

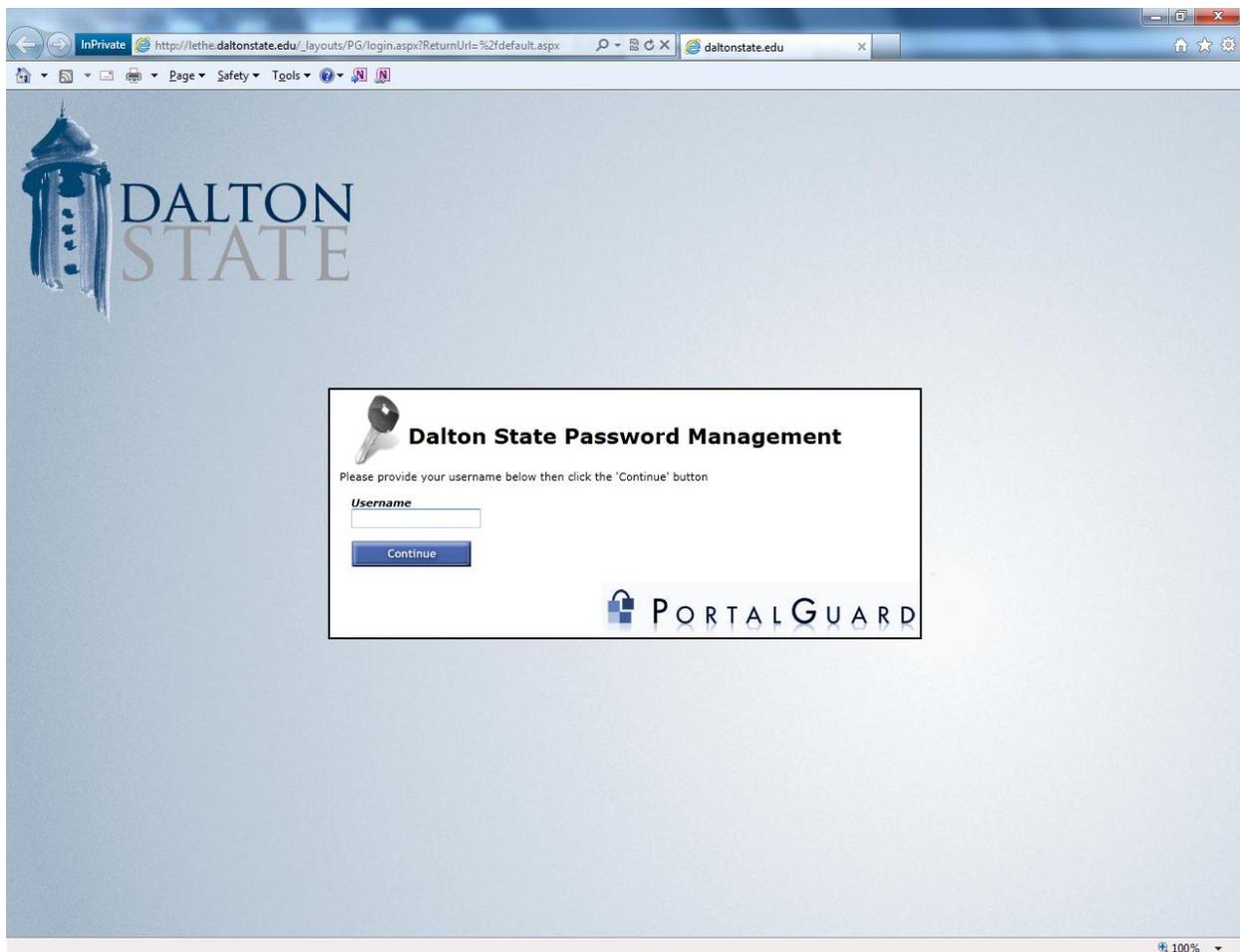
# Dalton State College Password Management System

Dalton State's new password management system (PortalGuard) provides a convenient means for DSC students, faculty, and staff to unlock their Active Directory account or reset their Active Directory password (Active Directory accounts are used to authenticate to myDaltonState, Email, classroom and lab PCs, and the DSC wireless network).

Before you can begin using PortalGuard, you must first log in (using your current myDaltonState credentials) and provide a cell phone number and an alternative email address. PortalGuard will send you temporary one-time passwords to your cell phone and/or alternative email address in the event you ever forget your password and need to reset it.

The instructions below show you what you need to do:

## Getting Started – Registering your Cell Phone and Alternate Email

A screenshot of a web browser window displaying the Dalton State Password Management interface. The browser's address bar shows the URL: http://lethe.daltonstate.edu/\_layouts/PG/login.aspx?ReturnUrl=%2fdefault.aspx. The page features the Dalton State logo on the left. In the center, there is a white box with a black border containing the following text: "Dalton State Password Management" with a key icon, "Please provide your username below then click the 'Continue' button", a text input field labeled "Username", and a blue "Continue" button. At the bottom right of the box is the "PORTALGUARD" logo. The browser's status bar at the bottom right shows "100%".

1. You can access 'Password Management' from the following two places:
  - a.) mydsc.daltonstate.edu → 'Need Help Logging In' link below login → "Click here to setup password management" link.
  - b.) Once logged into mydsc.daltonstate.edu → OCIS channel (2<sup>nd</sup> box bottom right side) → click 'Password management' link.

