College of the Mainland

INFORMATION TECHNOLOGY SERVICES
NETWORKING

PORTALGUARD

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PortalGuard is a self-service password reset and unlock program, which can be accessed from the web anywhere in the world: at home or at work, on a traditional computer or personal device. It allows you to take ownership of your network password, resolving forgotten password issues faster and without having to submit a ticket or wait for a HelpDesk response.

Activation of PortalGuard requires a one-time enrollment process with an optional additional layer of security utilizing your personal e-mail/mobile device. The total activation process should take less than 5 minutes. Once activated, it will not be necessary to repeat these steps.
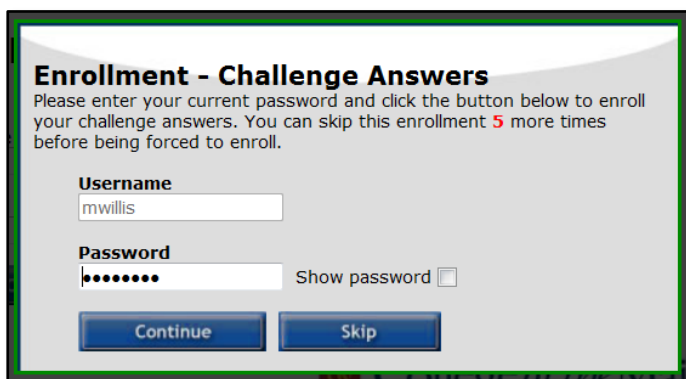
GETTING STARTED ~ ACTIVATION PROCESS

After ITS has installed PortalGuard, you will begin the enrollment process on the network by typing your network id and password in the proper fields.

Click on the large circled arrow to the right of the password field.
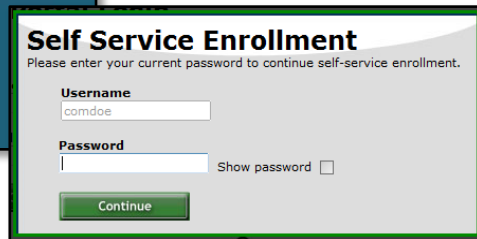
Type current password and click on the **Continue** button.

Enrollment Process

The username and password are carried over from the previous screen. Please click the **Continue** button.

End-User Self Service
Please answer at least 5 of the 10 questions below

Username
mwillis

1) What is your Mother's maiden name?

2) In what city were you born?

3) What is your oldest child's middle name?

4) What was your childhood nickname?

5) In what city did you meet your spouse?

« » Cancel

Answers remaining: 5 optional

Not case-sensitive!

Case DOES NOT matter!

End-User Self Service
Please answer at least 5 of the 10 questions below

Username
mwillis

6) Where were you when you first heard about 9/11?

7) What was the model of your first car?

8) What is your maternal grandmother's maiden name?

9) What street did you live on in third grade?

10) What is the name of your favorite childhood friend?

« » Cancel

Answers remaining: 5 optional

It will be necessary to answer *any five of the 10* questions presented as options. You will be able move between these two pages by clicking the dark

blue chevron button. After answering an appropriate number of questions, a **Continue** button will emerge at the bottom of the screen to the left of the **Cancel** button. Complete the first enrollment layer by clicking the **Continue** button.

NOTE: Answers must be at least three unique characters long (no repeats), or the answer will not be accepted and deemed "Insufficiently Complex."

End-User Self Service
Please answer at least 5 of the 10 questions below

Answer Insufficiently Complex
Your answers must be at least 3 characters long and cannot be a repeated character

Username
comdoe

6) Where were you when you first heard about 9/11?
•••••••

2) What was the model of your first car?
•••••••••••••

8) What is your maternal grandmother's maiden name?
•••••••

9) What street did you live on in third grade?
••••••

10) What is the name of your favorite childhood friend?
•••••

« » Continue Cancel

Optional Layer of Security

YOU ARE FREE to SKIP the Security Layer!!

You have the option for an added layer of protection that will authenticate the account and contact you with a PIN, (or also called a OTP, which stands for *one-time password*), through either a phone with texting capability or an e-mail account.

TEXT OTP – enter the phone number and proper phone provider. Click **Continue** button.

Permanently Suppress Reminders
by checking this box.

Enrollment - Mobile Phone

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To permanently suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Self Service button on the main login form.

