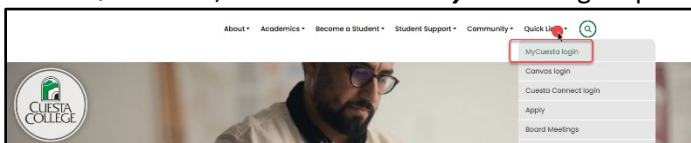# Portal Guard Self Service- Cuesta College Account Login & Management
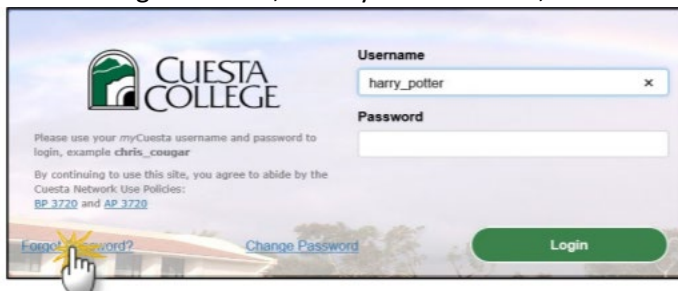
Reset Your Password or Unlock your Account

1. Go to the Cuesta website (https://www.cuesta.edu)
2. Select Quick Links, then choose the *myCuesta* login option

3. From the login window, enter your username, then select the *Forgot Password?* link

4. Choose a recovery option, then select *Continue*:
   a. Select the *Unlock Account* option if you think you know your password but have been locked out
   b. Select the *Reset Forgotten Password* option, if you cannot remember your password
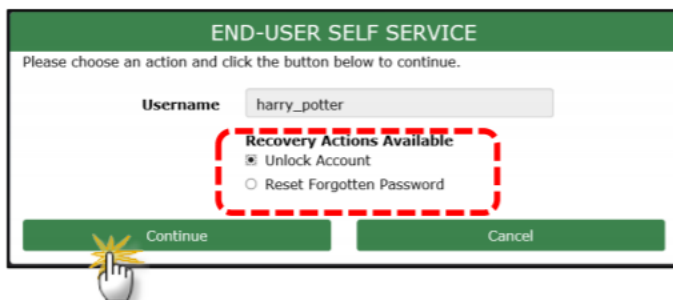
5. Select the method you would like to use for authentication:

a. Select **2 Challenge Answers** to answer 2 security questions
b. Select **One Time Passcode (OTP)** to have an OTP sent to either your personal email address or texted to a mobile phone number.
   i. To change where the OTP is being sent to, select Problems with the OTP?

Note: Available options will vary depending on what you have setup for your account, see page 3 for directions on managing your account.

6. Select the Try to Continue logging in link or reset your password using the password complexity rules provided.
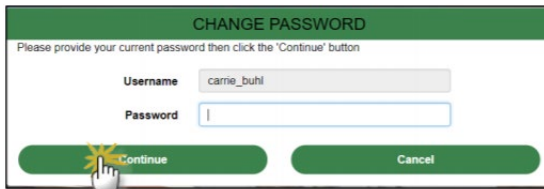
Change your password

1. Go to the Cuesta website (https://www.cuesta.edu)
2. Select the *myCuesta* link
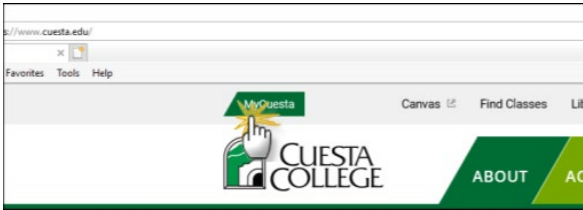
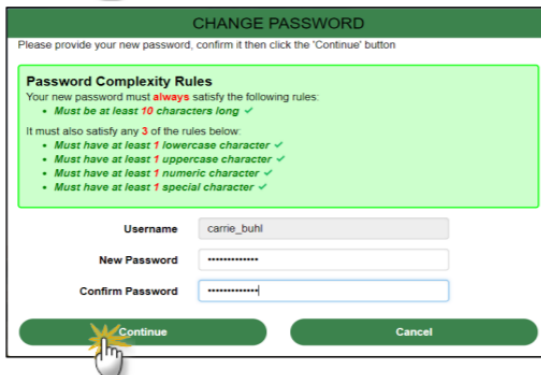3. From the login window, enter your username, then select the *Change Password* link