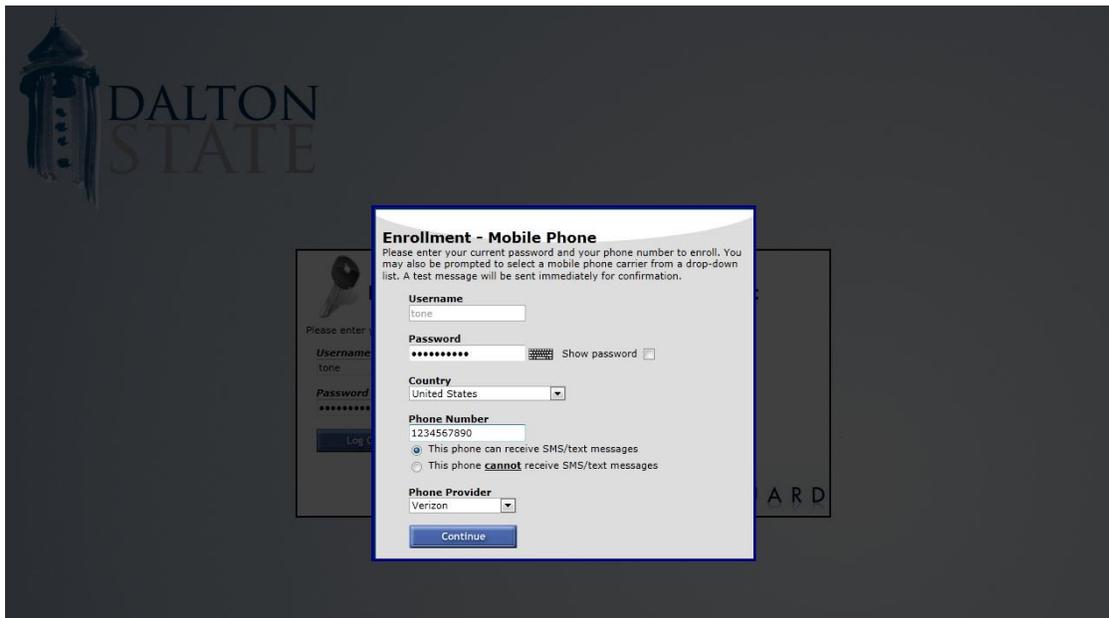
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2. Enter your username and click <Continue>.



The screenshot shows the Dalton State Password Management login interface. At the top left is the Dalton State logo. The main heading is "Dalton State Password Management" with a key icon. Below the heading, it says "Please enter your password below to login". There are two input fields: "Username" with the text "tone" and "Password" with a "Show password" checkbox. At the bottom of the form are three buttons: "Log On", "Set Password", and "Self Service". The "PORTALGUARD" logo is at the bottom right of the form area.

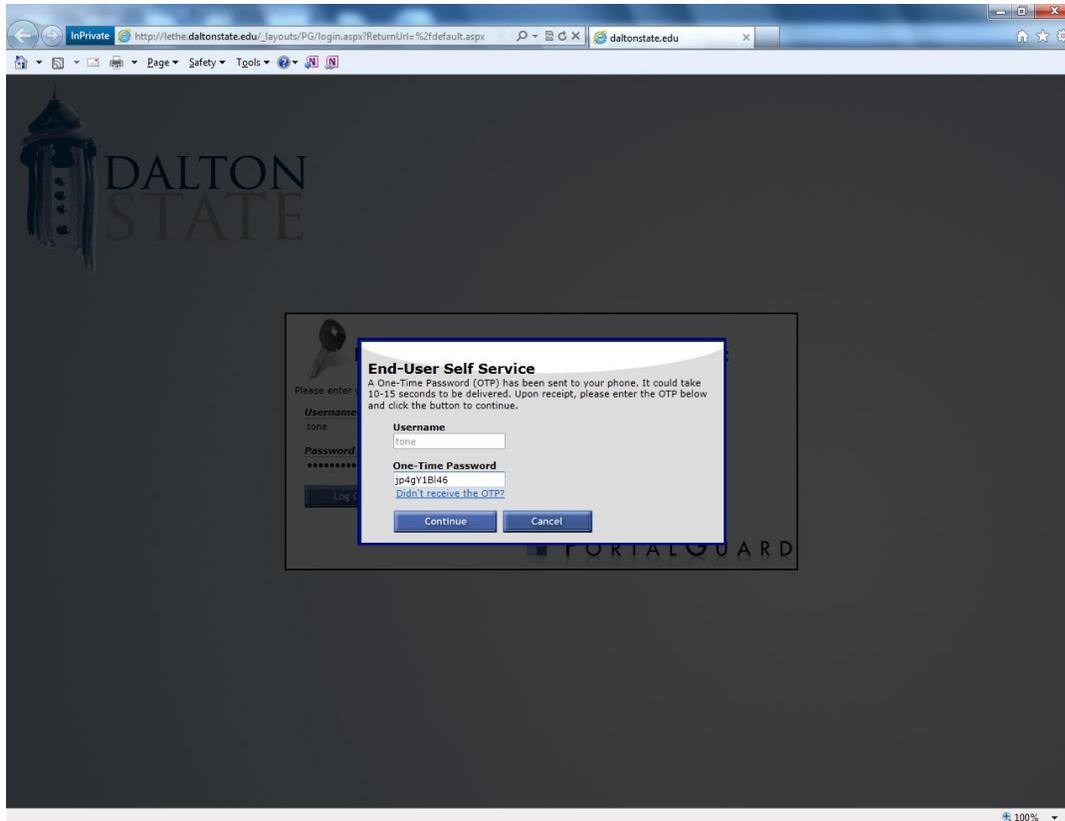
3. Enter your current myDaltonState password and click <Log On>.



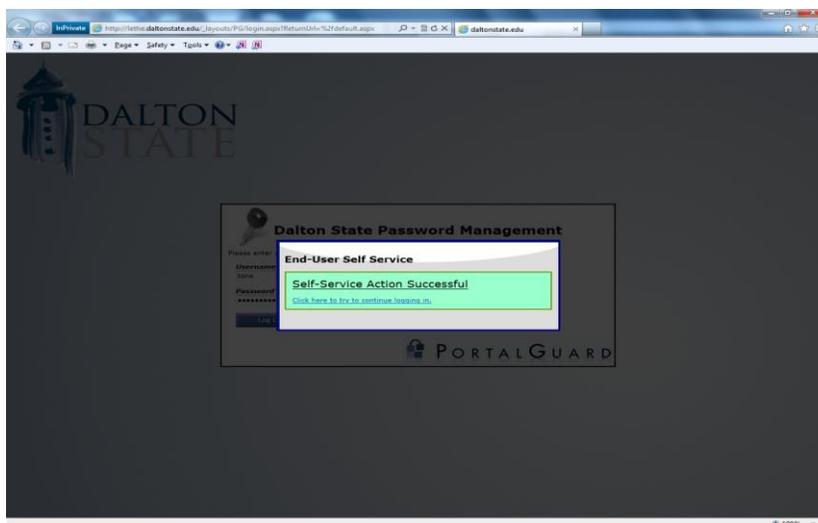
The screenshot shows the "Enrollment - Mobile Phone" page. The background is dark with the Dalton State logo. A white form is overlaid on the background. The form title is "Enrollment - Mobile Phone" and it says "Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation." The form has several fields: "Username" (tone), "Password" (masked with dots), "Country" (United States), "Phone Number" (1234567890), and "Phone Provider" (Verizon). There are two radio buttons for "This phone can receive SMS/text messages" (selected) and "This phone cannot receive SMS/text messages". A "Continue" button is at the bottom of the form.

