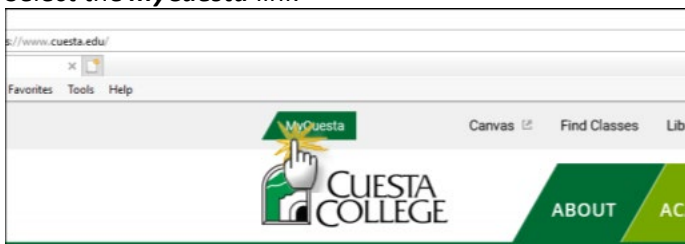


Portal Guard Self Service- Cuesta College Account Login & Management

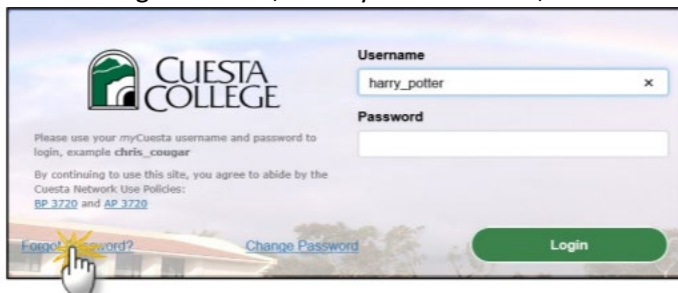
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Reset Your Password or Unlock your Account

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



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

- 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?](#)

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:

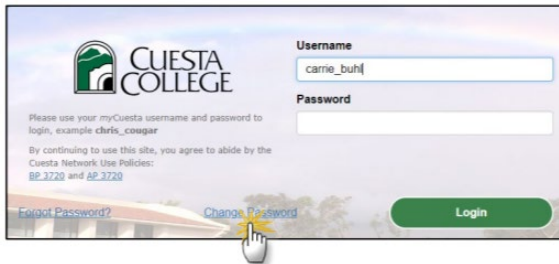
Confirm Password:

Change your password

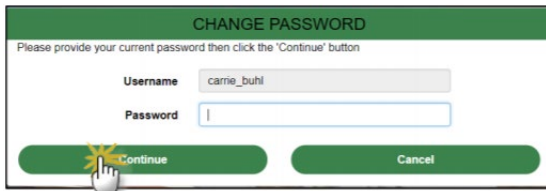
1. Go to the [Cuesta website \(https://www.cuesta.edu\)](https://www.cuesta.edu)
2. Select the **myCuesta** link



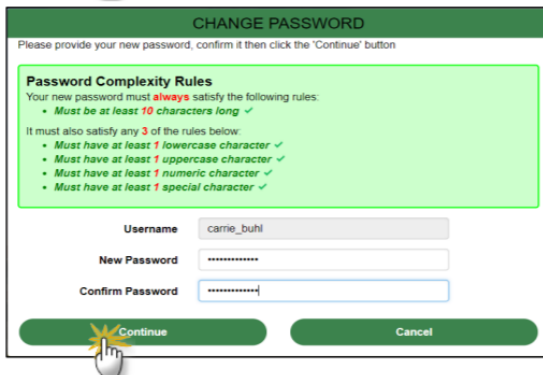
3. From the login window, enter your username, then select the **Change Password** link



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

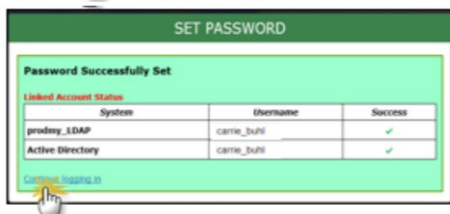


5. Use the **Password Complexity Rules** to create a new password, Confirm the new password by re-typing it, then select **Continue**



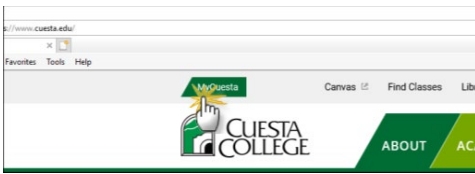
6. Select Continue logging in.

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

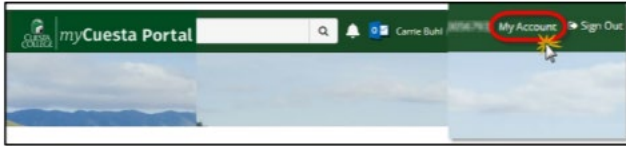


Manage Your Account

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



3. Select My Account



4. 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