Username
comdoe

Password
••••••• ☐ Show password

Country
United States ▾

Phone Number

◉ This phone can receive SMS/text messages
○ This phone **cannot** receive SMS/text messages

Phone Provider
Verizon ▾

☐ Permanently Suppress Reminders

Continue   Skip

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Enrollment - Mobile Phone

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment **1** more time before being forced to enroll.

Username
mwillis

Password
●●●●●●●●   Show password ☐

Country
United States ▼

Phone Number
[   ]
○ This phone can receive SMS/text messages
◉ This phone **cannot** receive SMS/text messages

[Continue]   [Skip]

If you prefer to be e-mailed, please click the radial button to the left of "This phone **cannot** receive SMS/text messages." Click the **Continue** button.

Type the e-mail address for the OTP to be sent to and click the **Continue** button to complete the process. The message should be sent within 30 seconds of clicking the **Continue** button.

Enrollment - Email Address

Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To permanently suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Self Service button on the main login form.

Username
comdoe

Password
●●●●●●●   Show password ☐

Email Address
[   ]

☐ **Permanently Suppress Reminders**

[Continue]   [Skip]

Permanently Suppress Reminders
by checking this box.

**YOU MAY SKIP the Security Layer!!**

CAUTION

Choosing your College of the Mainland e-mail as an Authentication Source will negate the use of the One-Time Password option.

NOTE: Skipping the Security Layer will result in the enrollment screens for mobile phone and email address to cycle thru the first five times you log into the system after activating PortalGuard.

Complete the Process

Click on the blue text, "Click here to try to continue logging in."

End-User Self Service

Self-Service Action Successful

Click here to try to continue logging in.

NOTE: If you have activated either a phone or e-mail through the second enrollment you must access the device or e-mail that contains the OTP and enter the string of characters into the One-Time Password field. Click the **Continue** button.
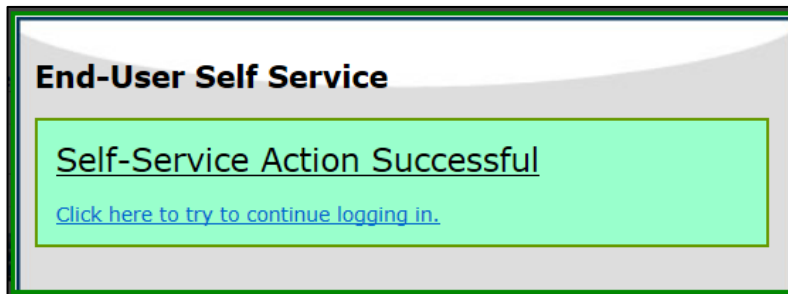
PORTALGUARD ~ ACCOUNT MANAGEMENT

The PortalGuard Account Management Screen will display after completing the initial enrollment.

This screen gives general information regarding your account as well as the ability to edit information: such as the answers to the questions from the first enrollment layer.

PortalGuard - Account Management   Logged in as: *mwillis* | Log Out

General   **Multi-Factor Settings & Devices**

Account Details & Activity

Password Expires On: *Wednesday, December 24, 2014 (120 days from today)* Change now

Last Login: *Tuesday, August 26, 2014 4:42:45 PM*
Last Password Change: *[Never]*
Last Password Reset: *[Never]*

Challenge Questions

Required: *Answer 5 of 10 questions*
Number Answered: *8*
Enrolled On: *Tuesday, August 26, 2014 4:31:44 PM*
Change my answers
Clear my answers

Registered Email Address

Email Address: *mwillis@com.edu*
Confirmed On: *Tuesday, August 26, 2014 4:42:40 PM*
Change my email

Please use the Log Out feature in the upper right of the screen to close the program.

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USING PORTALGUARD

GOOD NEWS!! After activating the PortalGuard you have the ability to unlock or reset your network password at the login screen of a COM computer, or from the web anywhere in the world: at home or work ~ on a computer or personal device.

Unlock Account

Typing a password incorrectly five times will lock your network account. Use the Unlock Account feature for a quick resolution.

Type your Username in the proper field. Click the text **Forgot password?**

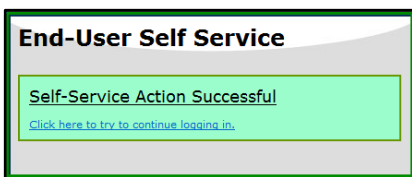Retype the Username and click the **Continue** button.
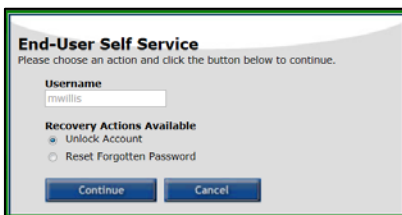
Click the button beside **Unlock Account**.

