

Portal Guard First Time Log In

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Summary

This document is to explain the process of having Students sign in to Portal Guard and the new Student Password Reset. This is broken down into two sections: How to help find their User ID and completing your Portal Guard Registration.

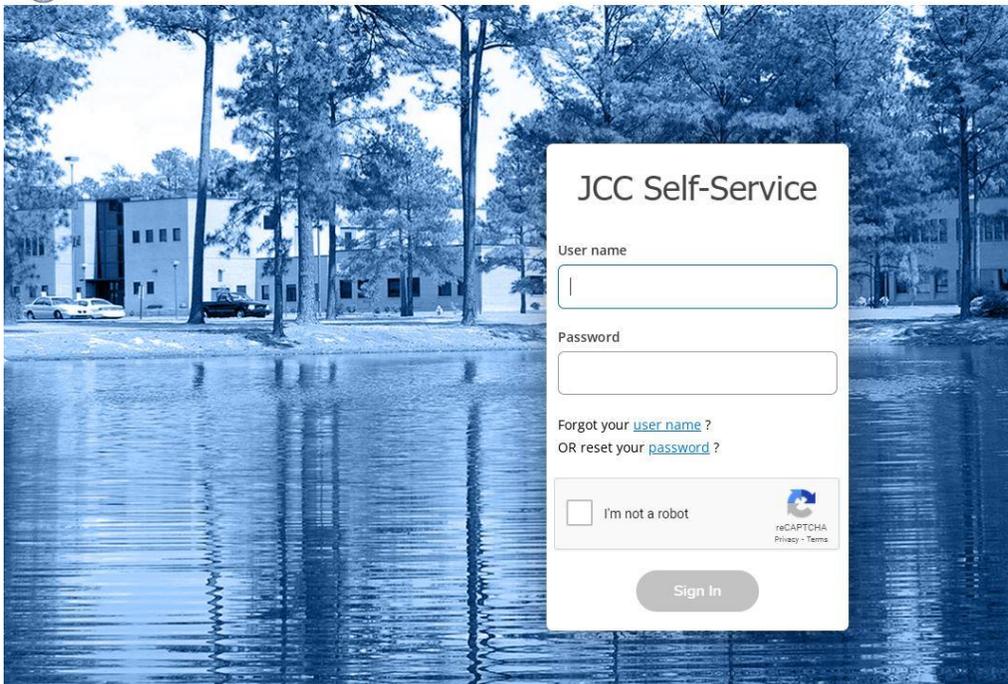
SECTION A: [“What is My User ID?”/Reset Password]

This section is to show how to walk the student through obtaining their User ID. This is essential for students to do so they can set their password as well as log into all aspects of JCC. If the user is able to log into Web Advisor, they will know their User ID. The steps are as follows:

1. Navigate to Self Service home screen. (<https://selfserv.johnstoncc.edu/student>)
2. Click on **Forgot your user name ?**



Self-Service

A screenshot of the JCC Self-Service login page. The page has a blue-tinted background image of a building and trees reflected in water. A white login form is overlaid on the right side. The form contains the following elements: the title 'JCC Self-Service', a 'User name' label above a text input field, a 'Password' label above another text input field, a link for 'Forgot your user name ?' and a link for 'OR reset your password ?', a reCAPTCHA checkbox labeled 'I'm not a robot', and a 'Sign In' button at the bottom. The reCAPTCHA logo and 'Privacy - Terms' link are also visible.

3. Enter First Name, Last Name, and Email address. Complete CAPTCHA. Click Submit button.

 **Self-Service**

Forgot User Name
[< Back to Login page](#)

 Enter the following information. If your account can be identified, an email will be sent with your user name information. For additional information, please contact JOLT at 919-934-3051.

First Name

Last Name *

Email Address *

I'm not a robot 
reCAPTCHA
Privacy - Terms

- 3.1 Screen after submitting information:

 **Self-Service**

User Name Recovery Request

 Please check your email for information. If you do not receive an email shortly please try again. If still no success, please contact JOLT at 919-934-3051.

[Return to the Login page](#)

4. The system will email if email address matches what is in Self Service user profile (Primary, Secondary (Info Only), or Web-page (Info Only) email).

