

PortalGuard- Self Service

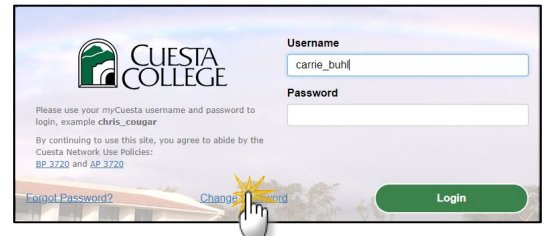
Change your password and enroll

1. Go to www.cuesta.edu, and click on myCuesta



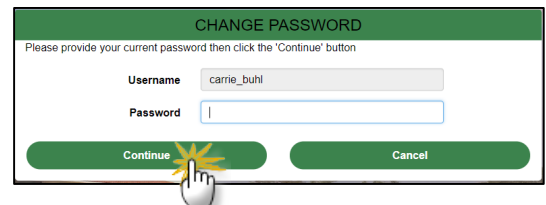
2. Enter your Cuesta username

- Click on the **Change Password** link



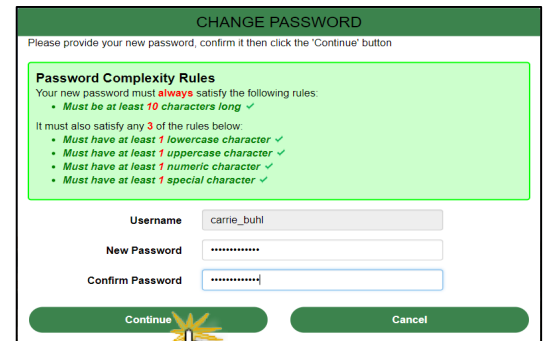
3. Enter your password

- Click **Continue**



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

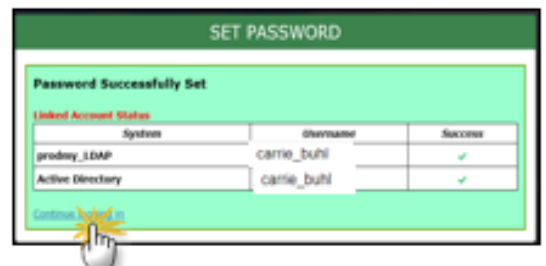
- Enter your new password
- To confirm, enter you new password again
- Click **Continue**



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).

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: 152267495

Self-Service Action Successful

[Try to continue logging in](#)

Cancel

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

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

- 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.
- 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: iPhone

Permanently Suppress Reminders

Continue **Skip**

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.

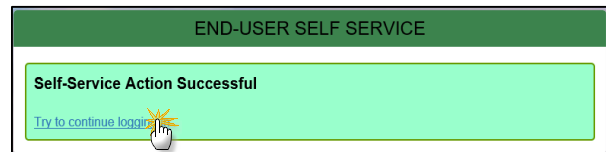
B. Run the newly installed app on your cell phone and aim your camera at the QR code that displays on the computer screen.

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

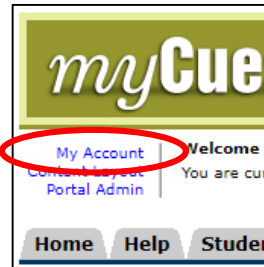


C. A “Self-Service Action Successful” message should display.

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

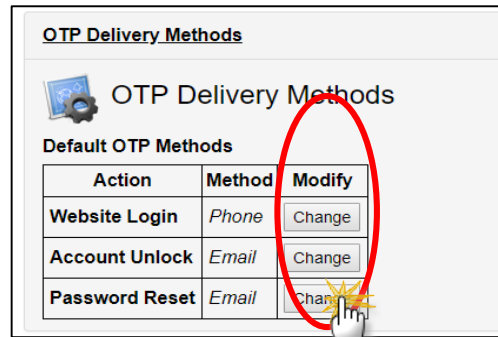


D. You will be taken to the myCuesta portal. Click the My Account link.

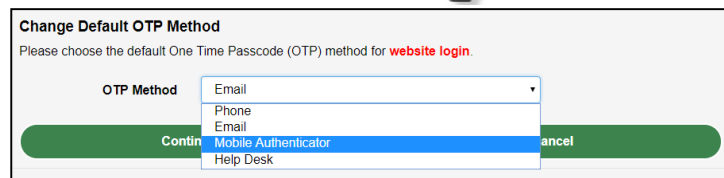


E. Click **OTP Delivery Methods** to expand the section

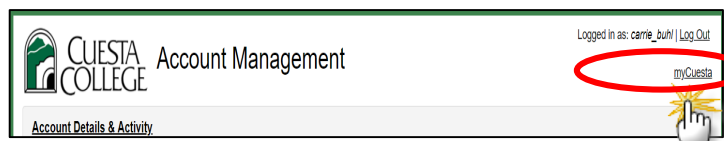
- To set your Mobile Authenticator app as the default method of receiving an OTP click **Change** next to each desired action



