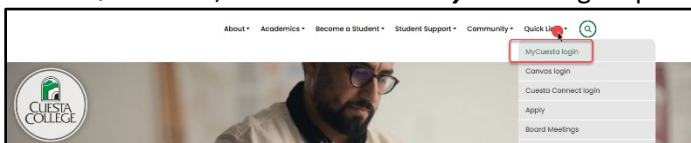


# Portal Guard Self Service- Cuesta College Account Login & Management

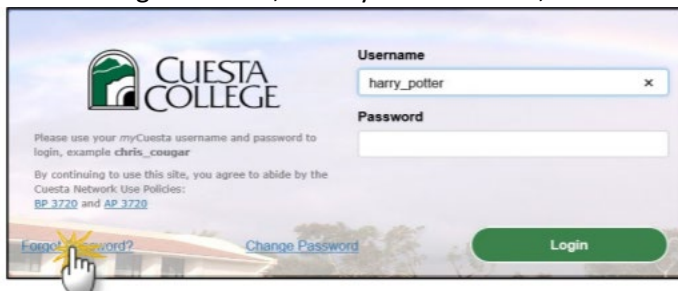
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## *Reset Your Password or Unlock your Account*

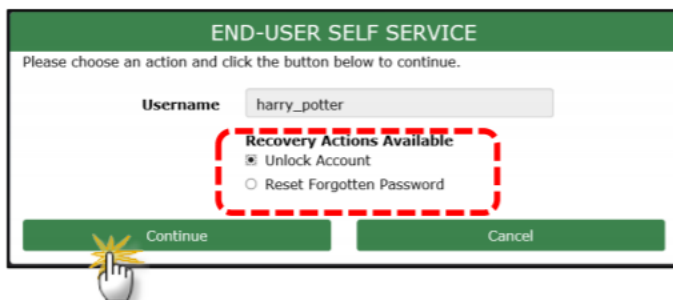
1. Go to the [Cuesta website \(https://www.cuesta.edu\)](https://www.cuesta.edu)
2. Select Quick Links, then choose the **myCuesta** login option



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:

END-USER SELF SERVICE

Please choose an authentication type and click the button below to continue.

Username:

Requested Action: Unlock Account

Authentication Types Available

- ☒ 2 Challenge Answers
- ☐ One Time Passcode

[Continue](#) [Cancel](#)

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

END-USER SELF SERVICE

A One Time Passcode (OTP) has been sent to your phone:  
xxx-xxx-5146  
It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username:

Requested Action: Unlock Account

One Time Passcode:

[Problems with the OTP?](#)

[Continue](#) [Cancel](#)

*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.

END-USER SELF SERVICE

Account Unlocked Successfully

Linked Account Status

System	Username	Success
prodmy_LDAP	carrie_buhl	✓
Active Directory	carrie_buhl	✓

[Try to continue logging in](#)

END-USER SELF SERVICE

Please enter your new password in the fields below:

**Password Complexity Rules**  
Your new password must **always** satisfy the following rules:

- Must be at least 10 characters long

It must also satisfy any 3 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
- Must have at least 1 special character

Username:

Requested Action: Reset Forgotten Password

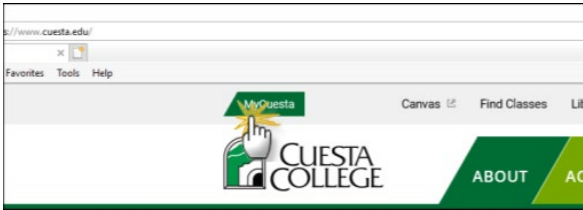
New Password:

Confirm Password:

[Continue](#) [Cancel](#)

## Change your password

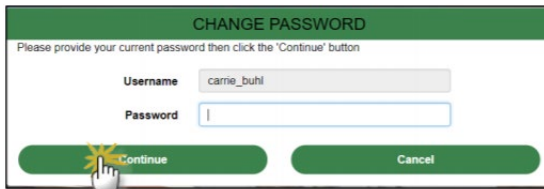
1. Go to the [Cuesta website](https://www.cuesta.edu) (<https://www.cuesta.edu>)
2. Select the **myCuesta** link