4. After entering your username and password information, you will first be prompted to enter your cell phone number and your cell phone provider (such as Verizon, AT&T, T-Mobile, etc.). Click <Continue>.

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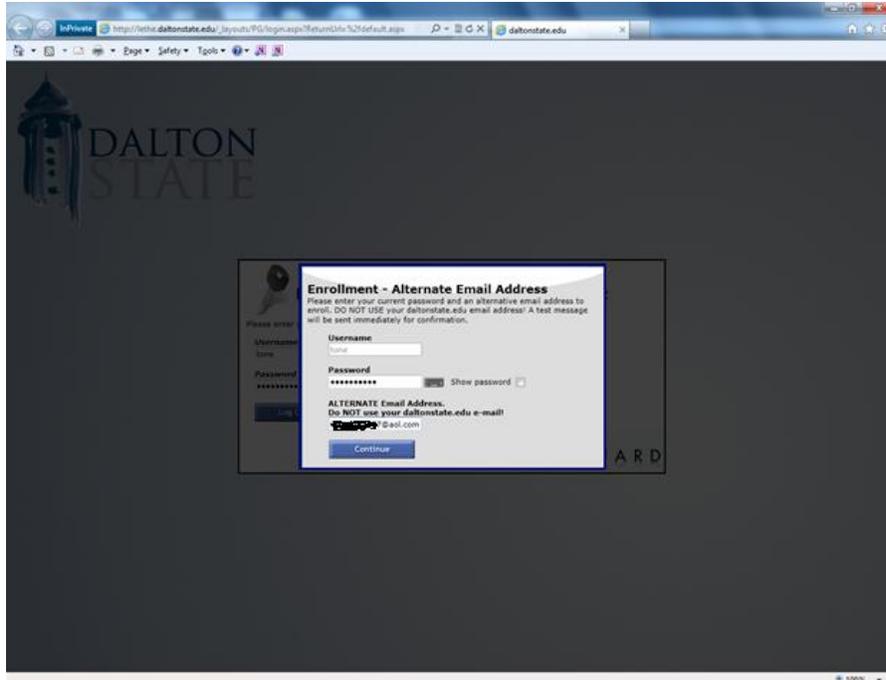


5. PortalGuard will send a one-time temporary password to the cell phone number you provided. Upon receipt of the temporary password, enter it and click <Continue>. Please be careful reading and entering the temporary password. It is case-sensitive and could contain letters and numbers.

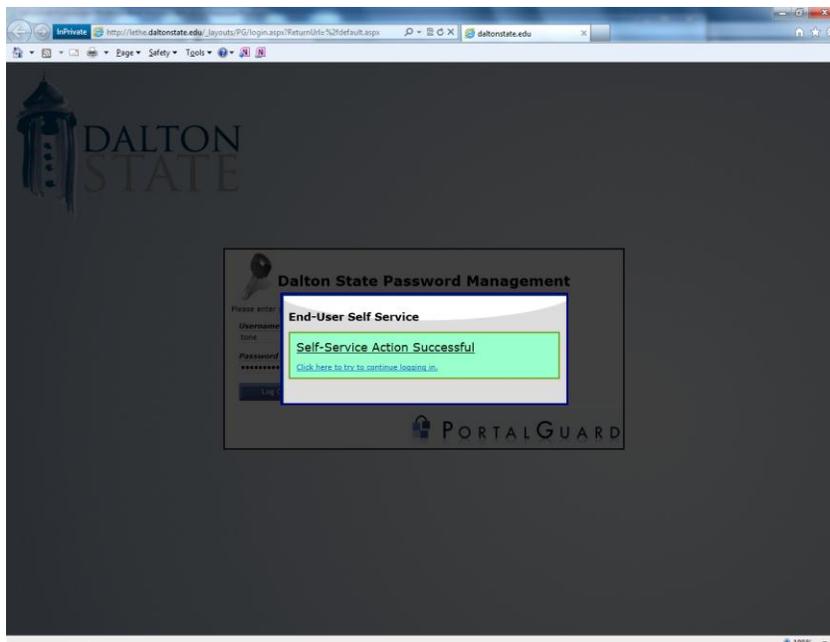


6. If you entered the correct temporary password you will receive the above message. Click the link "Click here to continue logging in."

