

# PortalGuard- Self Service

## Change your password and enroll

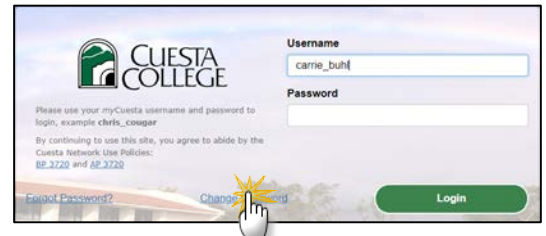
Important – If you use your Cuesta account for Wi-Fi and/or email on a mobile device you will need to disable your connection prior to changing your password. Then, restore your connection with your new password.

1. Go to [www.cuesta.edu](http://www.cuesta.edu), and click on myCuesta



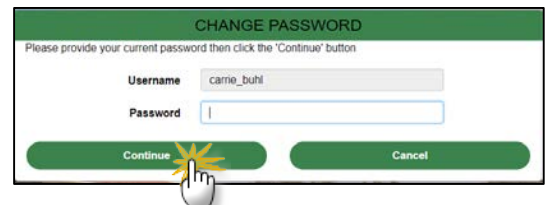
2. Enter your Cuesta username

- Click on the **Change Password** link



3. Enter your password

- Click **Continue**



4. Use the Password Complexity Rules to create a new password

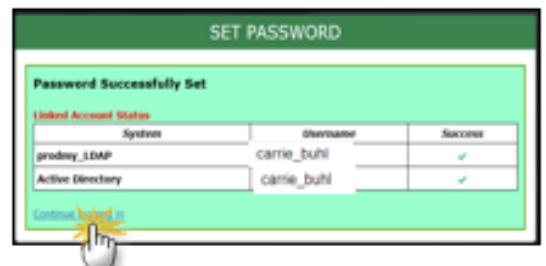
- Enter your new password
- To confirm, enter you new password again
- Click **Continue**



5. You should receive a message that states Password Successfully Set

- Click on the **Continue logging in** link

\*If you do not see two green check marks, do not continue. Contact Tech support (X3248).



6. To continue through the enrollment process, you will need to set up at least 2 of the following options.

- Challenge answers
- Personal mobile phone number
- Personal email address

- **Select an option**
- Click **Continue**

**SELF SERVICE ENROLLMENT**

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.

**Status:** 1 more required

**Username:** carrie\_buhl

Challenge answers

Personal phone number (Enrolled)

Personal email address

**Continue** **Cancel**

6. To set up each option:

- Complete the prompts on the screen
- Click **Continue**
- In the next screen, click on the **Try to continue logging in** link (an example is shown at right).

The next step is optional, if you choose to skip you will be taken to the myCuesta portal.

**ENROLLMENT - RECOVERY EMAIL ADDRESS**

Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation.

**Username:** carrie\_buhl

**Password:** .....

**Email Address:** emailaddress@gmail.com

**END-USER SELF SERVICE**

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.

**Username:** carrie\_buhl

**One Time Passcode:** 43267485

**Self-Service Action Successful**

[Try to continue logging in](#)

**Cancel**

7. *(This step is optional)* A “Mobile Authenticator Enrollment” screen will display.

- If you want to complete the mobile authenticator enrollment, **choose your Phone Type**.
  - **Click Continue and follow the Mobile Authenticator Enrollment directions on the next page.**

**MOBILE AUTHENTICATOR ENROLLMENT**

Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone.

When ready, please choose your phone type to continue. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

**Phone Type:** Phone

**Permanently Suppress Reminders**

**Continue** **Skip**

- If you do not own a cell phone or do not wish to download the app:
  - Check the box next to **Permanently Suppress Reminders**
  - **Choose Skip.** You will be taken to the myCuesta portal.

# Mobile Authenticator Enrollment Directions (OPTIONAL)

A. On your cell phone, download and install either the “PortalGuard Password Reset” or “Google Authenticator” app from your appropriate app store.

**Note: The App should only be used for delivery of OTP for the purposes of authentication, do not perform password changes inside the App, go back to your browser to complete the password change.**

B. Run the newly installed app on your cell phone and aim your camera at the QR code that displays on the computer screen.

- A passcode will display on your phone, **enter** it in the One Time Passcode field.

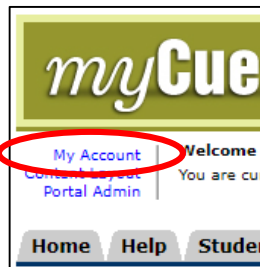


C. A “Self-Service Action Successful” message should display.

- Click the [Try to continue logging in](#) link.

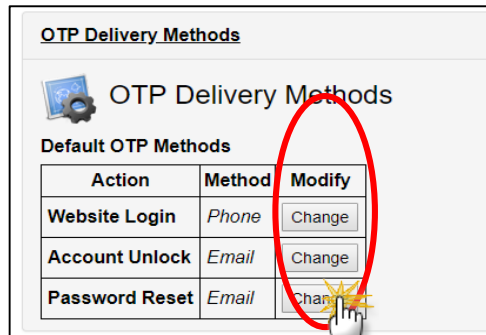


D. You will be taken to the myCuesta portal. Click the My Account link.

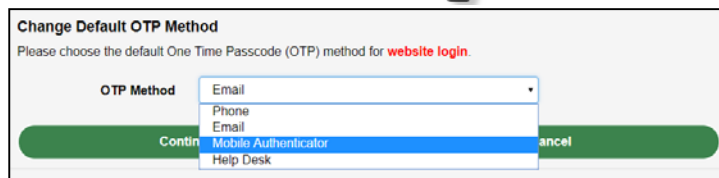


E. Click **OTP Delivery Methods** to expand the section

- To set your Mobile Authenticator app as the default method of receiving an OTP click **Change** next to each desired action



- Select **Mobile Authenticator**
- Click **Continue**
- Go to step 8



F. Click on the myCuesta link to go back to the myCuesta portal.