 Thu 1/6/2022 10:32 AM
do_not_reply@johnstoncc.edu
Self-Service Account Requested Response

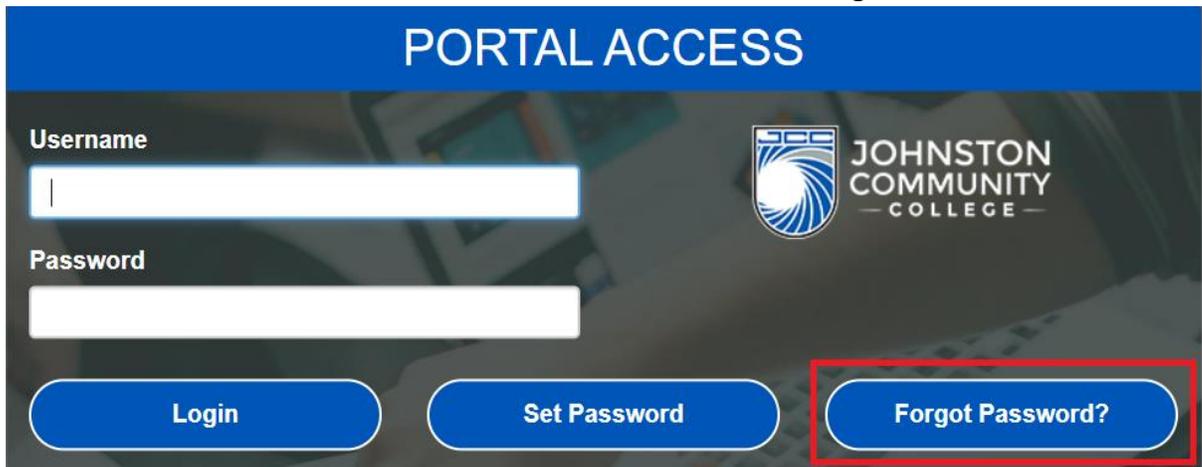
To: [REDACTED]

Your JCC User Name has been sent via a Self-Service request and is [REDACTED]

If you did not request this information or have any further questions you should contact JOLT at 919-934-3051. Otherwise, please return to your web browser and Log In.
<https://selfserv.johnstoncc.edu/Student>

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official. (NCGS.Ch.132)

5. On JCC Self Service home screen, Click on “Reset your password ?”
6. You will now be taken to PortalGuard on a new tab. Click on “Forgot Password”



PORTAL ACCESS

Username

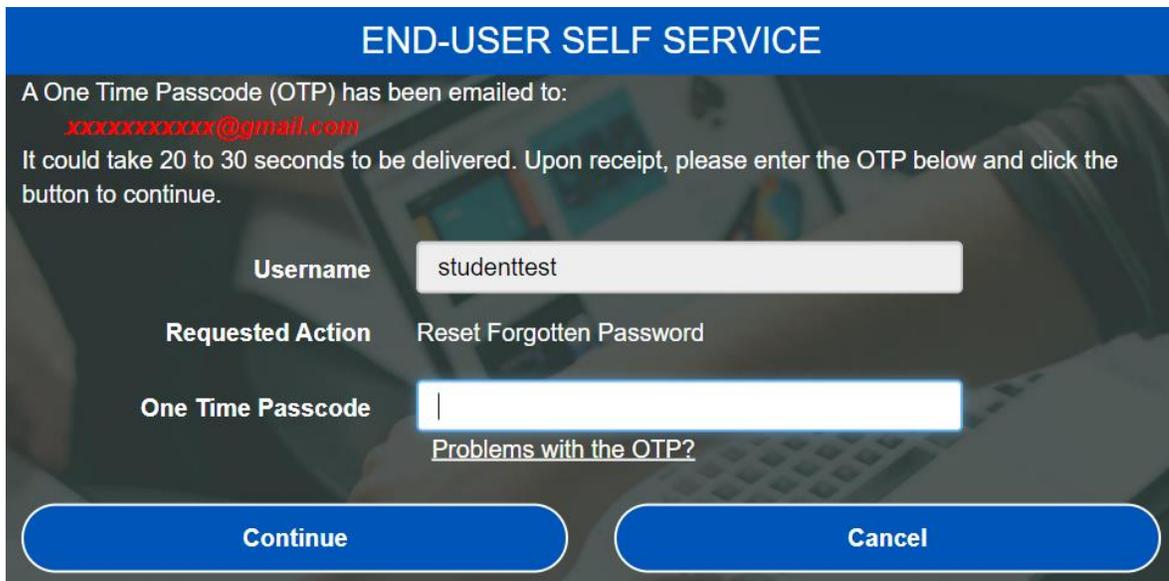
Password

JOHNSTON COMMUNITY COLLEGE

Login Set Password **Forgot Password?**

7. Type in the username that you obtained from the previous steps. Then click **Continue**

You will now have a new window appear asking for a One-Time Passcode (OTP). This OTP will be sent to **the email you used to register with JCC**. Please wait 20 to 30 seconds for the OTP code to be sent to your email. If you do not receive you code, please contact JOLT.