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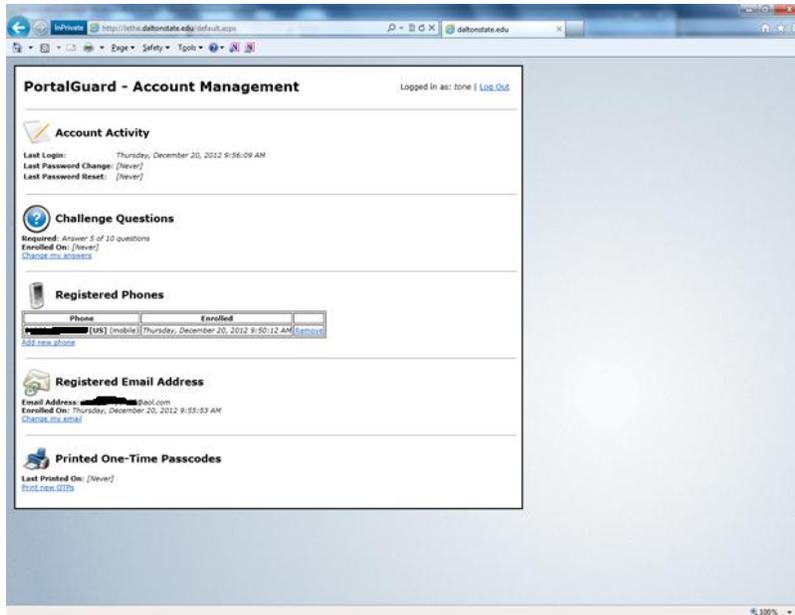


7. You will now be prompted to enter an alternate email address. Please note that this is any email address other than your daltonstate address (such as gmail, Hotmail, yahoo, aol, etc.). After entering your alternate email, click <Continue>.

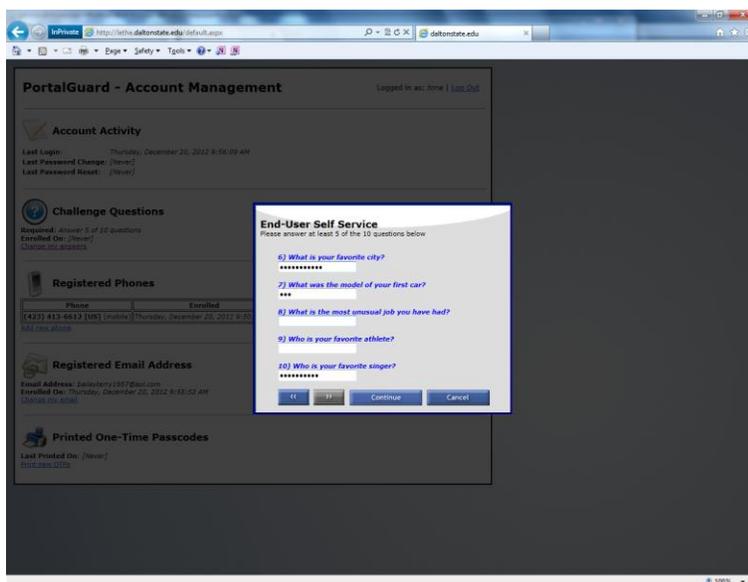


8. Upon receiving the above message, click the link "Click here to continue logging in."

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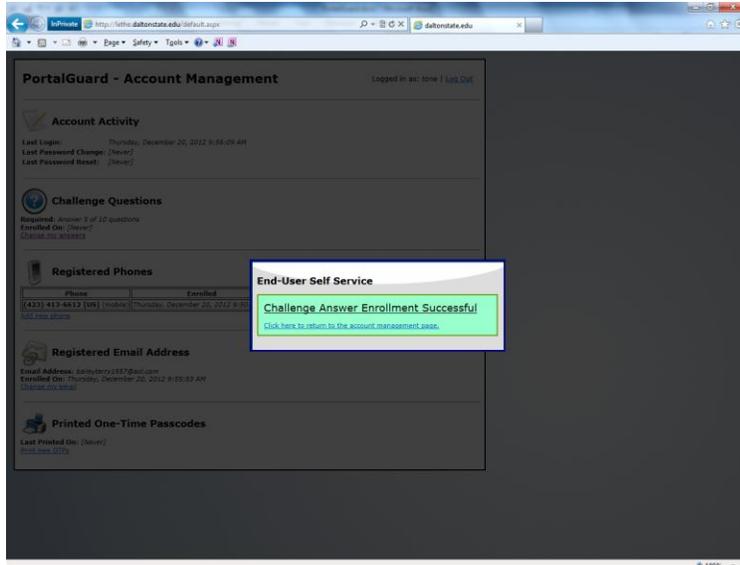


9. After successfully registering your cell phone and alternative email, you will see the Account Management home page. You can log in any time and update this information as needed. Notice that the cell phone number and alternative email address is displayed. While we're here, let's go ahead and provide answers to the Challenge Questions. Challenge questions are not mandatory but can provide you another means of authentication in case your alternate email or cell phones are not available. Click "Change my answers".

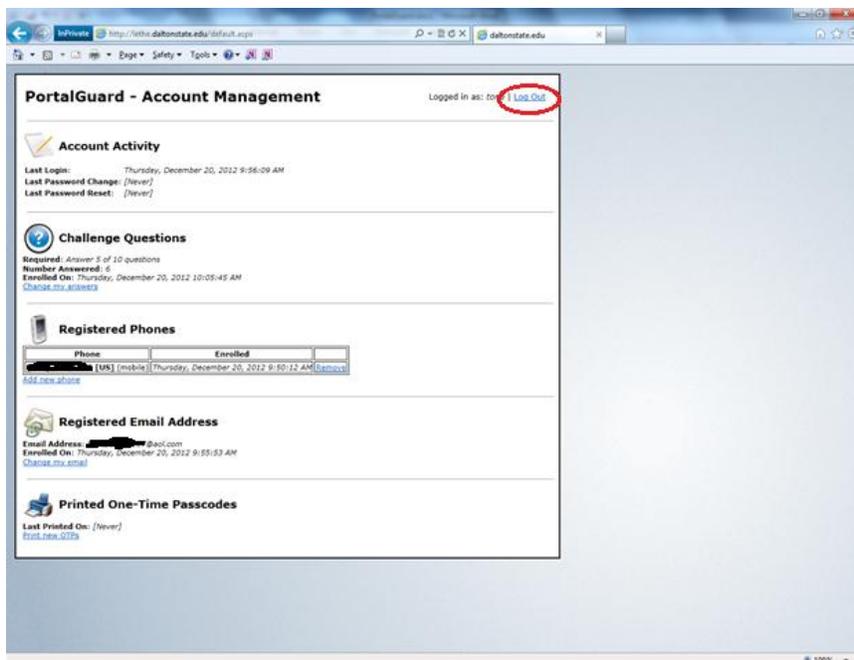


10. You will be presented 10 questions over two pages. Provide answers to whichever questions you wish. You will need to answer at least 5 of the questions. Use the << and >> buttons to cycle between questions 1-5 and 6-10. Click <Continue>.

