

Portal Guard First Time Log In

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Summary

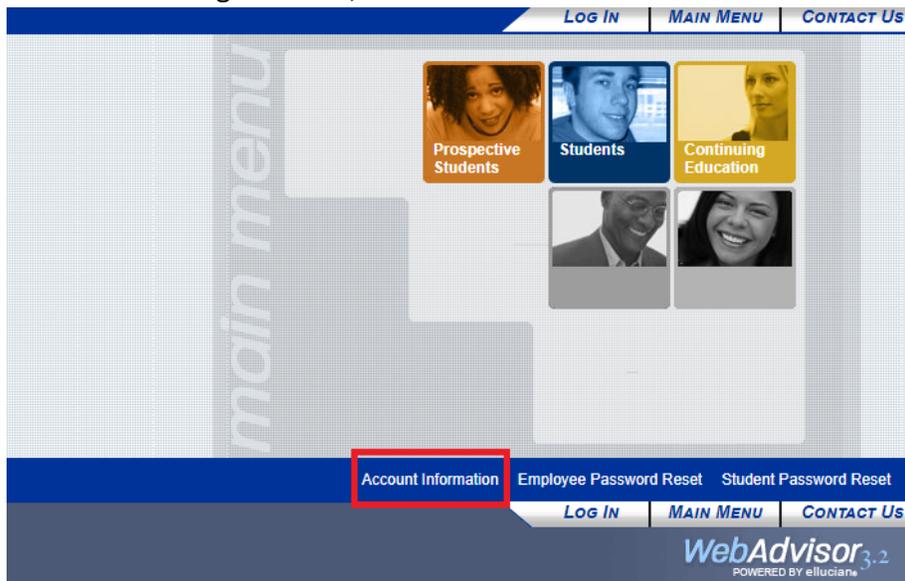
This document is to explain the process of having Students sign in to Portal Guard and the new Student Password Reset. This is broken down into two sections: How to help find their User ID and completing your Portal Guard Registration.

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SECTION A: [“What is My User ID?”/Reset Password]

This section is to show how to walk the student through obtaining their User ID. This is essential for students to do so they can set their password as well as log into all aspects of JCC. If the user is able to log into Web Advisor, they will know their User ID. The steps are as follows:

1. Navigate to WebAdvisor
2. At the bottom right corner, click on **Account Information**



3. Click on **“What is my User ID?”**
4. The user will then fill out the appropriate data and when they hit submit, their User ID will be displayed.

5. Click on **Student Password Reset**

Here's Your User ID

OK

Student Password Reset

6. You will now be taken to PortalGuard. Click on "Forgot Password"

PORTAL ACCESS

Username

Password

JOHNSTON COMMUNITY COLLEGE

Login Set Password **Forgot Password?**

7. Type in the username that you obtained from the previous steps. Then click **Continue**

You will now have a new window appear asking for a One-Time Passcode (OTP). This OTP will be sent to **the email you used to register with JCC**. Please wait 20 to 30 seconds for the OTP code to be sent to your email. If you do not receive your code, please contact JOLT.

END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed to:
xxxxxxxxxxxx@gmail.com

It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username studenttest

Requested Action Reset Forgotten Password

One Time Passcode

Problems with the OTP?

Continue Cancel

After you have put in the OTP, you will now have the chance to create a brand-new password for your account. Your password must include the following:

Password Complexity Rules

Your new password must **always** satisfy the following rules:

- **Must be at least 8 characters long** ✓

It must also satisfy any **2** of the rules below:

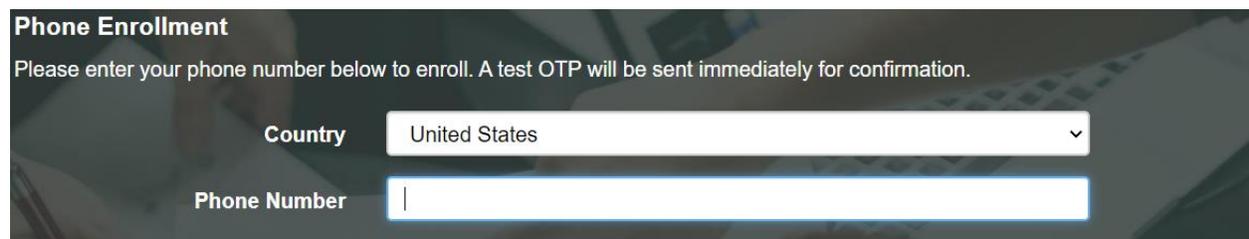
- **Must have at least 1 lowercase character** ✓
- **Must have at least 1 uppercase character** ✓
- **Must have at least 1 numeric character** ✓

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SECTION B: [Completing Portal Guard Registration]

Once you have created a new password, you will now have to provide so more details to Portal Guard. This is to have alternative methods of resetting your password on your own so that you will have the ability to receive an OTP from both you email and a cell phone number as well as a set of challenge questions and answers that are unique to you.

Phone Number Registration:



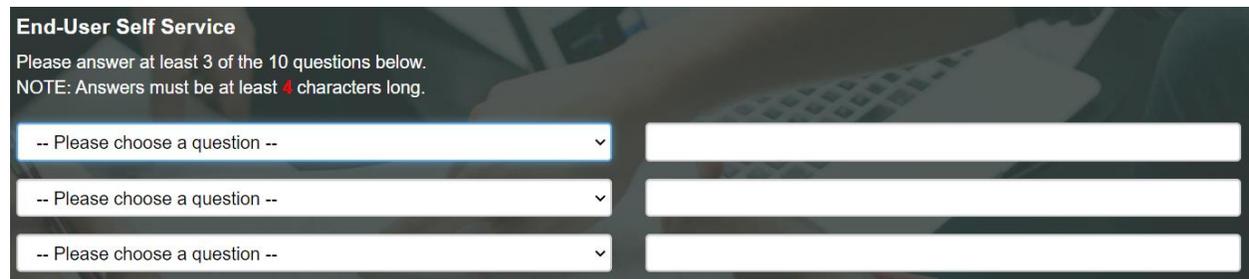
Phone Enrollment
Please enter your phone number below to enroll. A test OTP will be sent immediately for confirmation.

Country:

Phone Number:

When you submit a phone number, you will be sent a OTP to validate the phone. Once you validate your phone number, it will then ask you to supply Challenge Questions.

Challenge Questions



End-User Self Service
Please answer at least 3 of the 10 questions below.
NOTE: Answers must be at least 4 characters long.

<input type="text" value="-- Please choose a question --"/>	<input type="text"/>
<input type="text" value="-- Please choose a question --"/>	<input type="text"/>
<input type="text" value="-- Please choose a question --"/>	<input type="text"/>

After completing your registration, you will now be logged into Portal Guard. This username and password you used will also be used for the following services:

- **Blackboard**
- **Office 365**
- **Self Service**

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