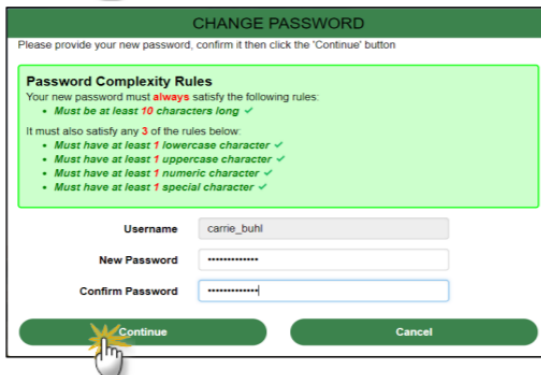
3. From the login window, enter your username, then select the **Change Password** link



4. Enter your password, then select **Continue**

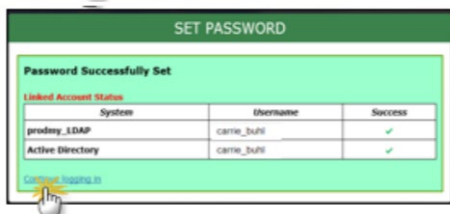


5. Use the **Password Complexity Rules** to create a new password, Confirm the new password by re-tying it, then select **Continue**



6. Select Continue logging in.

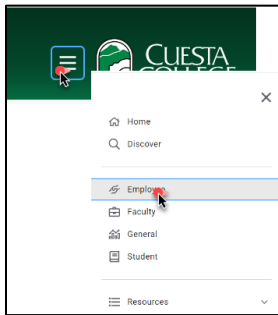
Note: If you do not receive two green checkmarks, email [usersupport@cuesta.edu](mailto:usersupport@cuesta.edu) for assistance, do not continue.



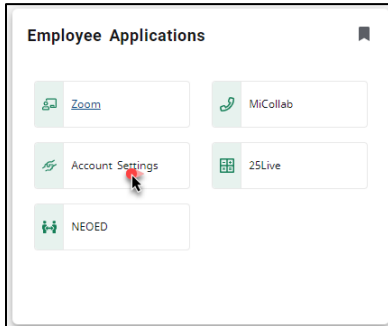
## Manage Your Account

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

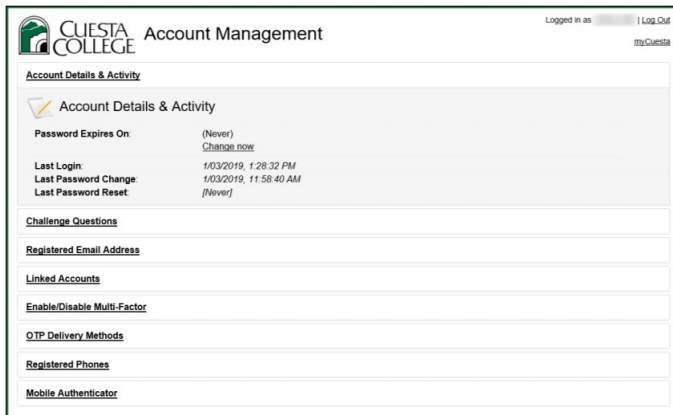
3. Use the top left menu to select the **Employee** view.



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



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



- Account Details & Activity** – Provides recent account activity. Use the Change Now link to change your password
- Challenge Questions** – used to authenticate your identity by answering questions when unlocking your account or updating your password.
- Email Address** - used to receive a One Time Passcode (OTP) when unlocking your account or updating your password
- 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.
- (OTP) Delivery Methods** – use this section to elect how you receive your OTP when accessing your account or updating your password
- Registered phones** – used to receive a One Time Passcode (OTP) when unlocking or your account or updating your password.
- Mobile Authenticator** – Optional feature that allows you to authenticate via an app as opposed to receiving a OTP via email or text