

Marion Technical College Password Management System

MTC's new password management system (PortalGuard) provides a convenient way to set a password or reset a forgotten password. Before you can begin using PortalGuard, you must first log in (using your current MTC username and password) and provide the following:

- Either install the Google Authenticator or PortalGuard Password Reset app from your phone's app store to enroll mobile authentication that you can use to change your password or reset a forgotten password

or

an alternative e-mail address that PortalGuard will use to send you one-time passcodes for changing your password or resetting a forgotten password (you can't use your MTC e-mail address for the alternative e-mail address)

- answers to 3 questions that can be used if you need to reset a forgotten password

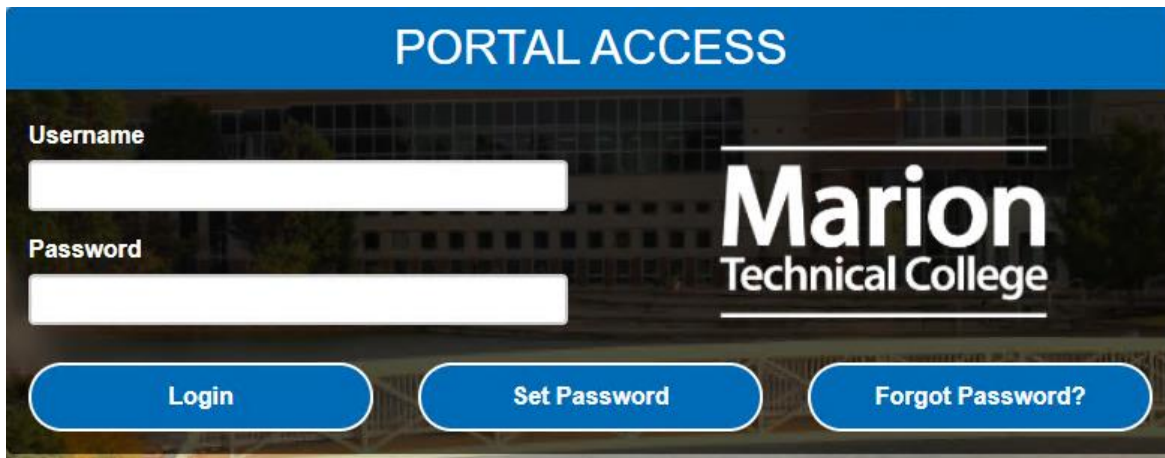
New Student - Completing the Enrollment Process

These instructions step through what is required to complete the enrollment process for a new student.

1. You can access 'Password Management' from the following places:

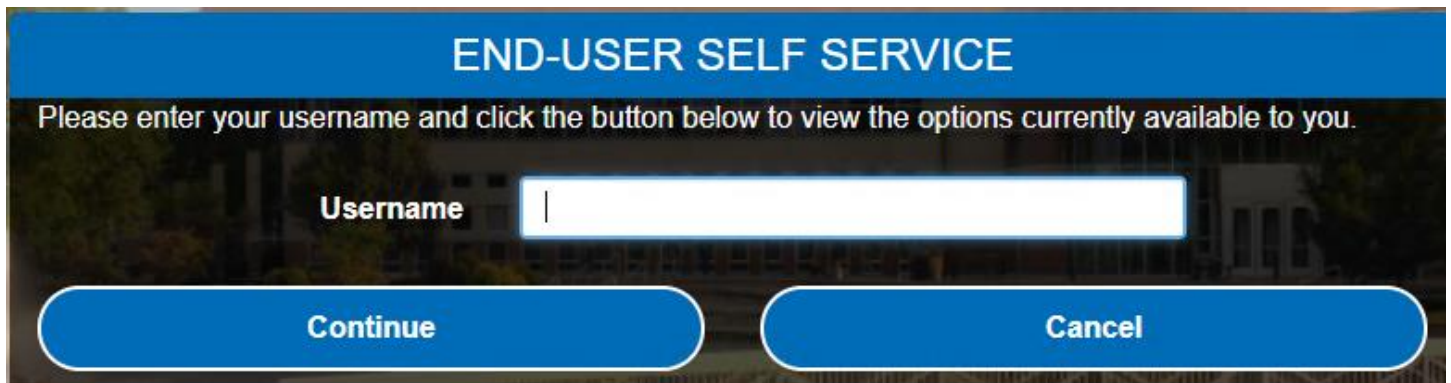
- a.) Click the **NEW Password Management** link on the left side of the MTC help page (<https://help.mtc.edu>)
- b.) Navigate to <https://oa.mtc.edu> in your web browser
- c.) Click the Forgot Password link on the Canvas login screen (<https://mtc.instructure.com>)

2. Click the **Forgot Password?** button.



The image shows the Marion Technical College Portal Access login screen. It features a blue header with the text "PORTAL ACCESS". Below the header, there are two input fields: "Username" and "Password". To the right of these fields is the Marion Technical College logo. At the bottom, there are three blue buttons: "Login", "Set Password", and "Forgot Password?".

3. Enter your MTC username (Last name + First initial + last 4 of your Student ID). For example, John Smith has a Student ID with 9999 as the last 4 digits. John's MTC username would be smithj9999.



