



Help Desk: <https://bit.ly/JCC-Student-Help> (submit a ticket, call, or chat)

Call: 919-464-2260 (after hours* call 866-829-9266)

**After hours support cannot assist with OTP's*

Logging into PortalGuard and Setting Details

This document is to explain the process for students to sign in to PortalGuard and the new Student Password Reset. This is broken down into two sections: How to help find their User ID and completing your PortalGuard Registration.

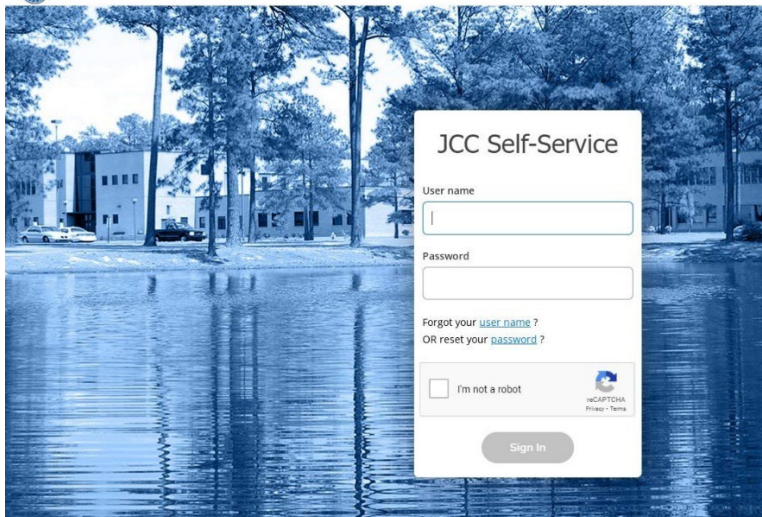
Sections:

- [SECTION A: Retrieve Username and Password](#)
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SECTION A: Retrieve Username and 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 Self-Service, 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 ?**






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

 **JOHNSTON COMMUNITY COLLEGE 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

Screen after submitting information:

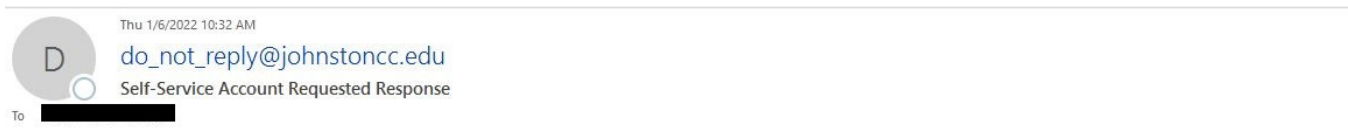
 **JOHNSTON COMMUNITY COLLEGE Self-Service**

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).
Important: If this is the first time logging in, the student MUST call the JOLT help desk during regular hours – 919-464-2260 before proceeding.



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 the 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**

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

8. You will now have a new window appear asking for a One-Time Passcode (OTP). This OTP will be sent to **your JCC email address until you change it**. If you have changed your email previously, please wait 20 to 30 seconds for the OTP code to be sent to your email. If you do not receive your code, please contact JOLT during regular hours at 919-464-2260.

END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed to:
xxxxxxxxxxxx@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

Requested Action Reset Forgotten Password

One Time Passcode

[Problems with the OTP?](#)



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 PortalGuard Registration

Once you have created a new password, you will now have to provide so more details to PortalGuard. 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 your 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

Phone Number

When you submit a phone number, you will be sent an 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.

| | |
|---|----------------------|
| <input type="text" value="-- Please choose a question --"/> | <input type="text"/> |
| <input type="text" value="-- Please choose a question --"/> | <input type="text"/> |
| <input type="text" value="-- Please choose a question --"/> | <input type="text"/> |



Choose questions and answers that you can remember. Then you'll want to change your email address.

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

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

Single Sign-On Portal

Search/Filter your Apps...

Default Group

- Barracuda Archiver
- Blackboard
- ExamSoft
- New Student Orientation
- Office 365
- Self Service

SECTION C: Update Email Address

Since you will not be able to access your JCC email until after you receive this code, you will want to change the email address associated with PortalGuard.

1. Click on your **Username** in the top right corner of PortalGuard.
2. Select **Edit Profile**.
3. Click on **Registered Email Address**.
4. Select **Change my email**.
5. Enter the **email address** you'd like your OTP sent to.
6. Click **Continue**.
7. You will be sent an OTP to validate the email address.

Account Details & Activity ▾

Challenge Questions ▾

Registered Email Address >

Registered Email Address

Email Address: @mail.johnstoncc.edu
Confirmed On: 4/09/2023, 3:57:44 PM
[Change my email](#)

Email Enrollment

Please enter your email address below to enroll. A test OTP will be sent immediately for confirmation.

Email Address

Continue **Cancel**