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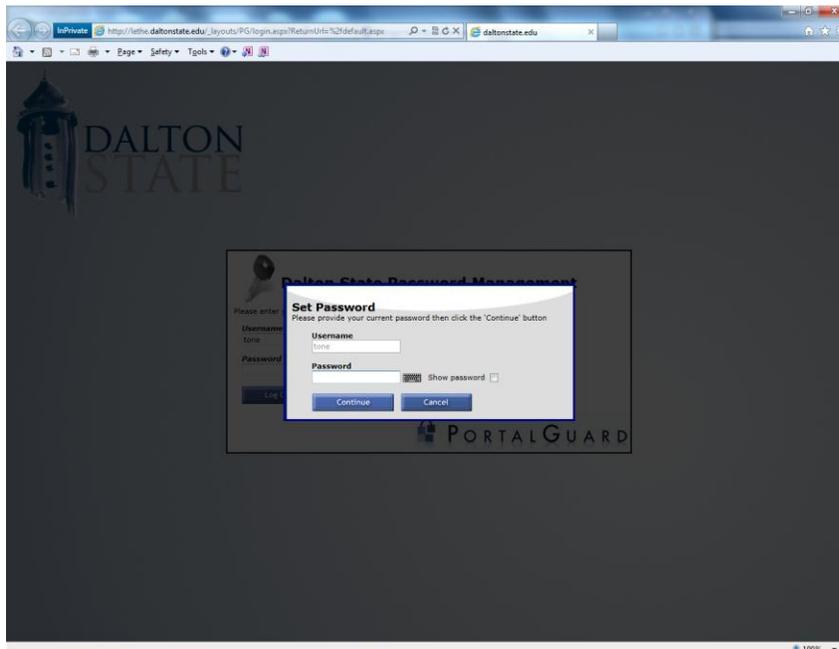
11. Upon receipt of the above message, click the link “Click here to return to the account management page”.



12. If you have finished updating your information, click the “Log Out” link.

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

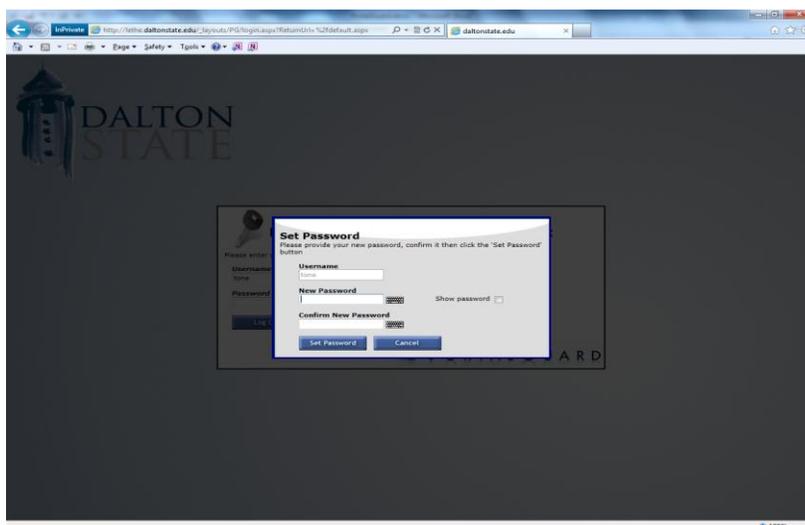


13. Now let's suppose you know your myDaltonState password but you would like to change it. Since you have registered your cell phone and/or alternative email, PortalGuard can help you reset your password.

From any browser, type the following URL:

