom right corner, it says "Currently in use by 1 user."