

PortalGuard How-To Guide

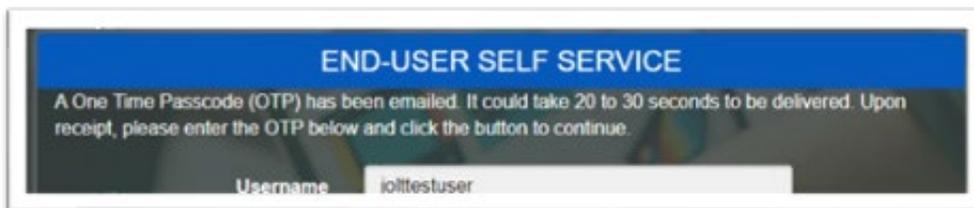
First-time Users

Setting your password in PortalGuard

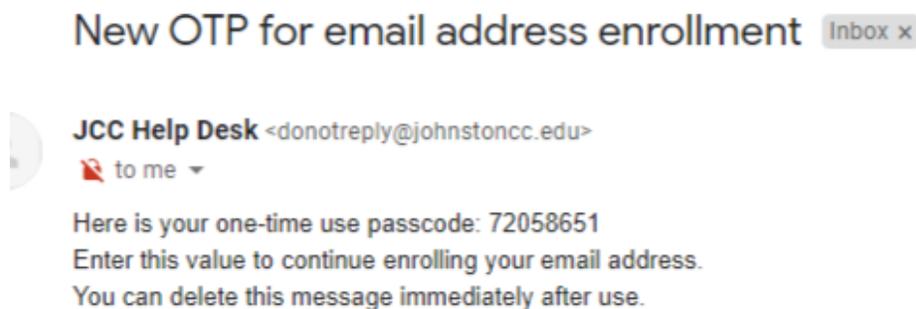
1. Visit portalguard.johnstoncc.edu
2. Enter your username and click "Forgot Password."



3. You will now be asked for a One-Time Passcode (OTP). This OTP will be sent to the personal email you used to apply to JCC by default.



- i. Please wait approximately 30 seconds for the OTP code to arrive in your inbox. If you do not receive a code, or you no longer have access to the email it was sent to, please contact JOLT at distancelearning@mail.johnstoncc.edu or 919-464-2260 and we can help you remotely.
4. Check your personal email for an automated message from JCC's Help Desk containing your OTP.

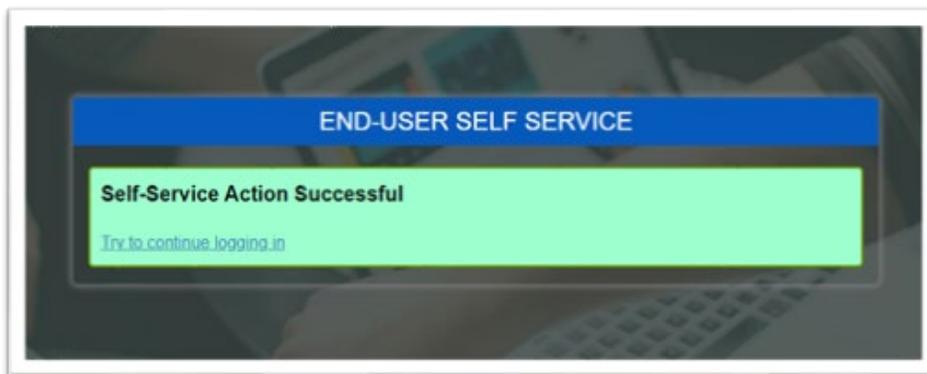


5. In PortalGuard, enter the OTP in the appropriate field and click “Continue.”



The screenshot shows a web interface titled "END-USER SELF SERVICE". Below the title, there is a message: "A One Time Passcode (OTP) has been emailed. It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue." There are two input fields: "Username" with the value "jolltestuser" and "One Time Passcode" with the value "72058651". Below the passcode field is a link that says "Problems with the OTP?". At the bottom, there are two blue buttons: "Continue" and "Cancel".

6. PortalGuard will give you a message when the OTP is confirmed and you have successfully registered your email address as the first method of verifying your identity. Click “Try to continue logging in” to proceed.



The screenshot shows a web interface titled "END-USER SELF SERVICE". A green message box is displayed in the center with the text "Self-Service Action Successful" and a link below it that says "Try to continue logging in".

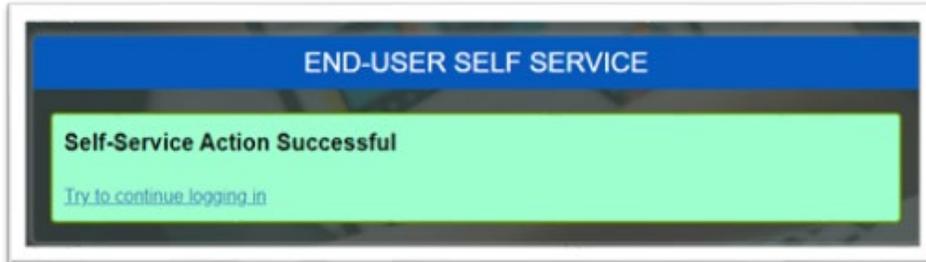
7. You will now have to register a second form of verifying your identity. You can choose between registering a phone number (receiving an OTP via text), or registering a set of challenge answers.