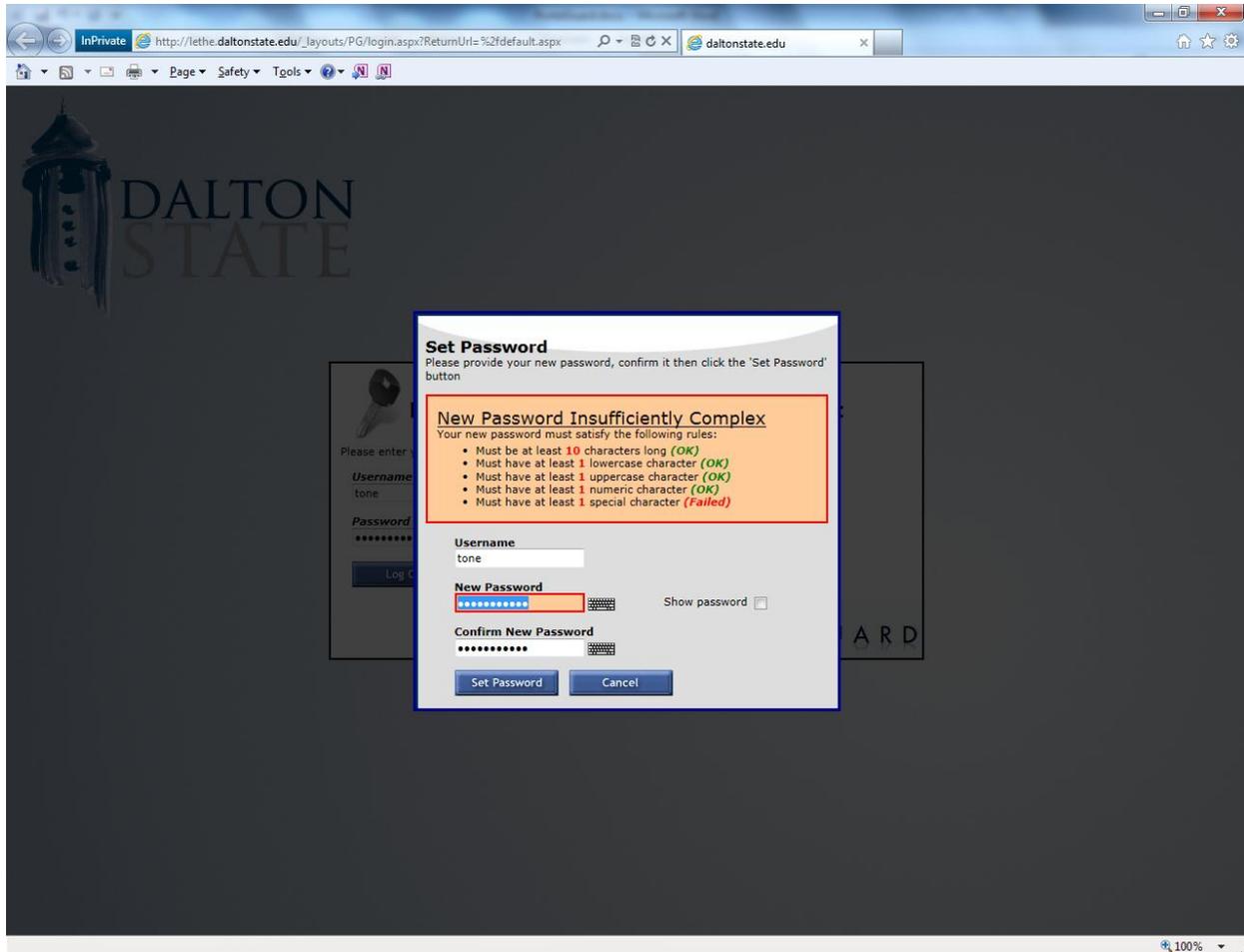
<http://lethe.daltonstate.edu>

Provide your username and click <Set Password>. Provide your password and click <Continue>.



14. Enter your desired new password and confirm it. Click <Set Password>.

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15. In the event that your new password is not strong enough you will receive the above message.

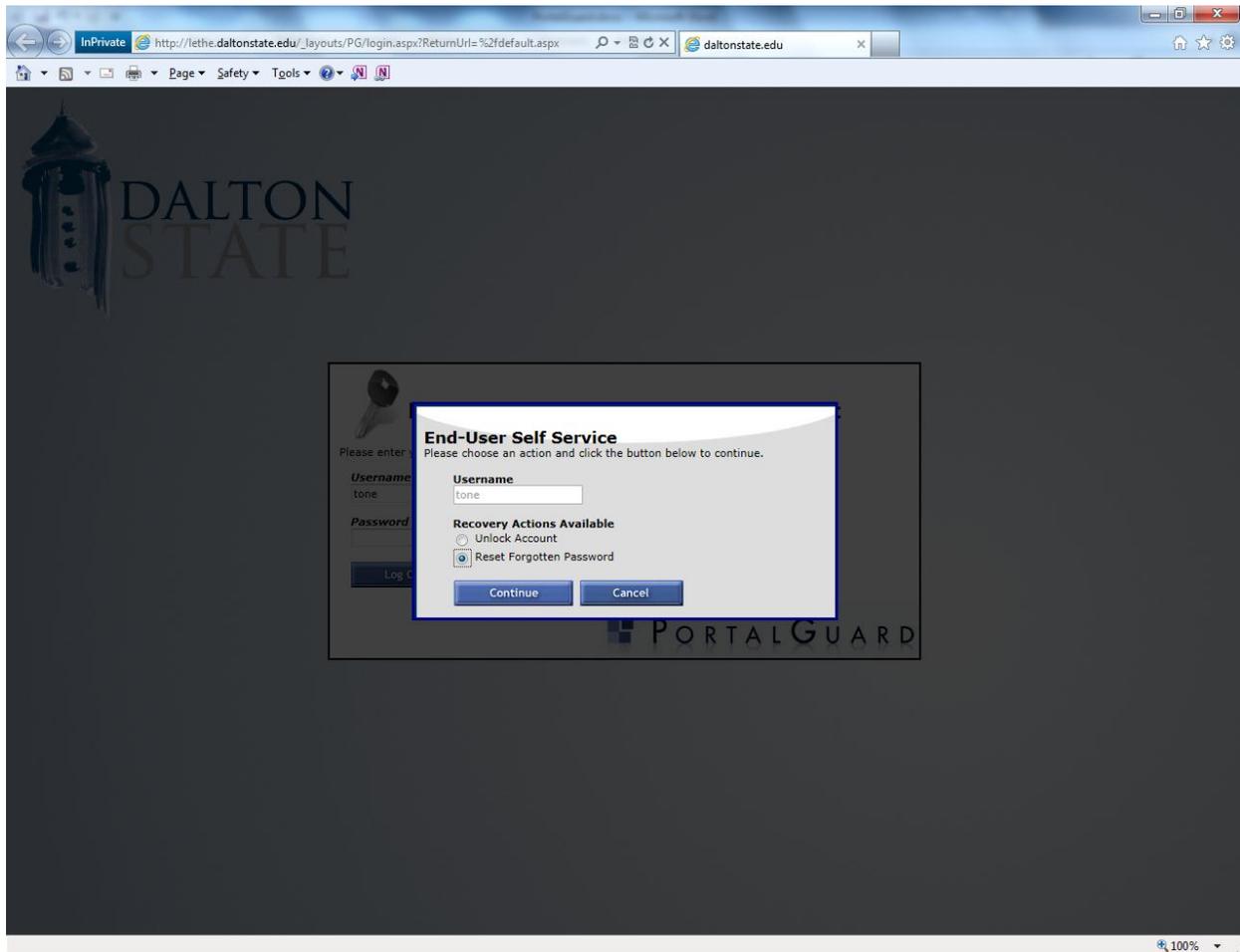
Your new password must meet the following criteria:

- At least 10 characters in length
- Contain at least one lower case letter
- Contain at least one upper case letter
- Contain at least one number
- Contain at least one special character

Enter a new password and confirm it. Click <Set Password>. You should now be able to log into myDaltonState, email, or the DSC Wireless using your new password.