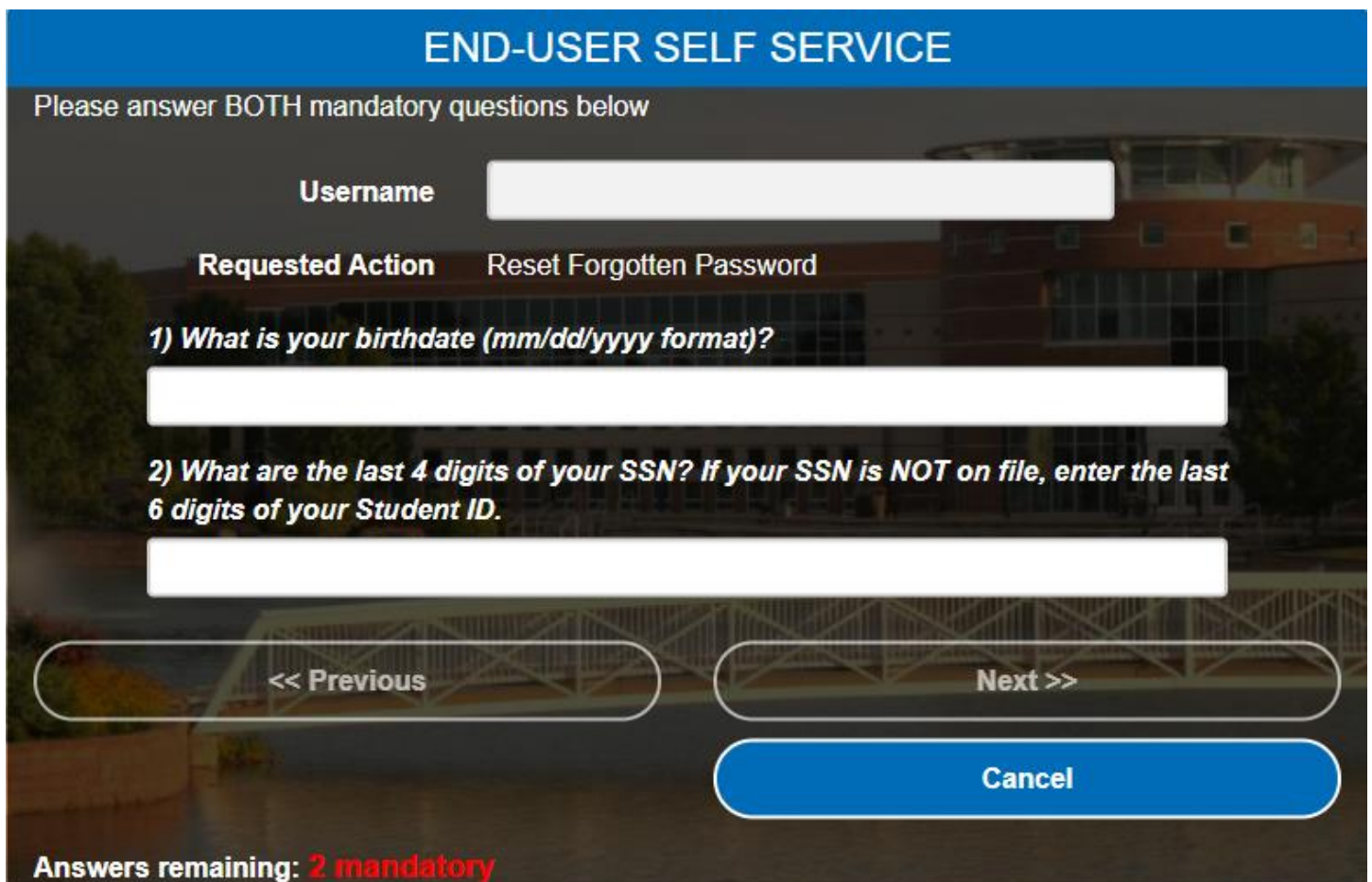
END-USER SELF SERVICE

Please enter your username and click the button below to view the options currently available to you.

Username

Continue **Cancel**

4. You will be prompted to supply answers to the following 2 questions before you will be able to set your initial password. Supply the answers and click the **Next >>** button.



END-USER SELF SERVICE

Please answer BOTH mandatory questions below

Username

Requested Action Reset Forgotten Password

1) What is your birthdate (mm/dd/yyyy format)?

2) What are the last 4 digits of your SSN? If your SSN is NOT on file, enter the last 6 digits of your Student ID.

<< Previous **Next >>** **Cancel**

Answers remaining: **2 mandatory**

5. Enter your new password and confirm it in the textboxes on the form and click the Continue button. If there is an issue with the password (does not meet the complexity requirements, new and confirm password entries do not match, etc.) you will be prompted to rekey the password and confirm password.

END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least 8 characters long
- Must not contain any parts of your name
- Must contain characters from at least 3 of the following categories:
 1. English uppercase characters (A - Z)
 2. English lowercase characters (a - z)
 3. Base 10 digits (0 - 9)
 4. Non-alphanumeric (e.g. !, \$, @, or %)
- Must not contain the < character OR the sequence &#

Username

Requested Action

Reset Forgotten Password

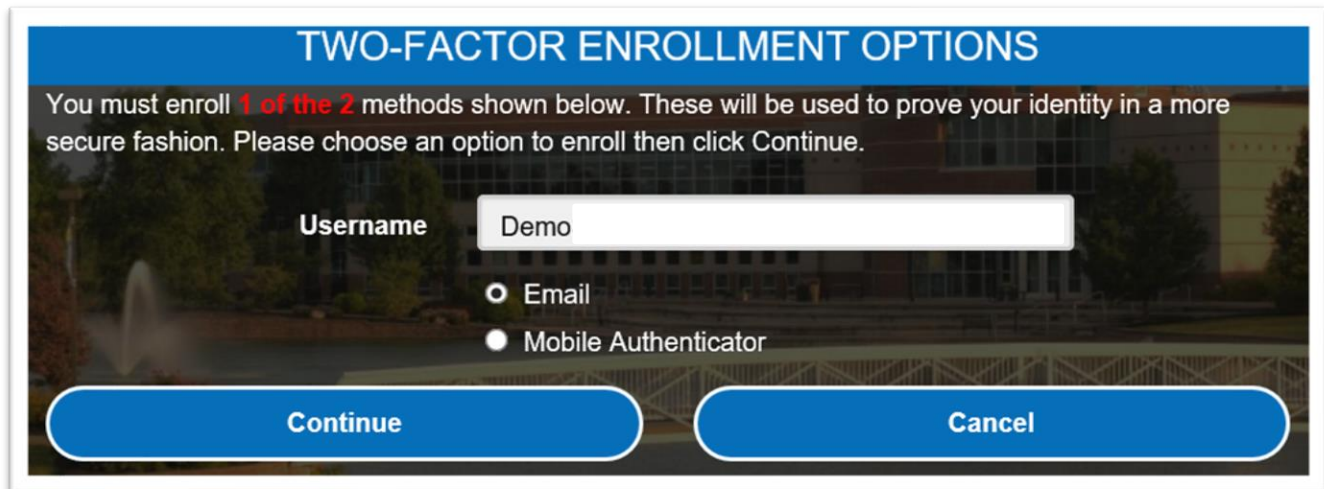
New Password

Confirm Password

Continue

Cancel

3. You will be prompted to enroll in a two-factor enrollment option. Select either the Email or Mobile Authenticator option and click the Continue button.



TWO-FACTOR ENROLLMENT OPTIONS

You must enroll **1 of the 2** methods shown below. These will be used to prove your identity in a more secure fashion. Please choose an option to enroll then click Continue.