4. Enter your password, then select *Continue*

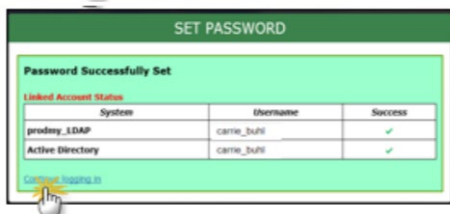5. Use the *Password Complexity Rules* to create a new password, Confirm the new password by re-tying it, then select *Continue*

6. Select Continue logging in.

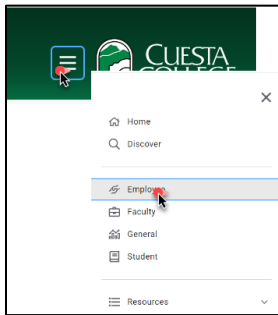   *Note: If you do not receive two green checkmarks, email usersupport@cuesta.edu for assistance, do not continue.*
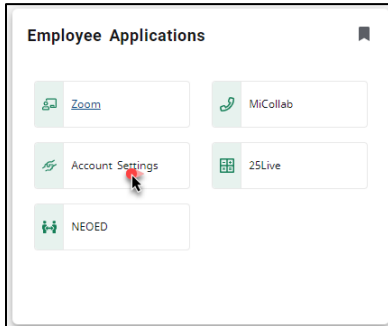

Manage Your Account

1. Go to the Cuesta website (https://www.cuesta.edu)
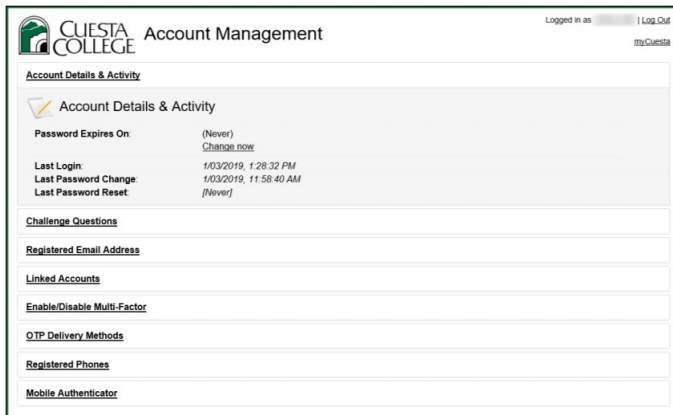2. Select the *myCuesta* link at the top of the screen.

3. Use the top left menu to select the **Employee** view.

4. Find the **Employee Applications** card, then choose **Account Settings**.

5. Select the section and select the appropriate link to update your account information.

   a. **Account Details & Activity** – Provides recent account activity. Use the Change Now link to change your password
   b. **Challenge Questions** – used to authenticate your identity by answering questions when unlocking your account or updating your password.
   c. **Email Address** - used to receive a One Time Passcode (OTP) when unlocking your account or updating your password
   d. **Enable/Disable Multifactor** – Optional feature to use for increased security. Choosing to enable will require you to perform an additional authentication step when logging into your account.
   e. **(OTP) Delivery Methods** – use this section to elect how you receive your OTP when accessing your account or updating your password
   f. **Registered phones** – used to receive a One Time Passcode (OTP) when unlocking or your account or updating your password.
   g. **Mobile Authenticator** – Optional feature that allows you to authenticate via an app as opposed to receiving a OTP via email or text