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**Self Service – I can't remember my password and need to change it.**

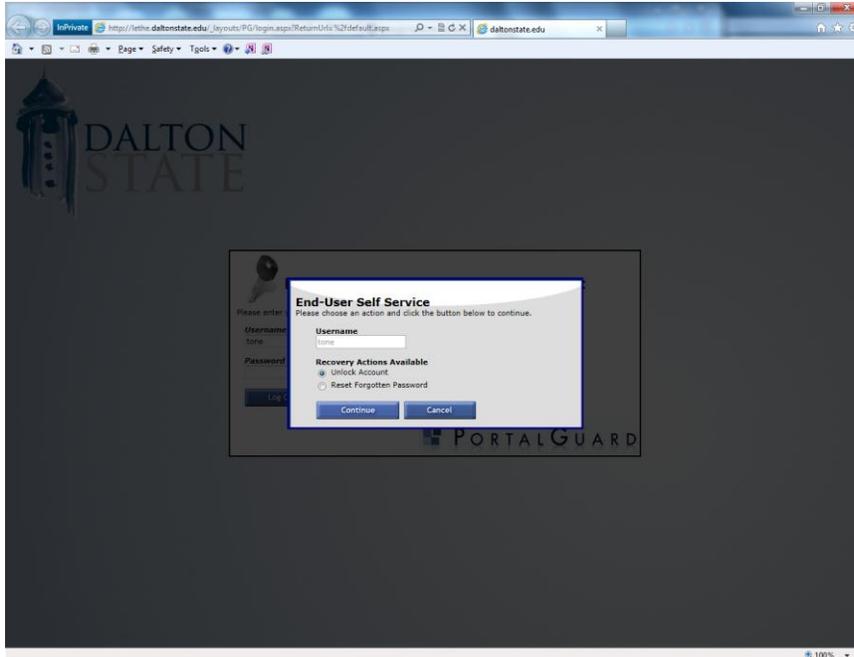


16. Now let's suppose you cannot remember your myDaltonState password and need to reset it. From any web browser type the following URL:

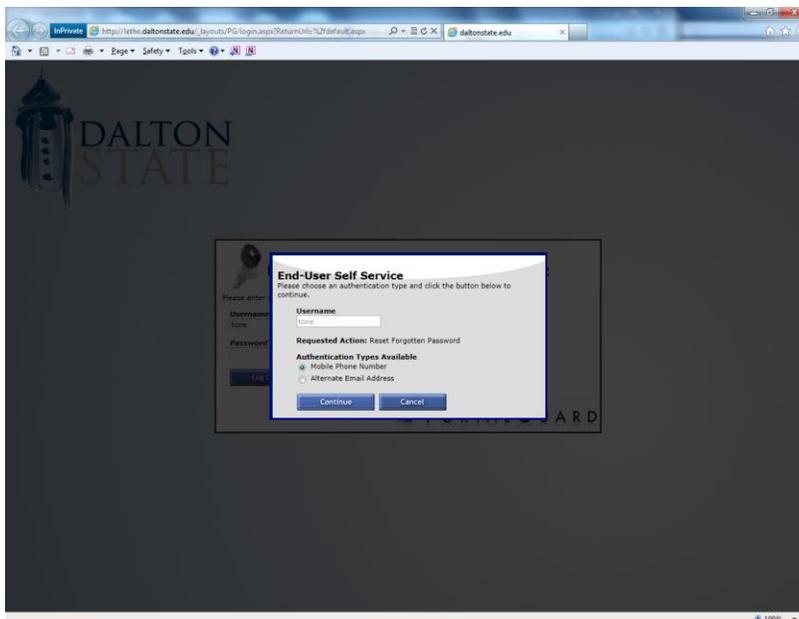
<http://lethe.daltonstate.edu>

Provide your username and click <Self Service>.

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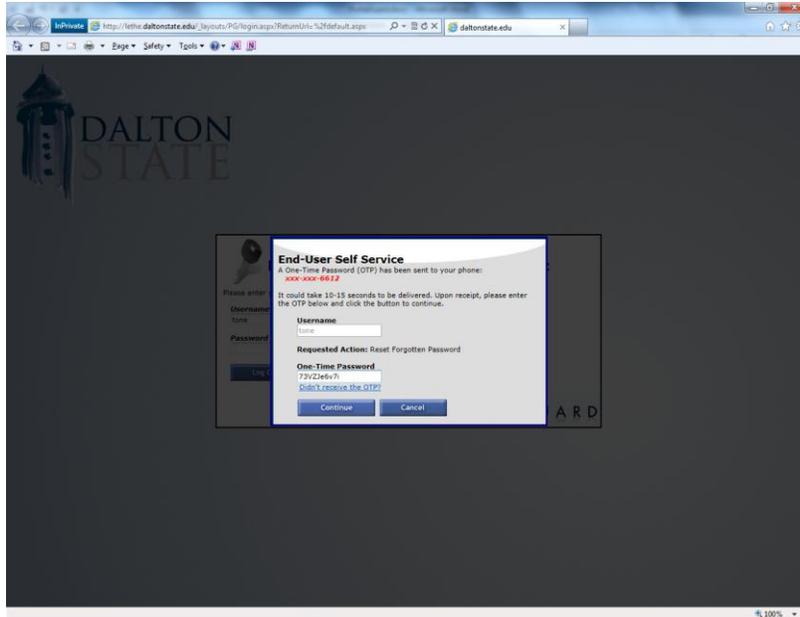


17. If you are pretty sure you remember your password but your account has become locked (possibly because of unsuccessful login attempts), you may select “Unlock Account”. However, it is more likely you cannot remember your password so select “Reset Forgotten Password” and click <Continue>.