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



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



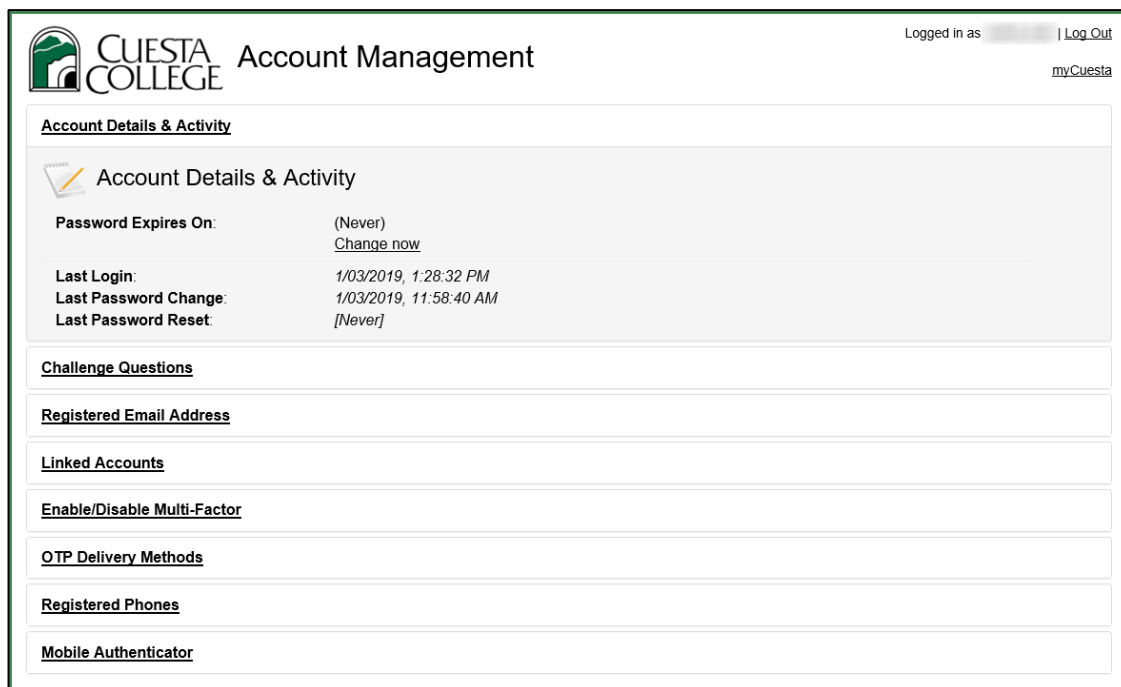
PortalGuard- Self Service

Manage your account

1. To view or modify your account information, login to myCuesta and click on My Account



2. Select a section and click on the appropriate link to update your account information.



Account Management

- **Account Details & Activity:** Provides recent account activity. Use the Change now link to change your password.
- **Challenge Questions:** Providing challenge answers will allow you to authenticate by use of challenge questions when you need to unlock your account or reset your password.
- **Email Address:** Providing a personal email will allow you to authenticate by having the system email you a One Time Passcode when you need to unlock your account or reset your password.
- **Enable/Disable Multifactor:** This is an optional feature to enable multi-factor authentication for increased security. When multi-factor is enabled you will need to authenticate in addition to entering your password each time you login to your account.
- **(OTP) Delivery Methods:** In this section you can change how you receive your OTP when logging in and unlocking your account and resetting your password.
- **Registered Phones:** Providing a mobile phone number will allow you to authenticate by having the system email you a One Time Passcode when you need to unlock your account or reset your password.
- **Mobile Authenticator:** This is an optional feature to allow you to receive One Time Passcodes via an app on your phone.