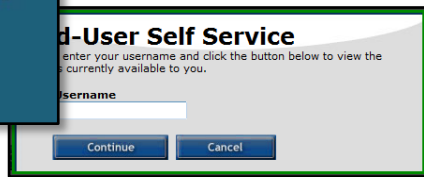Answer any one of the questions properly and click the **Continue** button.

Not case-sensitive!

Case DOES NOT matter!

Please complete the successful process by clicking on the blue text.

Reset Forgotten Password

Type your Username in the proper field. Click the text **Forgot password?**

Retype the Username and click the **Continue** button.

Click in the radial button beside **Reset Forgotten Password** and click the **Continue** button.

There is a choice between two authentication types: answering three questions or a one-time password sent to either the phone or e-mail address you may have previously chosen in optional authentication enrollment layer.

NOTE: One-Time Password indicates the password will only work one time. However, you are free to use the option of One-Time Password as many times as necessary.

End-User Self Service
Please answer any 3 of the 10 questions below

Username
comdoe

Requested Action: Reset Forgotten Password

1) What is your Mother's maiden name?
•••••••

2) In what city were you born?

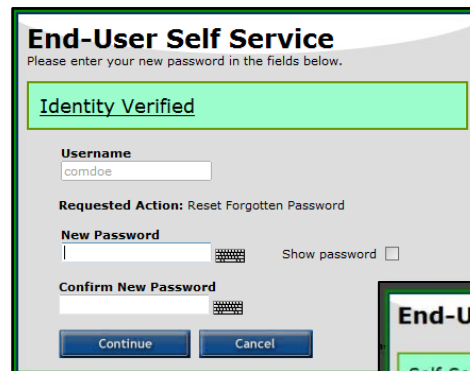**3) What is your oldest child's middle name?**
•••••

4) What was your childhood nickname?
••••

5) In what city did you meet your spouse?

‹‹ ›› Continue Cancel

Answer any three questions and click the **Continue** button.

In the Set Password dialog box, confirm the new password in the **Password** button to complete the the successful process by clicking in with the new password.

End-User Self Service
Please enter your new password in the fields below.
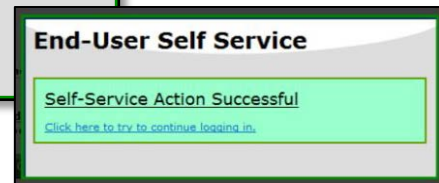
Identity Verified

Username
comdoe

Requested Action: Reset Forgotten Password

New Password
[   ] Show password ☐

Confirm New Password
[   ]

Continue Cancel

type the new password and proper fields. Click the **Set** process. Please complete on the blue text and logging

End-User Self Service

Self-Service Action Successful
Click here to try to continue logging in.

End-User Self Service
Please enter your new password in the fields below.

New Password Insufficiently Complex
Your new password must satisfy the following rules:
- Must be at least **6** characters long *(Failed)*
- Must have at least **1** numeric character *(Failed)*

Username
comdoe

Requested Action: Reset Forgotten Password
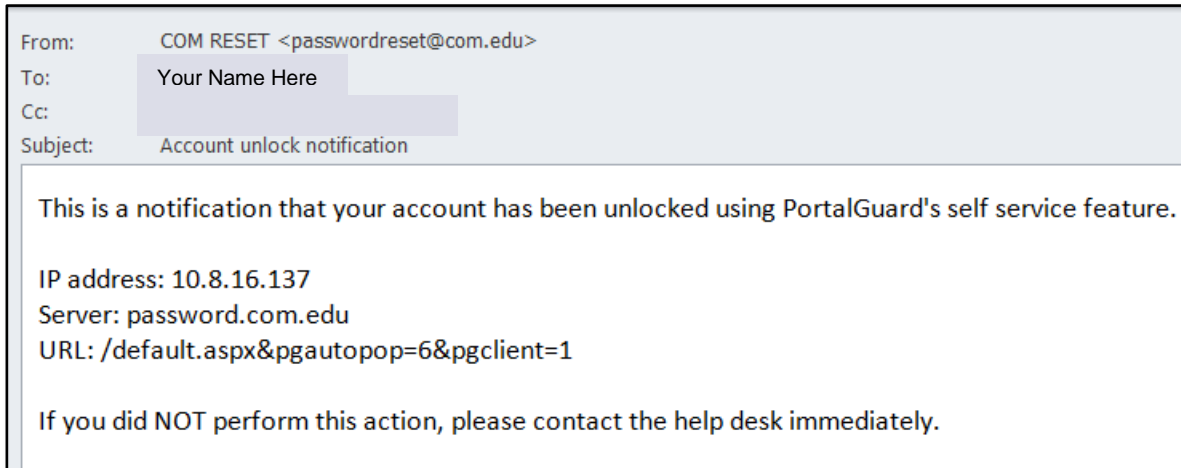
New Password
••• Show password ☐