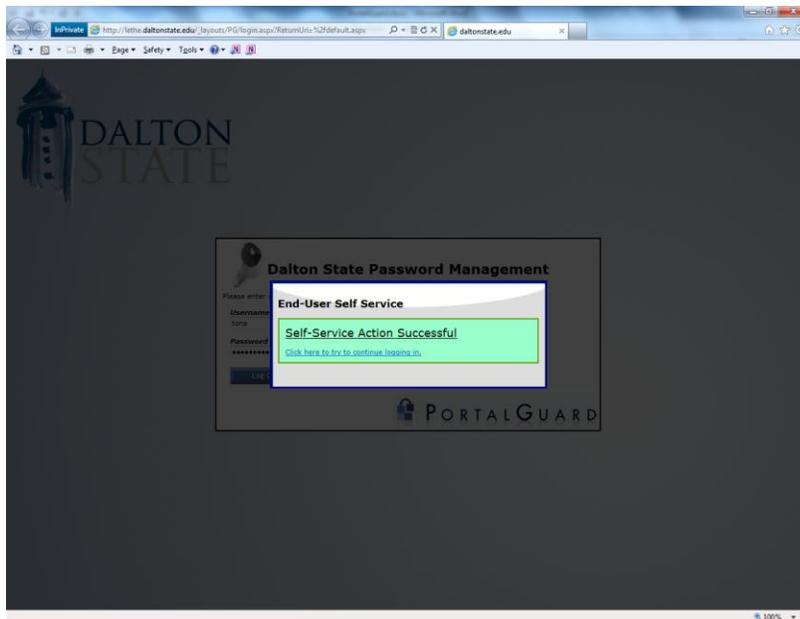


18. You may have a one-time temporary password sent to your cell phone or your alternative email address. Let’s have it sent as a txt to our cell phone. Make sure “Mobile Phone Number” is selected and click <Continue>.

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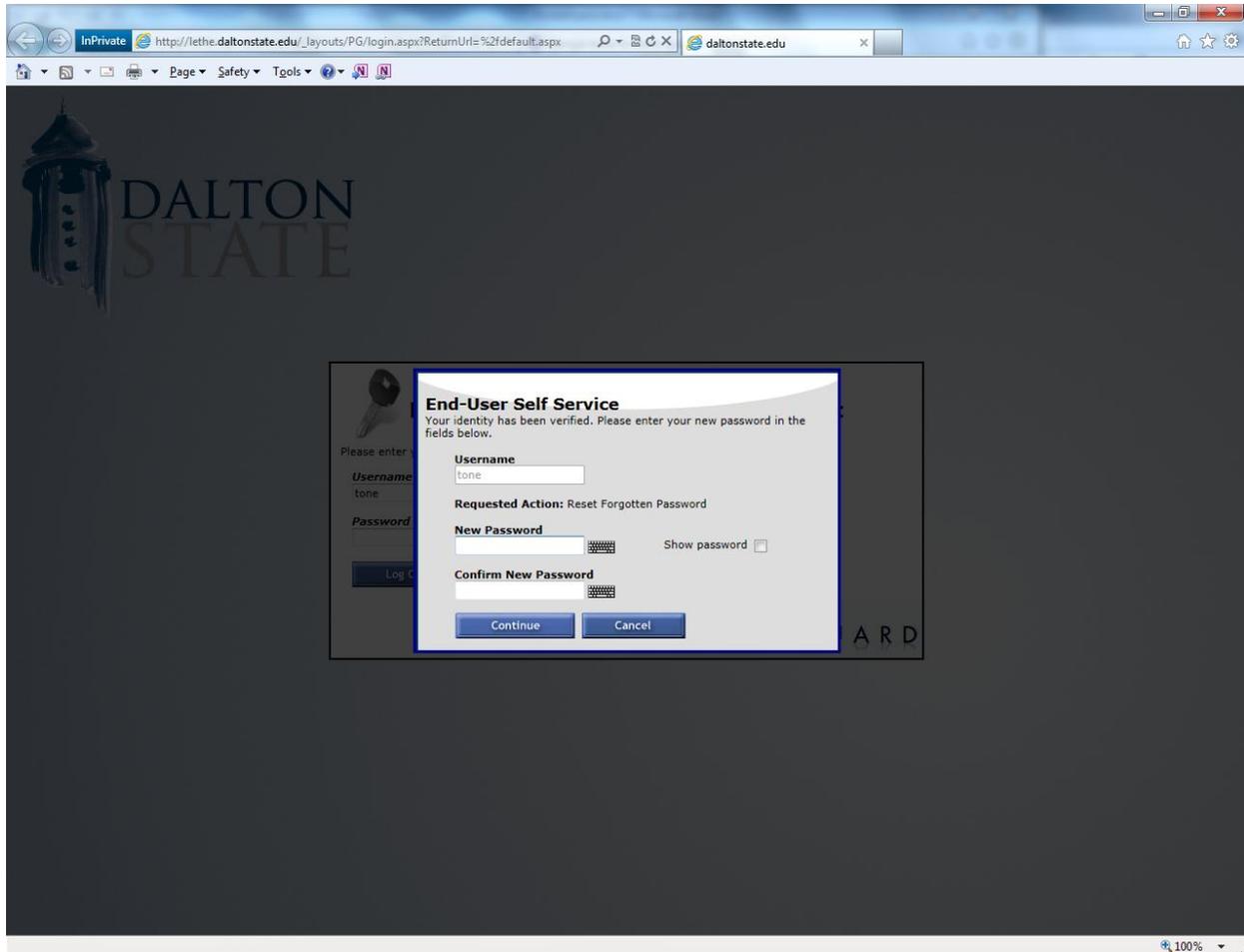


19. Once you receive your one-time temporary password, enter it carefully and click <Continue>.



20. If you entered the correct temporary password, you will receive the above message. Click the link "Click here to try to continue logging in".

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The screenshot shows a web browser window with the URL [http://lethe.daltonstate.edu/\\_layouts/PG/login.aspx?ReturnUrl=%2fdefault.aspx](http://lethe.daltonstate.edu/_layouts/PG/login.aspx?ReturnUrl=%2fdefault.aspx). The page features the Dalton State College logo and a dark background. A modal dialog box titled "End-User Self Service" is displayed, containing the following text and fields:

**End-User Self Service**  
Your identity has been verified. Please enter your new password in the fields below.

Please enter your  
**Username**  
tone

**Requested Action:** Reset Forgotten Password

**New Password**  
[password field] Show password

**Confirm New Password**  
[password field]

ARD

21. Enter your new password, enter it again to confirm it, and click <Continue> (see steps 14-15).