END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed to:
xxxxxxxxxxx@gmail.com
It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username studenttest

Requested Action Reset Forgotten Password

One Time Passcode

[Problems with the OTP?](#)

Continue Cancel

After you have put in the OTP, you will now have the chance to create a brand-new password for your account. Your password must include the following:

Password Complexity Rules

Your new password must **always** satisfy the following rules:

- **Must be at least 8 characters long** ✓

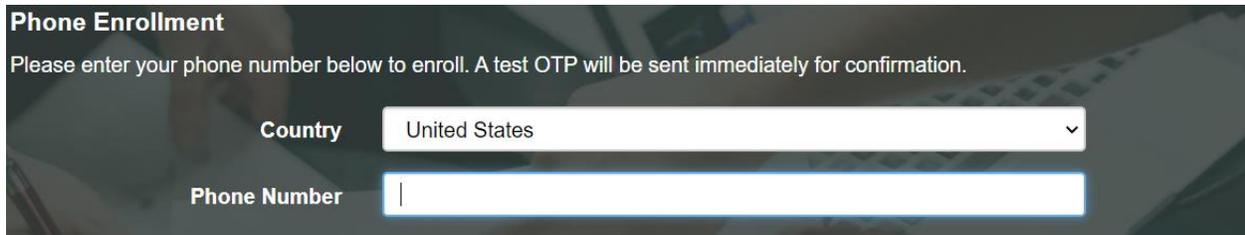
It must also satisfy any **2** of the rules below:

- **Must have at least 1 lowercase character** ✓
- **Must have at least 1 uppercase character** ✓
- **Must have at least 1 numeric character** ✓

SECTION B: [Completing Portal Guard Registration]

Once you have created a new password, you will now have to provide so more details to Portal Guard. This is to have alternative methods of resetting your password on your own so that you will have the ability to receive an OTP from both you email and a cell phone number as well as a set of challenge questions and answers that are unique to you.

Phone Number Registration:



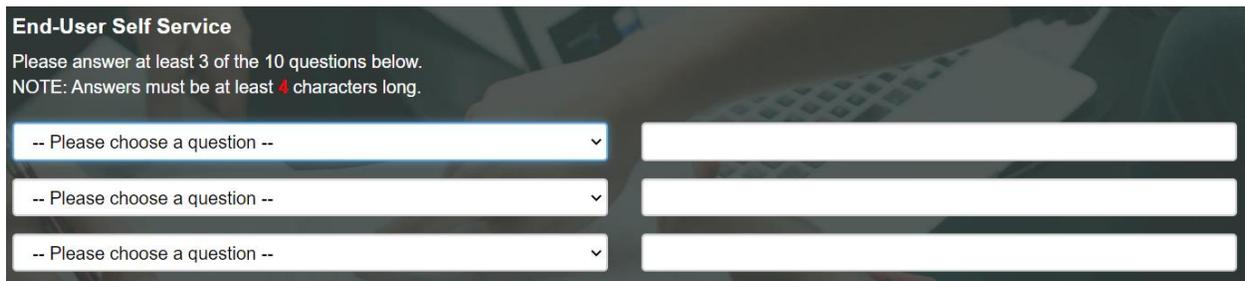
Phone Enrollment
Please enter your phone number below to enroll. A test OTP will be sent immediately for confirmation.

Country: United States (dropdown menu)

Phone Number: [input field]

When you submit a phone number, you will be sent a OTP to validate the phone. Once you validate your phone number, it will then ask you to supply Challenge Questions.

Challenge Questions



End-User Self Service
Please answer at least 3 of the 10 questions below.
NOTE: Answers must be at least 4 characters long.

-- Please choose a question -- (dropdown menu) [input field]

-- Please choose a question -- (dropdown menu) [input field]

-- Please choose a question -- (dropdown menu) [input field]

After completing your registration, you will now be logged into Portal Guard. This username and password you used will also be used for the following services:

- **Blackboard**
- **Office 365**
- **Self Service**

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