Username Demo

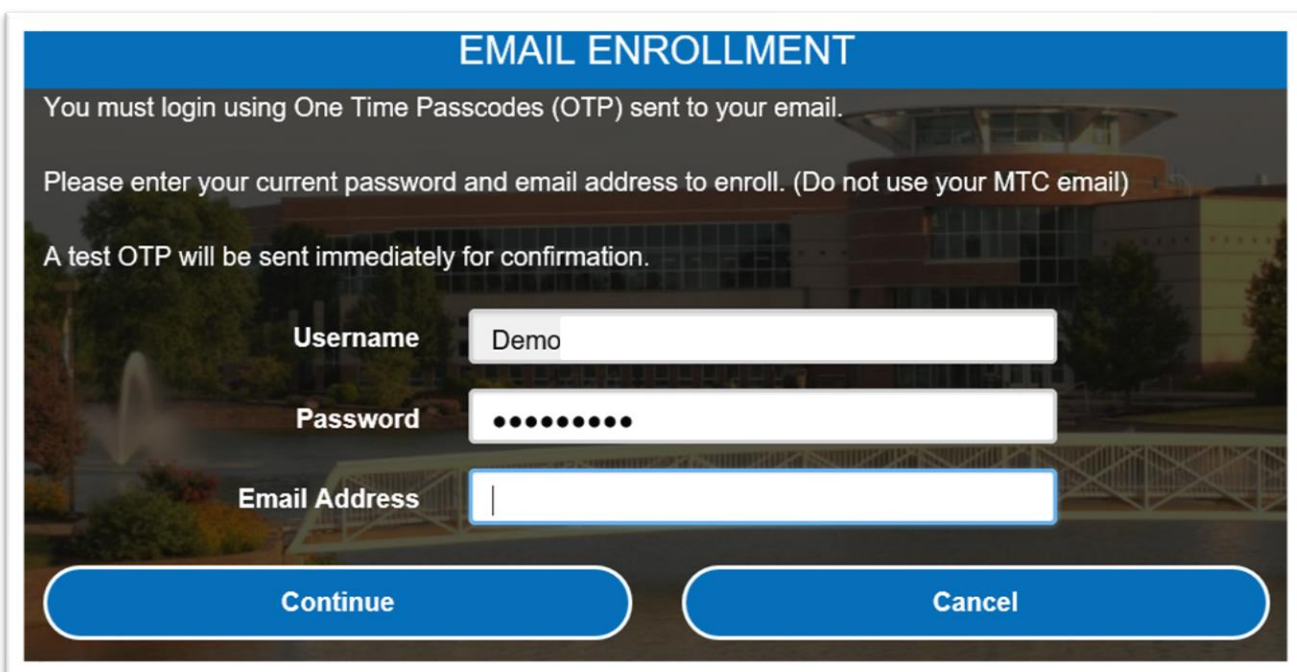
☐ Email

☒ Mobile Authenticator

Continue **Cancel**

Email Enrollment Option Steps

1. Supply your alternative e-mail address. Please note that this is any email address other than your MTC address.



EMAIL ENROLLMENT

You must login using One Time Passcodes (OTP) sent to your email.

Please enter your current password and email address to enroll. (Do not use your MTC email)

A test OTP will be sent immediately for confirmation.

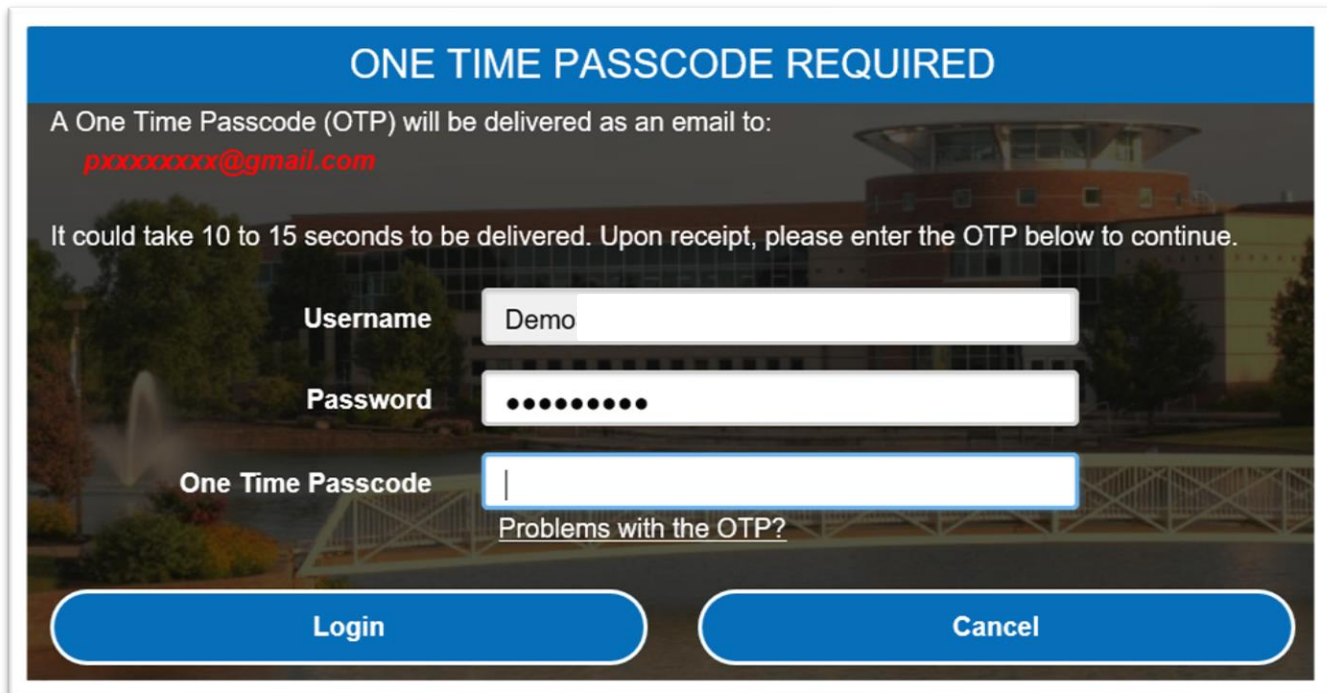
Username Demo

Password ●●●●●●●●

Email Address |

Continue **Cancel**

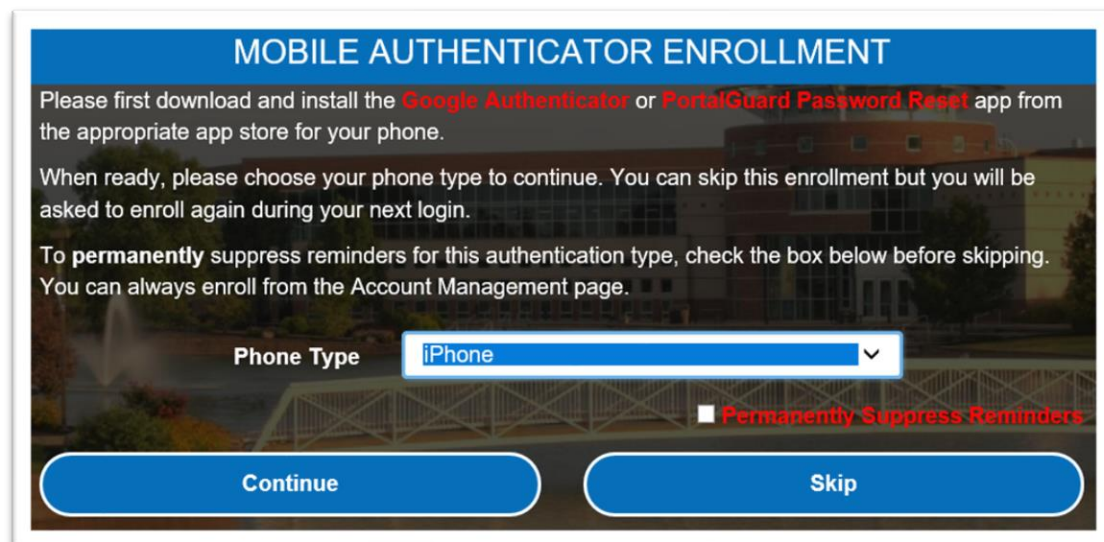
2. A One-Time Passcode will be sent to the alternative email address. Enter the passcode in the One Time Passcode textbox and click the Login button.



