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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.

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

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#### 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.

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**Permanently Suppress Reminders** by checking this box.
Choosing your College of the Mainland e-mail as an Authentication Source will negate the use of the One-Time Password option.

Permanently Suppress Reminders by checking this box.

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.

YOU MAY SKIP the Security Layer!!

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.”

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.

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

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

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

**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.

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.

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.
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**.