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How to Enroll into Portalguard

Overview

This document will guide you through the process of enrolling into the Portalguard password management system. After you have completed the enrollment process the first time, you will not normally need to enroll again in the future. Enrollment into Portalguard provides you the ability to securely manage your password settings from either on campus or off campus without the aid of UAFS Technology Service Desk staff.

Enrolling into PortalGuard

1. To begin the enrollment process, perform one of the following actions:
   - If you are using a campus Windows computer that has been configured with the Portalguard software and have not yet completed enrollment, you will be automatically taken to the enrollment screen when you log into Windows.
   - You may also complete the enrollment process from any computer (on or off campus) by pointing your browser to https://portalguard.uafs.edu

2. Enter your campus network login ID and password. Then click the Log On button.

3. At the next screen, click the Continue button to proceed to the challenge questions section.

   If you do not wish to complete the challenge questions section at this time, you may select the Skip button. You will be allowed up to 30 additional logins

where you may skip entering responses to the challenge questions. After that, you must provide the responses to the challenge questions in order to proceed.

4. Enter your responses to the first set of challenge questions.

Your responses must be at least 3 characters in length and you must provide different responses for each question.

NOTE: A minimum of five challenge question responses are required. However we strongly recommend that you provide responses to all ten questions.

Your responses should be kept confidential. Do not share them with anyone or post them on social media sites.

End-User Self Service
Please answer at least 5 of the 10 questions below
The answers must be at least three characters

Username
cspears

1) What is your Mother's maiden name?

2) What is your Father's middle name?

3) What is your Mother's middle name?

4) Which foreign country would you like to visit?

After entering responses to these questions, click here to move to the next screen.

5) What is your favorite city?

‹‹   ››   Cancel

Answers remaining: 5 optional

5. Enter your responses to the second set of questions, then click the **Continue** Button.

End-User Self Service
Please answer at least 5 of the 10 questions below
The answers must be at least three characters

Username
cspears

6) What was the model of your first car?

7) What is your favorite color?

After you have completed entering your responses, click here.

8) What is the name of your first pet?

9) What school did you attend in the 3rd grade?

10) What street did you live on in the 5th grade?

| << | >> | Continue | Cancel |

6. After you have successfully completed the challenge questions section, click on the link to continue.

End-User Self Service

Self-Service Action Successful

Click here to try to continue logging in.

Click here to continue.

7. Enter a mobile phone number to receive one-time passcodes (OTPs) on. You can chose to receive OTPs via text message or, if your phone does not support SMS, via a voice call. If SMS is selected, also select your service provider from the drop down list.

   If you do not wish to configure mobile phone settings at this time, click the Skip button.

Enrollment - Mobile Phone
Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. 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 Self Service button on the main login form.

Username
cspears

Password
••••••••••••••   Show password ☐

Enter a phone number to receive OTPs on. Then select if the phone can or cannot receive text messages. Then click Continue.

Country
United States ▼

Phone Number (###-###-####)
479-555-1234
⦿ This phone can receive SMS/text messages
◯ This phone **cannot** receive SMS/text message

If you do not wish to register a mobile phone with Portalguard, check this box.

☐ **Permanently Suppress Reminders**

[Continue]   [Skip]

8. An OTP will be sent to your mobile phone to validate the information. Enter the OTP in the field provided, then click the Continue button.

End-User Self Service
A One-Time Password (OTP) has been sent to your phone. It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username
cspears

A one-time passcode will be sent to your mobile phone. Enter the passcode here, then click the Continue button.

One-Time Password

Other OTP options

[Continue]   [Cancel]

9. After you have successfully completed the mobile phone section, click on the link to continue.

End-User Self Service

Self-Service Action Successful

Click here to continue.

Click here to try to continue logging in.

10. At the next screen, enter an alternate email address to receive OTPs on. **Do not enter your UAFS email address.**

The alternate email address serves as another access point for receiving an OTP for resetting your password in the future.

If you do not wish to configure the alternate email address, or you are unable to access the alternate email account at this time, click the Skip button.

Enrollment - Email Address
Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment **11** more times before being forced to enroll.

Username
cspears

Password
••••••••••••••   Show password ☐

Email Address

Continue   Skip

Enter a non-UAFS email address to receive OTPs on, then click the Continue button.

11. Check your alternate email account for a message containing the OTP. Enter the OTP in the field provided, then click the Continue button.

End-User Self Service
A One-Time Password (OTP) has been emailed. It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username
cspears

One-Time Password

Other OTP options

Continue   Cancel

Enter the OTP sent to your alternate email address, then click the Continue button.

12. After you have successfully completed the alternate email address section, click on the link to continue.

End-User Self Service

Self-Service Action Successful

Click here to try to continue logging in.

Click here to continue.

13. On the next screen, please re-enter your campus network user ID and password. Then press the **Continue** button.

This screen ensures that your campus network password is correctly linked to all other campus login systems (e.g. Banner, Blackboard Learn, etc.)

User Account Linking
Please verify your username in the "Linked Account Name" field.

Please verify your password in the "Linked Account Password" field.

Main Username: cspears

Repository/System: OpenLDAP

Linked Account Name

Re-enter your campus network login ID and password, then click the Continue button.

Linked Account Password

Show password ☐

Continue   Cancel

14. After you have successfully completed account linking section, click on the link to continue.

User Account Linking

Account Link Successful
Your linked account password is now the same account password

Click here to continue.

Click here to try to continue logging in.

15. After you have successfully completed all of the Portalguard enrollment steps, you will be presented with the Account Management screen for your account. Carefully review the information on the *General* and *Multi-Factor Settings and Devices* tabs for accuracy. When finished, click the Log Out link.

How to Get Additional Help

If you still have questions about the Portalguard password management system, please contact the Technology Service Desk by sending an email to uafs@service-now.com or calling (479) 788-7460.

Feedback

We welcome your feedback about this change. Please send your feedback to TSFeedback@uafs.edu

Document History

Version	Date	Revision history or Review (Author)
1.0	July 18, 2014	Initial release (Curtis S.)