The screenshot shows a login interface with a blue header titled "ONE TIME PASSCODE REQUIRED". Below the header, a message states: "A One Time Passcode (OTP) will be delivered as an email to: **pxxxxxxxx@gmail.com**". It further informs the user: "It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue." The form includes three input fields: "Username" with the value "Demo", "Password" with masked characters "••••••••", and "One Time Passcode" which is currently empty. A link "Problems with the OTP?" is positioned below the OTP field. At the bottom, there are two blue buttons: "Login" and "Cancel".

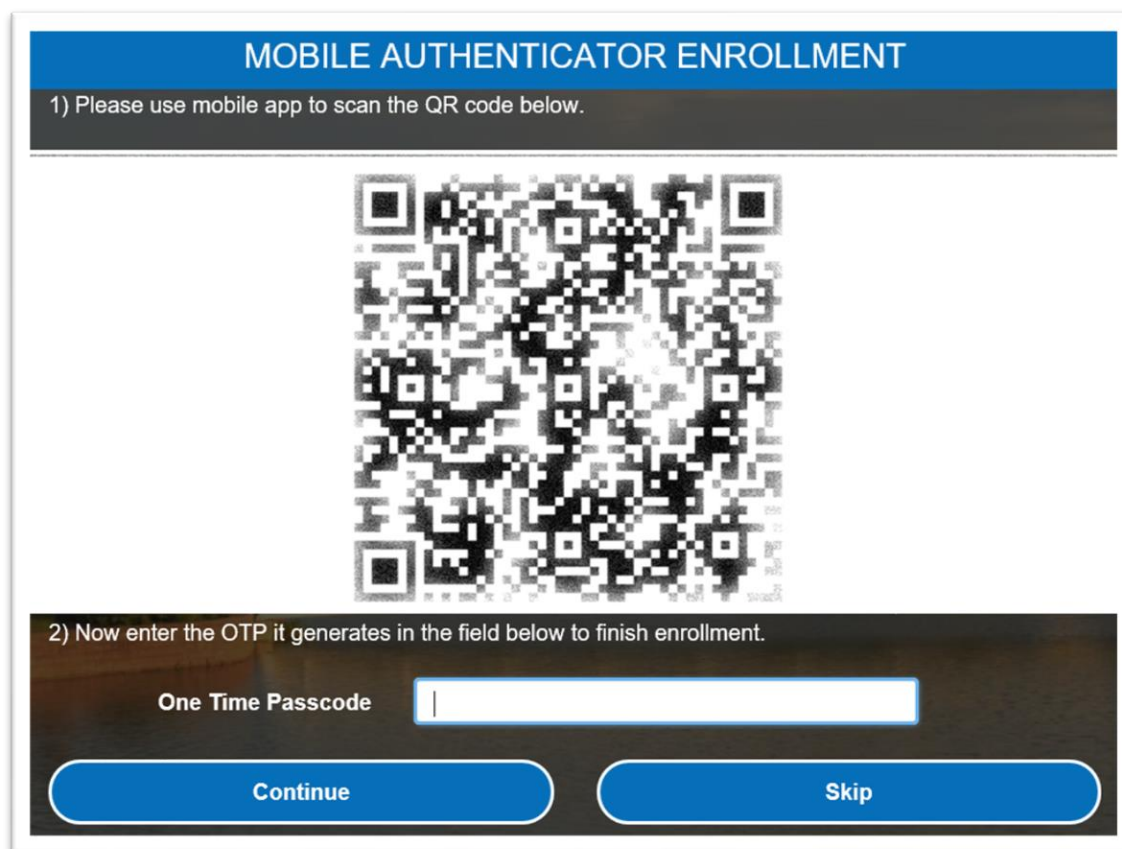
Mobile Authenticator Enrollment Option Steps

1. To continue with the Mobile Authenticator enrollment, download and install the Google Authenticator or PortalGuard Password Reset app from the appropriate app store for your phone. Select your phone type from the dropdown and click the Continue button.



The screenshot displays a "MOBILE AUTHENTICATOR ENROLLMENT" screen with a blue header. The main text instructs the user to "Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone." It continues: "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." Below this, it says: "To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page." The form features a "Phone Type" dropdown menu currently set to "iPhone", and an unchecked checkbox labeled "Permanently Suppress Reminders". At the bottom, there are two blue buttons: "Continue" and "Skip".

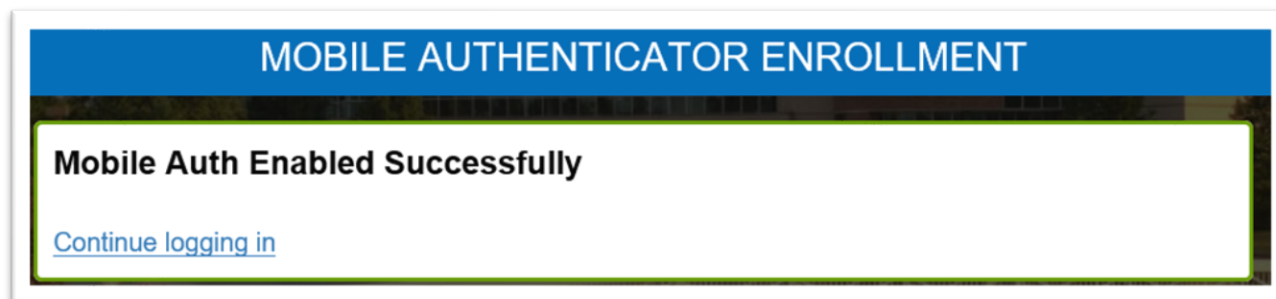
2. Use the mobile app to scan the QR code that is displayed on the Mobile Authenticator Enrollment page. Then enter the code displayed in the mobile app and click the Continue button to complete the enrollment.



The image shows a mobile application interface for "MOBILE AUTHENTICATOR ENROLLMENT". At the top, a blue header bar contains the title. Below it, a dark grey bar with white text says "1) Please use mobile app to scan the QR code below." The center of the screen features a large, square QR code. Below the QR code, another dark grey bar with white text says "2) Now enter the OTP it generates in the field below to finish enrollment." Underneath this is a label "One Time Passcode" followed by a white text input field. At the bottom, there are two blue buttons with white text: "Continue" on the left and "Skip" on the right.

3. A dialog will display letting you know that you have successfully enrolled the Mobile Authenticator app. Click the Try to continue logging in link.