The screenshot shows a web interface titled "SELF SERVICE ENROLLMENT". Below the title, there is a message: "You must enroll 2 of the 3 methods shown below. This can be used to prove your identity should you forget your password in the future. Please choose an option below then click Continue." Below this message, there is a "Status: 1 more required" indicator. There is a "Username" field with the value "jolltestuser". Below the field are three radio button options: "Challenge answers" (selected), "Personal phone number", and "Personal email address (Enrolled)". At the bottom, there are two blue buttons: "Continue" and "Cancel".

- b. Register your phone number:
- When you submit a phone number, you will be sent an OTP to validate the phone. Once you validate your phone number, it will then ask you to supply Challenge Questions.
- c. Register your Challenge Questions

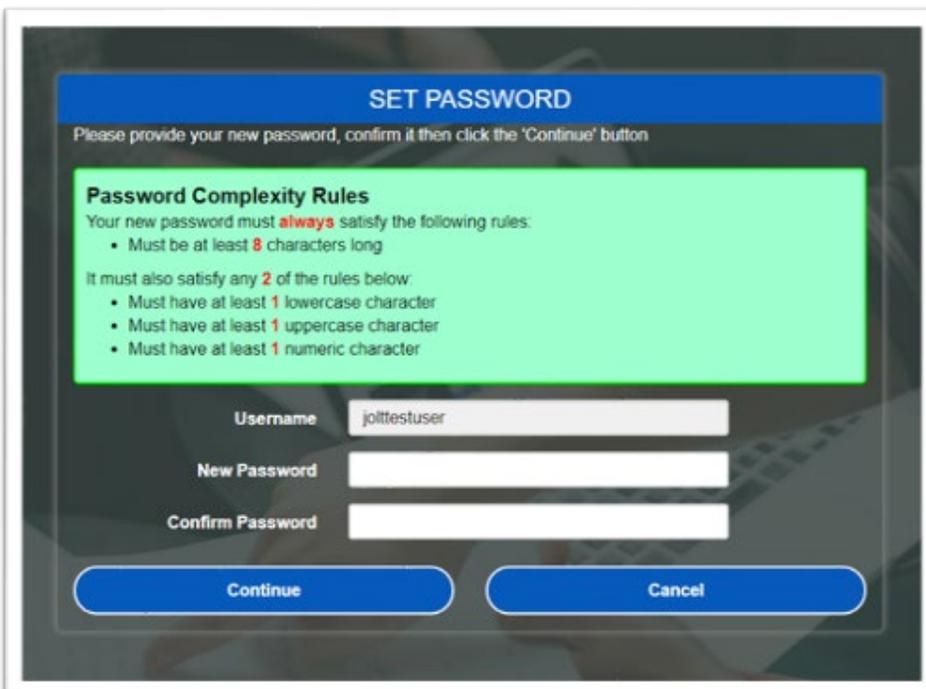
- i. Choose at least three different Challenge Questions from the drop-down list. Type your answers in the field next to them. Answers must meet the following criteria:
 1. Be at least four (4) characters long
 2. Note: Answers will be case sensitive
8. PortalGuard will give you a second message when have successfully registered your second method of verifying your identity. Click “Try to continue logging in” to proceed.



9. Your password will be automatically expired. Confirm your username and click “Continue.”



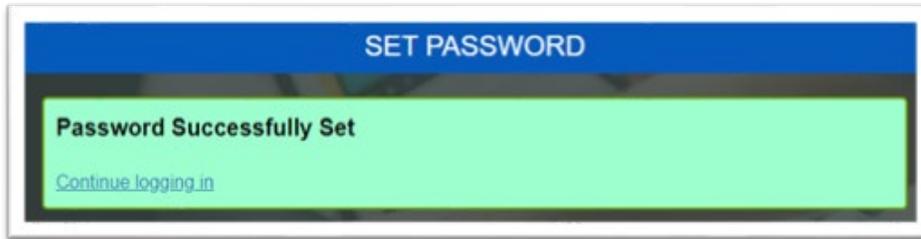
10. You will now be able to create a new password.



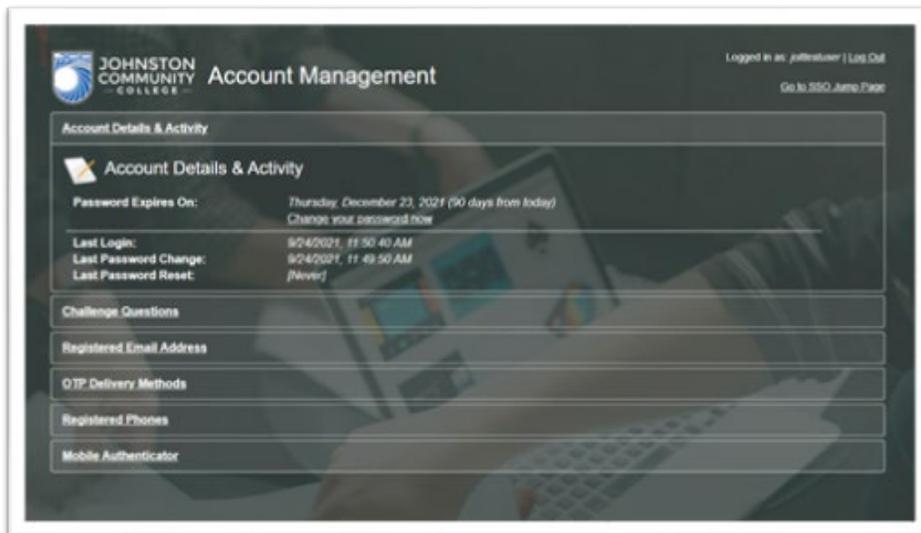
i. Passwords must meet the following criteria:

1. Be at least 8 characters long
2. Satisfy any two of the rules below:
 - a. Have at least one (1) lowercase letter
 - b. Have at least one (1) uppercase letter
 - c. Have at least one (1) number
3. DO NOT include special characters: !"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

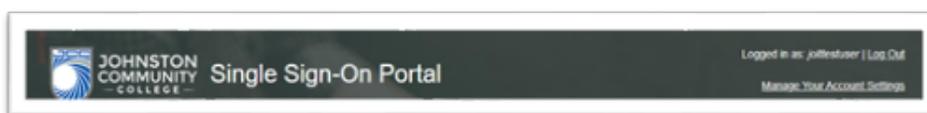
11. When your password is accepted by the system and reset, you will see another success message. Click “Continue logging in.”



12. When you first log in, you will see your Account Management page by default where you can manage/change your password and verification methods. To continue to the Single Sign-On portal, click “Go to SSO Jump Page” in the upper right corner.



13. You should now see your Single Sign-on Portal with your accounts integrated (Blackboard, Office 365, and Self-Service). If you use your JCC email and password to access other online applications not listed, continue to do so through those applications’ log in pages.



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Returning Users

Resetting your password in PortalGuard

1. Visit portalguard.johnstoncc.edu
2. Enter your username and click "Forgot Password."



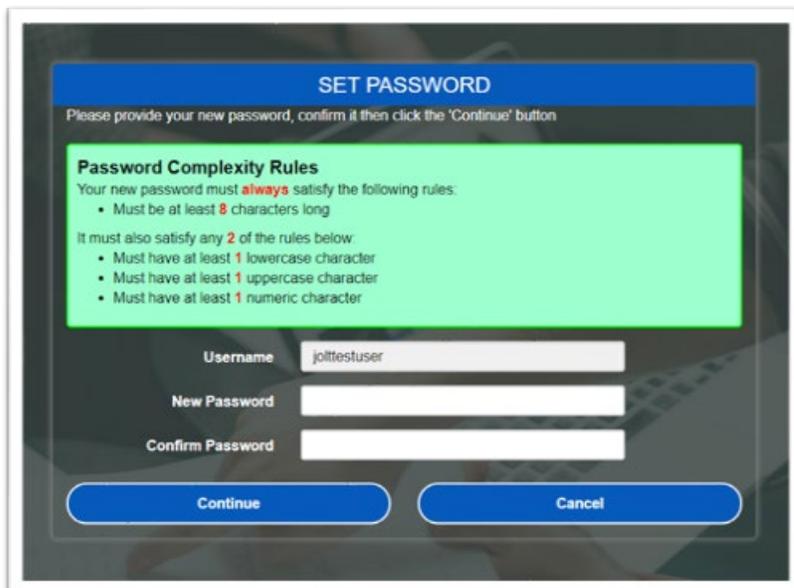
The screenshot shows the 'PORTAL ACCESS' login page for Johnston Community College. It features a dark background with a laptop and keyboard. The page has a blue header with the title 'PORTAL ACCESS'. Below the header, there are two input fields: 'Username' with the value 'jolttestuser' and 'Password'. To the right of the input fields is the Johnston Community College logo. At the bottom, there are three blue buttons: 'Login', 'Set Password', and 'Forgot Password?'.



The screenshot shows the 'END-USER SELF SERVICE' page. It has a blue header with the title 'END-USER SELF SERVICE'. Below the header, there is a message: 'Please choose an authentication type and click the button below to continue.' The page shows the 'Username' field with 'jolttestuser' and the 'Requested Action' set to 'Reset Forgotten Password'. Under 'Authentication Types Available', there are two radio buttons: '3 Challenge Answers' (which is selected) and 'One Time Passcode'. At the bottom, there are two blue buttons: 'Continue' and 'Cancel'.

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4. After successfully confirming your Challenge Answers or OTP, you will be able to create a new password.



The screenshot shows the 'SET PASSWORD' page. It has a blue header with the title 'SET PASSWORD'. Below the header, there is a message: 'Please provide your new password, confirm it then click the 'Continue' button'. A green box contains the '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'. Below the green box, there are three input fields: 'Username' with 'jolttestuser', 'New Password', and 'Confirm Password'. At the bottom, there are two blue buttons: 'Continue' and 'Cancel'.