Confirm New Password
•••

Continue Cancel

NOTE: The password must contain alpha and numeric characters and be as least 6 characters long.
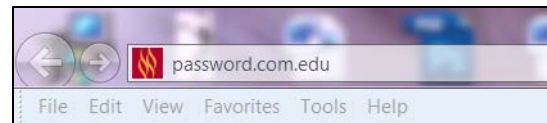
Recovery Action

The system will automatically send your College of the Mainland e-mail address an Account Unlock Notification every time there is a recovery action executed.

From: COM RESET <passwordreset@com.edu>
To: Your Name Here
Cc:
Subject: Account unlock notification

This is a notification that your account has been unlocked using PortalGuard's self service feature.

IP address: 10.8.16.137
Server: password.com.edu
URL: /default.aspx&pgautopop=6&pgclient=1

If you did NOT perform this action, please contact the help desk immediately.

This step ensures no one is hacking your account or resetting the password without authorization.

PORTALGUARD ~ AWAY FROM THE NETWORK

Open an internet browser, like Chrome or Internet Explorer, and in the address field type **password.com.edu**. Click **ENTER**.

Portal Login

Username

Password

Virtual Keyboard Interface is a graphical keyboard interface for text fields, password fields, and text areas to be accessed and filled when only a mouse is available. It also adds easy access to special characters your existing keyboard may not otherwise have the ability to generate.

Show password

Log On   Set Password   Self Service

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Type your College of the Mainland Network ID in the **Username** field.

The functionalities and buttons work the same on the internet and the network.

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WHEN ALL ELSE FAILS…CALL THE HELP DESK

ALL TECHNOLOGY REQUESTS MUST COME THROUGH THE HELP DESK!!

The best and fastest way to resolve technology issues is to create a help desk ticket. There are three effective methods:
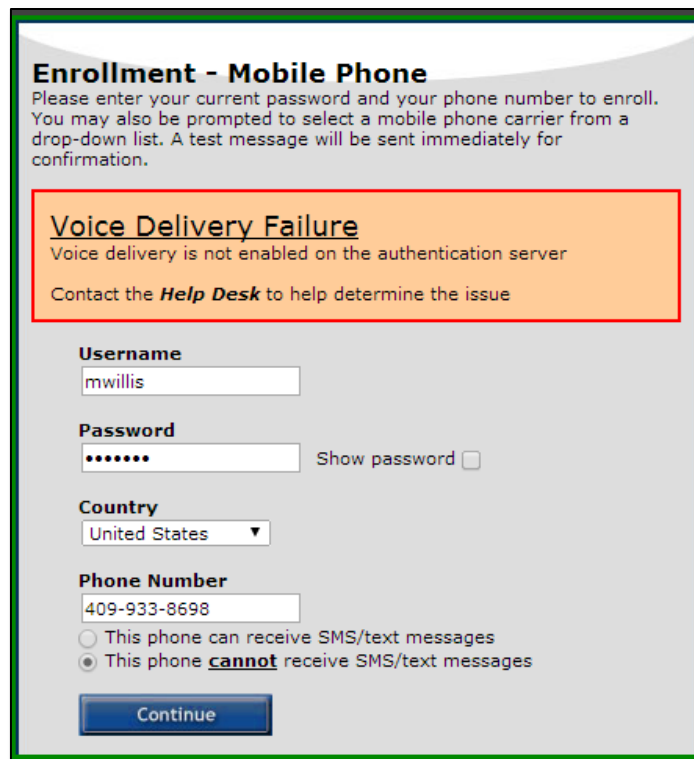
Call us at extension 8302.

OR...

https://helpdesk.com.edu

OR...

College of the Mainland Website menu Faculty and Staff and click on Information Technology Services.

Select the blue link **Submit an ITS work order**.