Figure 7 – Success Dialog

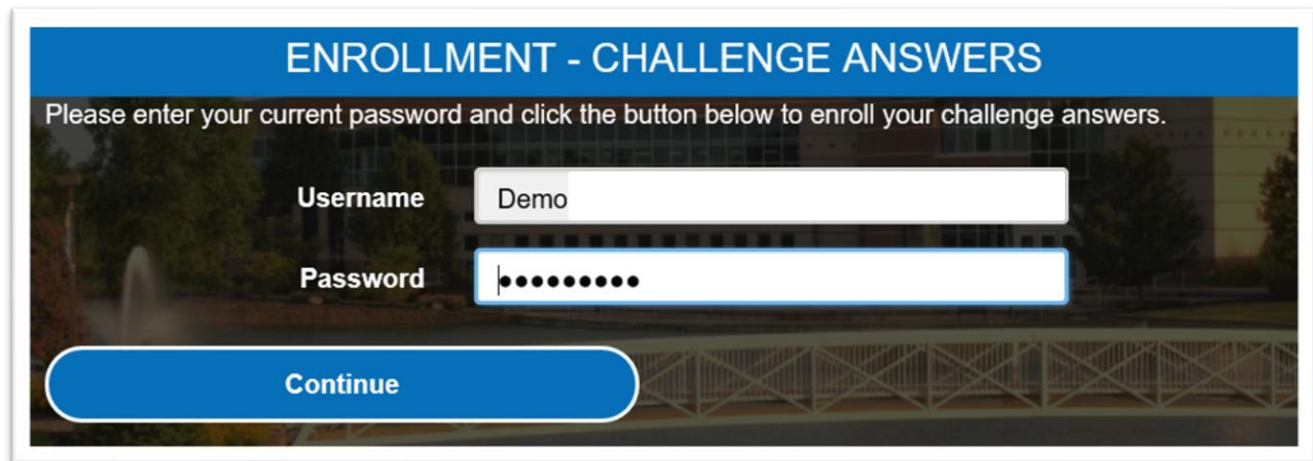


The image shows a mobile application interface for "MOBILE AUTHENTICATOR ENROLLMENT". At the top, a blue header bar contains the title. Below it, a dark grey bar with white text says "Mobile Auth Enabled Successfully". Underneath this is a white text input field. At the bottom, there is a blue link that says "Continue logging in".

Challenge Answers Enrollment Steps

1. You will next be asked to enter your Challenge Answers. You will select 3 questions from the list and provide answers to the questions. You can use the Challenge Answers or a One-Time Passcode option (alternative e-mail or mobile authenticator) to enable you to reset a forgotten password. Click the Continue button to select your questions.

Figure 5 – Enrollment Challenge Answers



ENROLLMENT - CHALLENGE ANSWERS

Please enter your current password and click the button below to enroll your challenge answers.

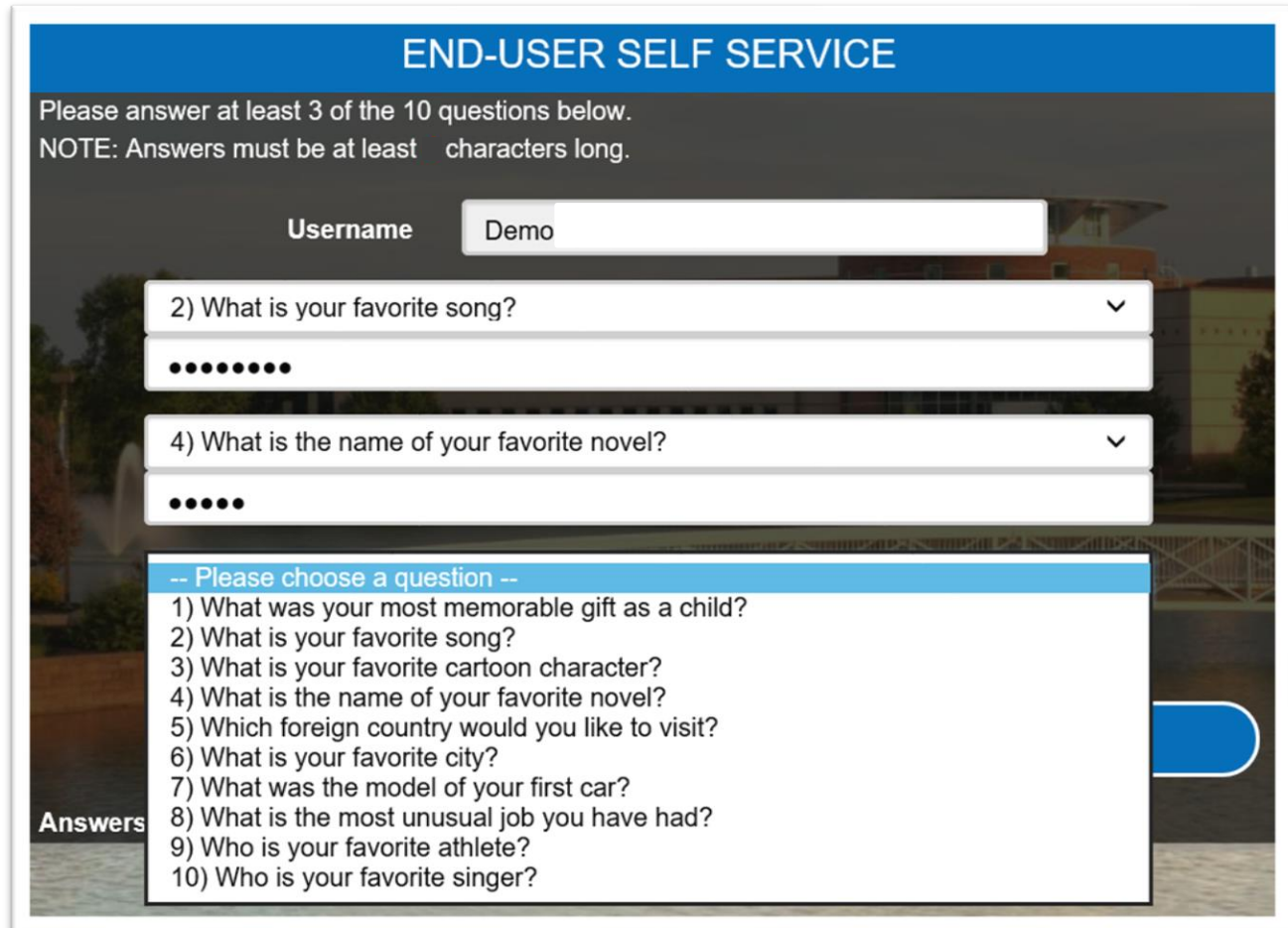
Username

Password

Continue

2. Supply your answers to the questions you have selected and click the Login button.

Figure 6 – Providing Challenge Answers



END-USER SELF SERVICE

Please answer at least 3 of the 10 questions below.
NOTE: Answers must be at least 8 characters long.

Username

2) What is your favorite song?

4) What is the name of your favorite novel?

