

## About the PortalGuard Password Management System

Merced College's password management system (PortalGuard) provides a self-service avenue to reset your password from a mobile phone or email without having to call the Student Help Desk.

Beginning 3/30/2017, enrollment in the password management system is mandatory. Follow the prompts to enroll the next time you sign in to the MC Portal.

### Enroll your Mobile Phone

- 1) You will be prompted to enter your mobile phone number (optional).

## 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 Account Management page.

**Username**

**Password**

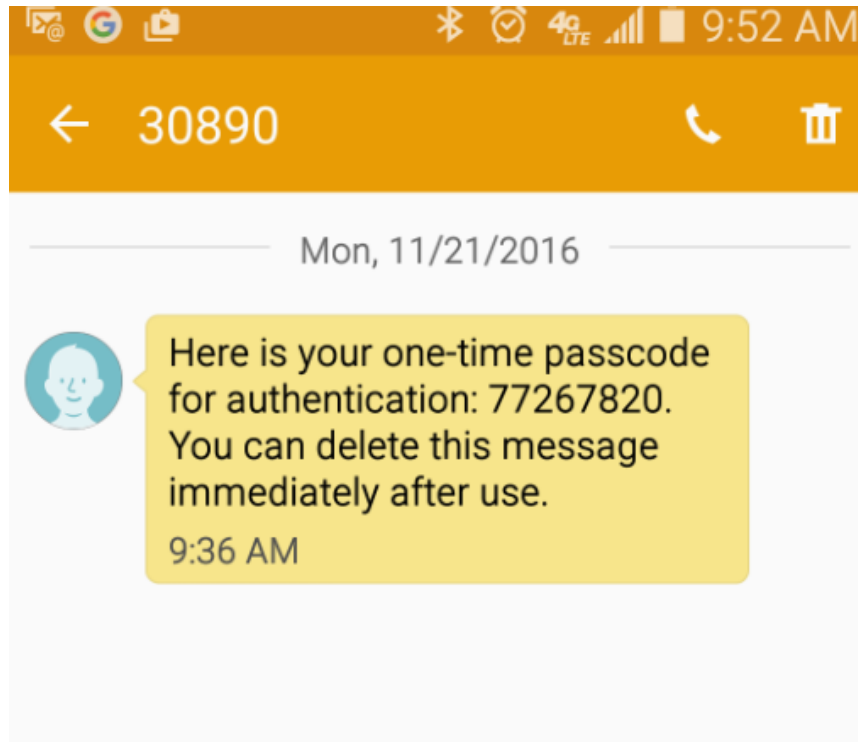
**Country**  
 ▼

**Phone Number**

**Permanently Suppress Reminders**

**NOTE:** Check the box to Permanently Suppress Reminders if you do not want the ability to reset your password on your mobile phone via SMS text messages.

- 2) You should immediately receive a SMS text message on your mobile device to confirm the enrollment. The text message will contain an eight-digit passcode.



- 3) Enter the passcode in the following screen:

## 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**

**One-Time Password**

[Problems with the OTP?](#)

- 4) You will receive a confirmation message if you have successfully enrolled your mobile device.

## End-User Self Service

Self-Service Action Successful

[Click here to try to continue logging in.](#)

### Enroll your Personal Email Account

- 1) Next, you will be prompted to enroll a personal email account to be used to recover your password. The email address cannot be an @campus.mccd.edu or @mccd.edu address.

### Enrollment - Email Address

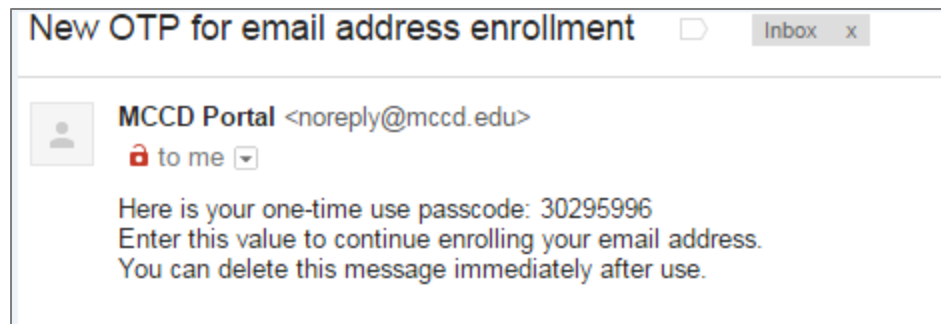
Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

**Username**

**Password**

**Email Address**

- 2) Check your inbox for an email from MCCD Portal ([noreply@mccd.edu](mailto:noreply@mccd.edu)). The email will contain an eight-digit passcode.

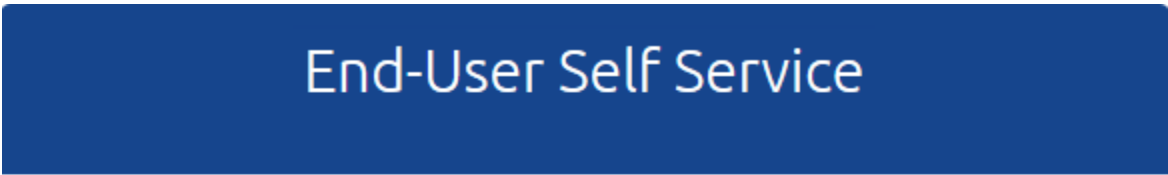


- 3) Enter the passcode in the following screen:

The screenshot shows a web form titled "End-User Self Service" with the following elements:

- Header: End-User Self Service
- Text: 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.
- Form Fields:
  - Username: joe.staff
  - One-Time Password: (empty)
- Link: [Problems with the OTP?](#)
- Buttons: Continue, Cancel

- 4) You will receive a confirmation message if you have successfully enrolled your personal email account:



## Manage Your Settings

You can update the mobile phone and email address enrolled in the PortalGuard password management system. Access your account settings from the MC Portal login screen.


---

## MCCD Portal - Account Management

Logged in as: *joe.staff* | [Log Out](#)

Account Details and Activity

---

 Account Details & Activity

Last Login: 11/21/2016, 9:41:52 AM  
Last Password Change: 11/21/2016, 9:35:09 AM  
Last Password Reset: [Never]

---

Registered Email Address

---

Registered Phones