-- Please choose a question --

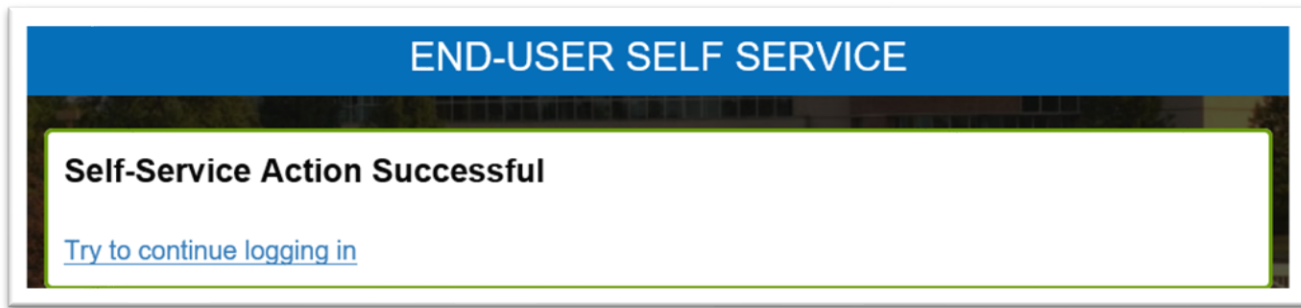
- 1) What was your most memorable gift as a child?
- 2) What is your favorite song?
- 3) What is your favorite cartoon character?
- 4) What is the name of your favorite novel?
- 5) Which foreign country would you like to visit?
- 6) What is your favorite city?
- 7) What was the model of your first car?
- 8) What is the most unusual job you have had?
- 9) Who is your favorite athlete?
- 10) Who is your favorite singer?

Answers

Continue

3. A dialog will display letting you know that your challenge answers have been successfully entered. Click the Try to continue logging in link.

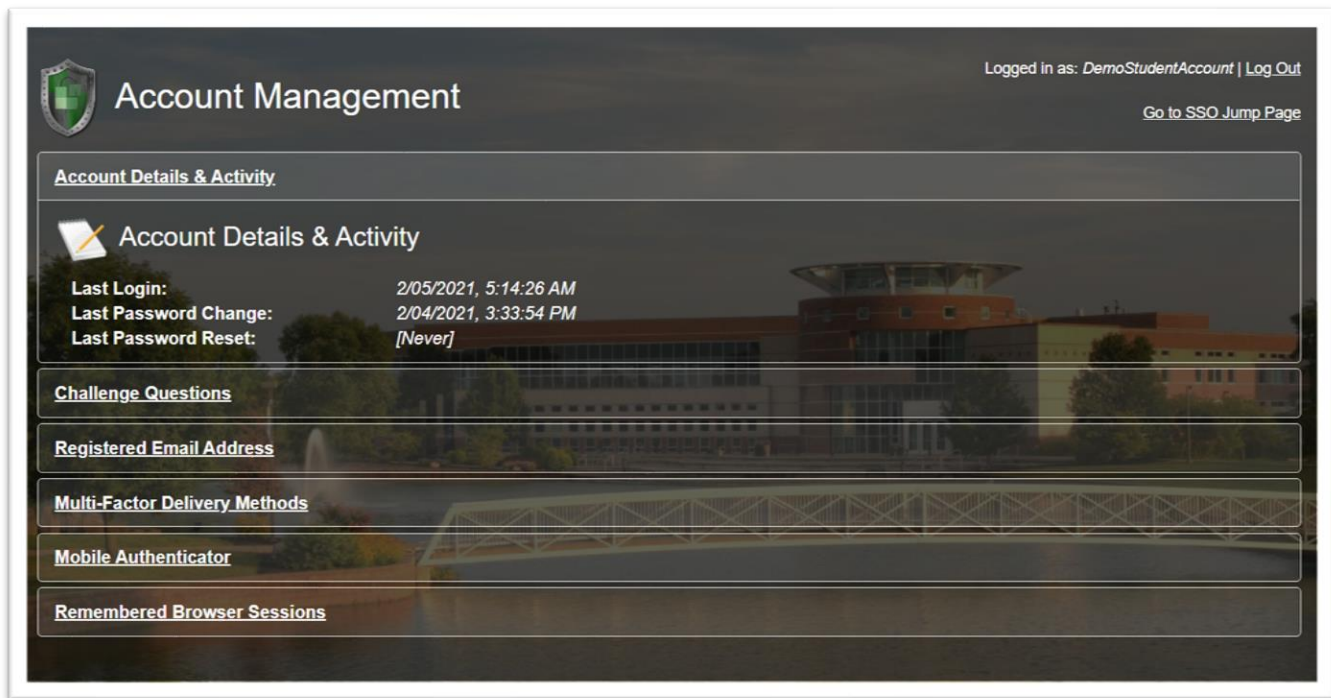
Figure 7 – Success Dialog




Congratulations – you have completed the enrollment process!

Account Management Page

After successfully completing the enrollment process, you will see the Account Management home page. You can log in any time and update this information as needed. This page enables you to view and change your alternative e-mail, mobile authenticator, and challenge answers.




 **Account Management**

Logged in as: *DemoStudentAccount* | [Log Out](#)

[Go to SSO Jump Page](#)

Account Details & Activity

 **Account Details & Activity**

Last Login: 2/05/2021, 5:14:26 AM
Last Password Change: 2/04/2021, 3:33:54 PM
Last Password Reset: [Never]

Challenge Questions

Registered Email Address

Multi-Factor Delivery Methods

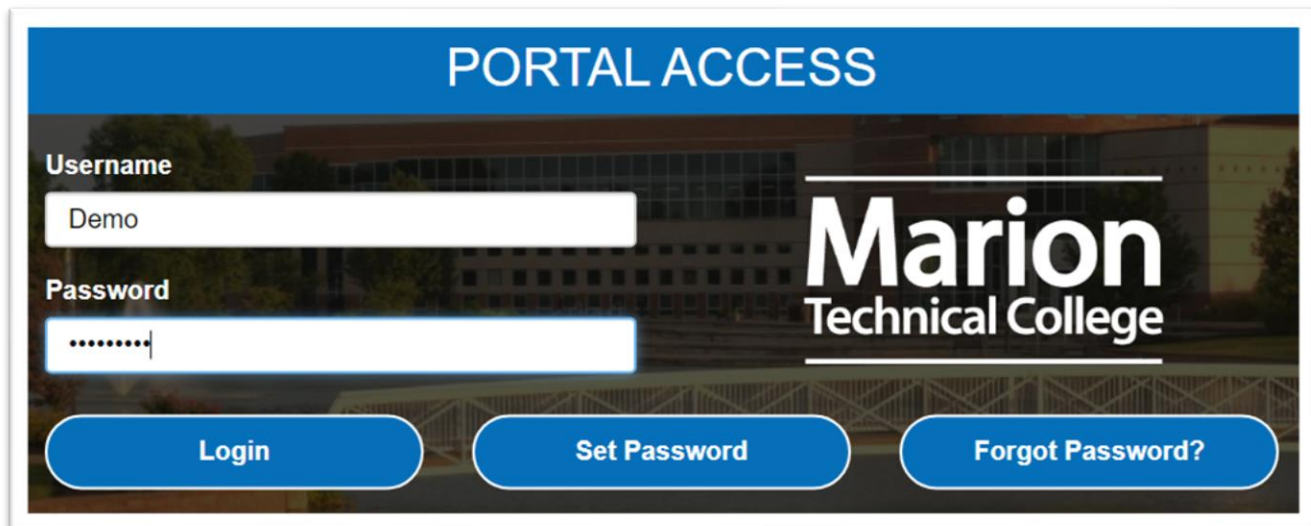
Mobile Authenticator

Remembered Browser Sessions

Set Password – I know my password but want/need to change it.

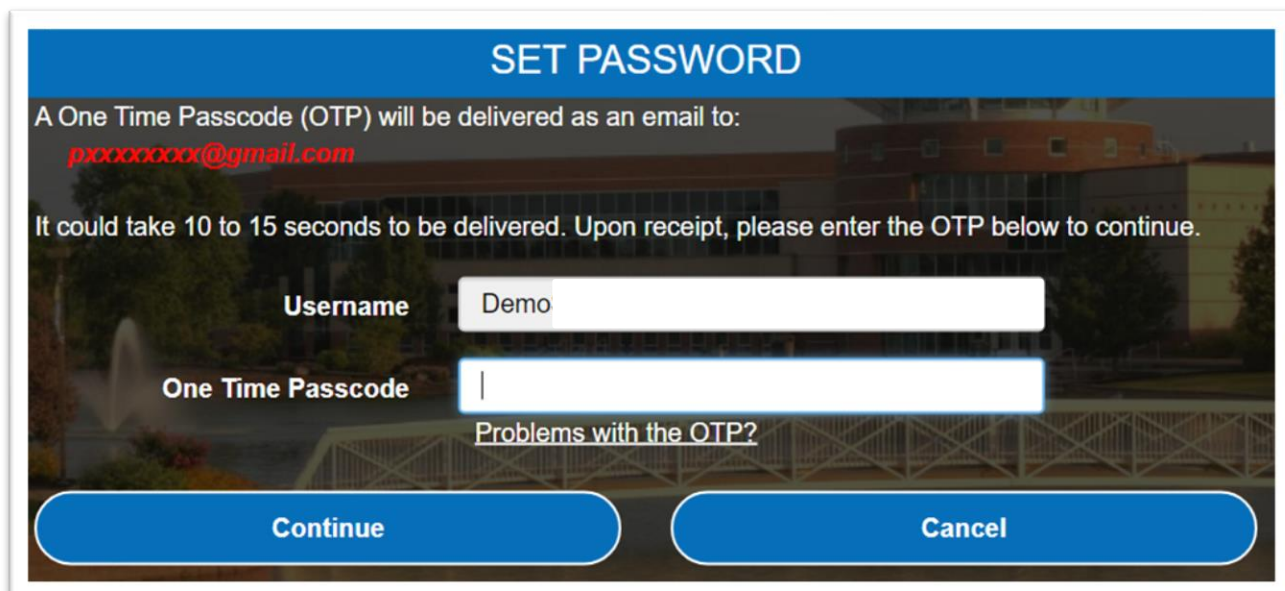
Use this option when you know your MTC password, but you would like to change it. Since you have completed the enrollment process and supplied an alternative email and optionally enrolled a mobile authenticator app, PortalGuard can help you reset your password.

1. Provide your username and password and click the Set Password button.



The image shows the 'PORTAL ACCESS' login screen for Marion Technical College. It features a blue header with the title 'PORTAL ACCESS'. Below the header, there are two input fields: 'Username' with the text 'Demo' and 'Password' with masked characters '.....'. To the right of the input fields is the Marion Technical College logo. At the bottom, there are three blue buttons: 'Login', 'Set Password', and 'Forgot Password?'. The background of the screen shows a blurred image of a college building.

2. Based on your settings, you will either receive the One Time Passcode in your alternative e-mail or through the Mobile Authenticator app. Examples of both screens are shown below. Supply the One-Time Passcode you receive and click the Continue button.



The image shows the 'SET PASSWORD' screen. It has a blue header with the title 'SET PASSWORD'. Below the header, it states: 'A One Time Passcode (OTP) will be delivered as an email to: pxxxxxxxx@gmail.com'. Below this, it says: 'It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.' There are two input fields: 'Username' with the text 'Demo' and 'One Time Passcode' with a single character '|'. Below the 'One Time Passcode' field is a link that says 'Problems with the OTP?'. At the bottom, there are two blue buttons: 'Continue' and 'Cancel'. The background of the screen shows a blurred image of a college building.

SET PASSWORD

Please enter a One Time Passcode (OTP) from your mobile authenticator to continue.

Username

Demo

One Time Passcode

[Problems with the OTP?](#)

Continue

Cancel

3. Enter your new password and confirm it in the textboxes on the form and click the Continue button. If there is an issue with the password (does not meet the complexity requirements, new and confirm password entries do not match, etc.) you will be prompted to rekey the password and confirm password.

SET PASSWORD

Please provide your new password, confirm it then click the 'Continue' button

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least 8 characters long
- Must not contain any parts of your name
- Must contain characters from at least 3 of the following categories:
 1. English uppercase characters (A - Z)
 2. English lowercase characters (a - z)
 3. Base 10 digits (0 - 9)
 4. Non-alphanumeric (e.g. !, \$, @, or %)
- Must not contain the < character OR the sequence &#

Username

Demo

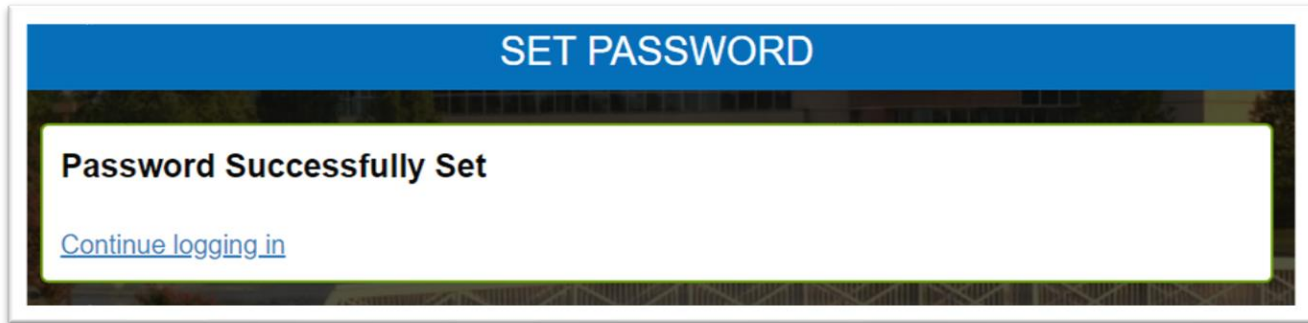
New Password

Confirm Password

Continue

Cancel

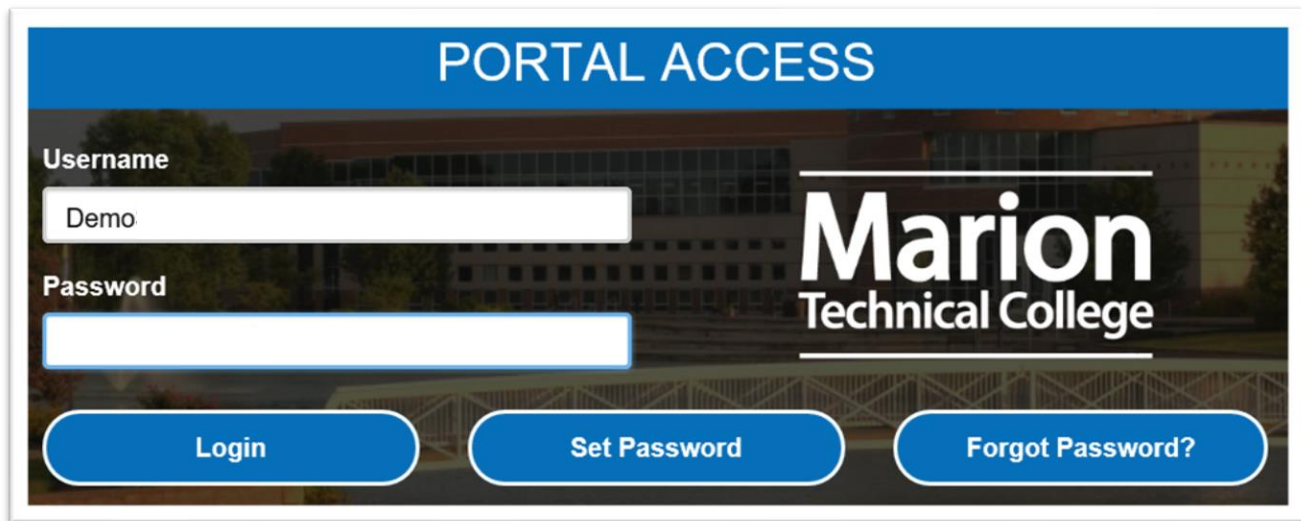
4. When your new password has been accepted, you will see the confirmation message shown below.



Forgot Password (Self Service) – I can't remember my password and need to change it.

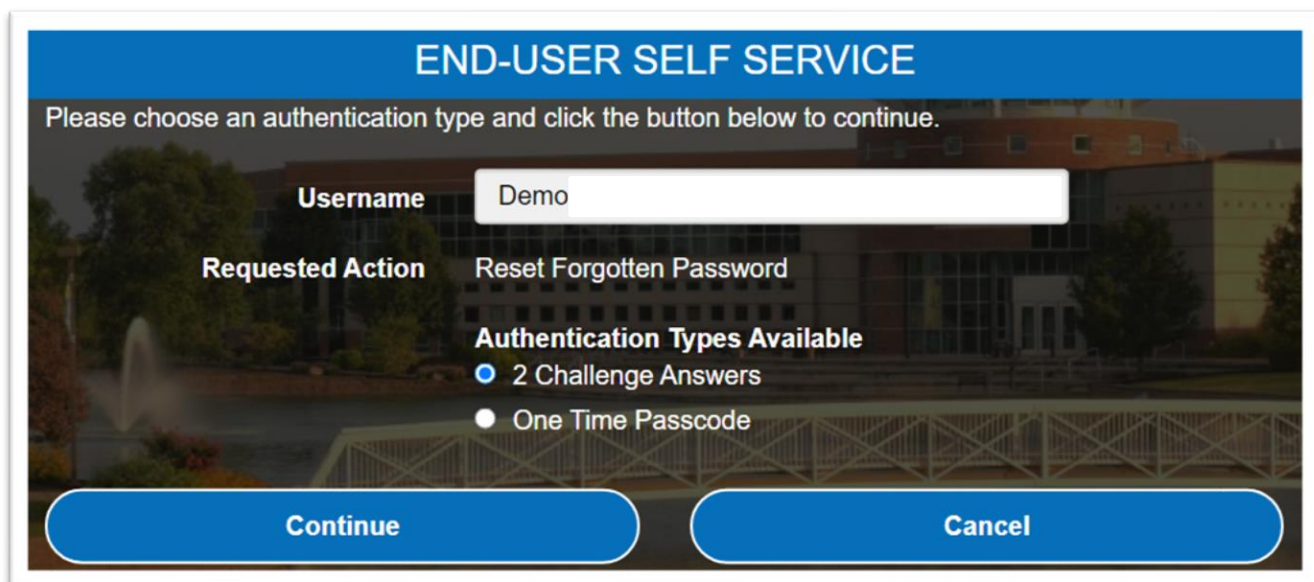
If you cannot remember your MTC password, you can use PortalGuard to reset it.

1. Provide your username and click the Forgot Password button.



The screenshot shows the 'PORTAL ACCESS' login screen for Marion Technical College. It features a blue header with the title. Below the header, there are two input fields: 'Username' with the text 'Demo' and an empty 'Password' field. To the right of the input fields is the Marion Technical College logo. At the bottom, there are three blue buttons: 'Login', 'Set Password', and 'Forgot Password?'.

2. You will have the option of supplying your answers to 2 of the 3 questions you enrolled or using a One-Time Passcode. Select the option you want to use and click the Continue button.



The screenshot shows the 'END-USER SELF SERVICE' screen. It has a blue header with the title. Below the header, there is a prompt: 'Please choose an authentication type and click the button below to continue.' There is a 'Username' field with the text 'Demo'. Below that, the 'Requested Action' is 'Reset Forgotten Password'. Under 'Authentication Types Available', there are two radio button options: '2 Challenge Answers' (which is selected) and 'One Time Passcode'. At the bottom, there are two blue buttons: 'Continue' and 'Cancel'.

3. Based on the authentication type you selected, you will either be prompted to answer 2 of the questions you set up during enrollment or provide a one-time passcode. The screenshots below show examples of each option. After answering the questions or entering the one-time passcode, click the continue button to reset your password.

END-USER SELF SERVICE

Please answer any 2 of the 3 questions below

Username Demo

Requested Action Reset Forgotten Password

-- Please choose a question --

-- Please choose a question --

2) What is your favorite song?

4) What is the name of your favorite novel?

6) What is your favorite city?

Cancel

Answers remaining: **2 optional**

END-USER SELF SERVICE

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

Requested Action Reset Forgotten Password

One Time Passcode

[Problems with the OTP?](#)

Continue **Cancel**

4. Enter your new password and confirm it in the textboxes on the form and click the Continue button. If there is an issue with the password (does not meet the complexity requirements, new and confirm password entries do not match, etc.) you will be prompted to rekey the password and confirm password.

SET PASSWORD

Please provide your new password, confirm it then click the 'Continue' button

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least characters long
- Must not contain any parts of your name
- Must contain characters from at least of the following categories:
 1. English uppercase characters (A - Z)
 2. English lowercase characters (a - z)
 3. Base 10 digits (0 - 9)
 4. Non-alphanumeric (e.g. !, \$, @, or %)
- Must not contain the < character OR the sequence &#

Username

New Password

Confirm Password

Continue **Cancel**

4. When your new password has been accepted, you will see the confirmation message shown below.

END-USER SELF SERVICE

Password Reset Successfully

[Try to continue logging in](#)