

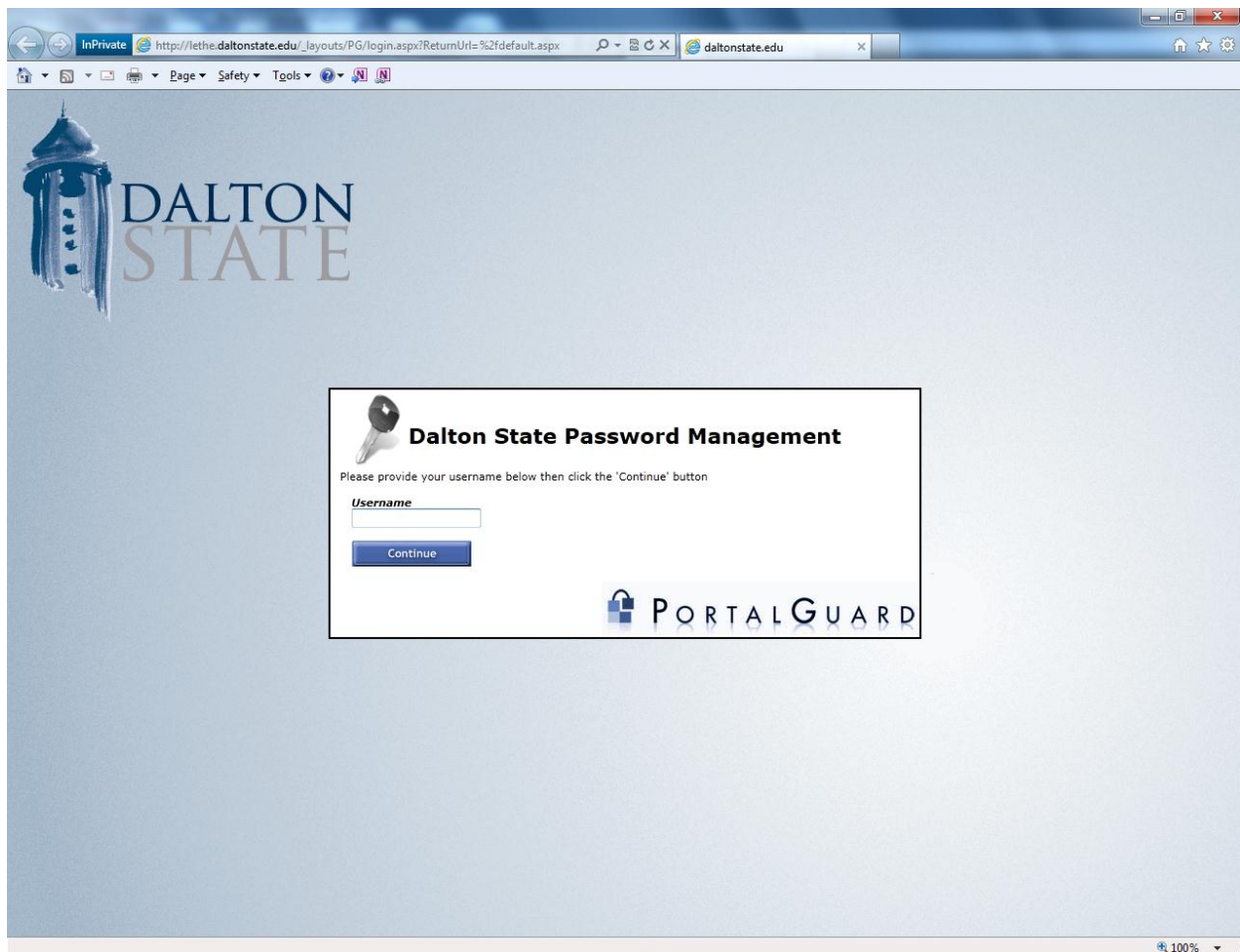
Dalton State College Password Management System

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 showing the Dalton State Password Management login page. The browser's address bar displays the URL: http://lethe.daltonstate.edu/_layouts/PG/login.aspx?ReturnUrl=%2fdefault.aspx. The page features the Dalton State logo on the left, which includes a stylized building and the text "DALTON STATE". In the center, there is a white box with a black border containing the title "Dalton State Password Management" and a key icon. Below the title, it says "Please provide your username below then click the 'Continue' button". There is a text input field labeled "Username" and a blue "Continue" button. At the bottom right of the white box is the "PORTALGUARD" logo, which consists of a blue padlock icon and the text "PORTALGUARD". The browser window also shows standard navigation buttons and a status bar at the bottom indicating 100% zoom.

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 (2nd box bottom right side) → click 'Password management' link.

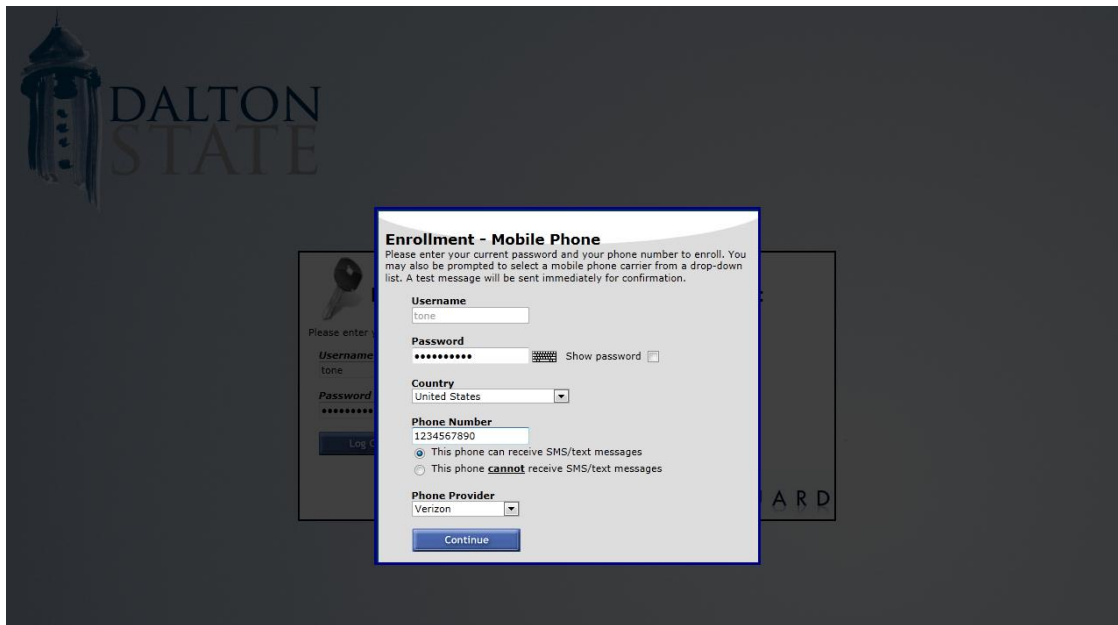
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2. Enter your username and click <Continue>.



The image shows the Dalton State Password Management login interface. In the top left corner is the Dalton State logo, featuring a stylized building and the text "DALTON STATE". The main content area is a white box with a black border. Inside this box, at the top, is a key icon and the title "Dalton State Password Management". Below the title, it says "Please enter your password below to login". There are two input fields: "Username" with the text "tone" and "Password" with masked characters. To the right of the password field is a "Show password" checkbox. At the bottom of the box are three buttons: "Log On", "Set Password", and "Self Service". Below the box, the "PORTAL GUARD" logo is visible.

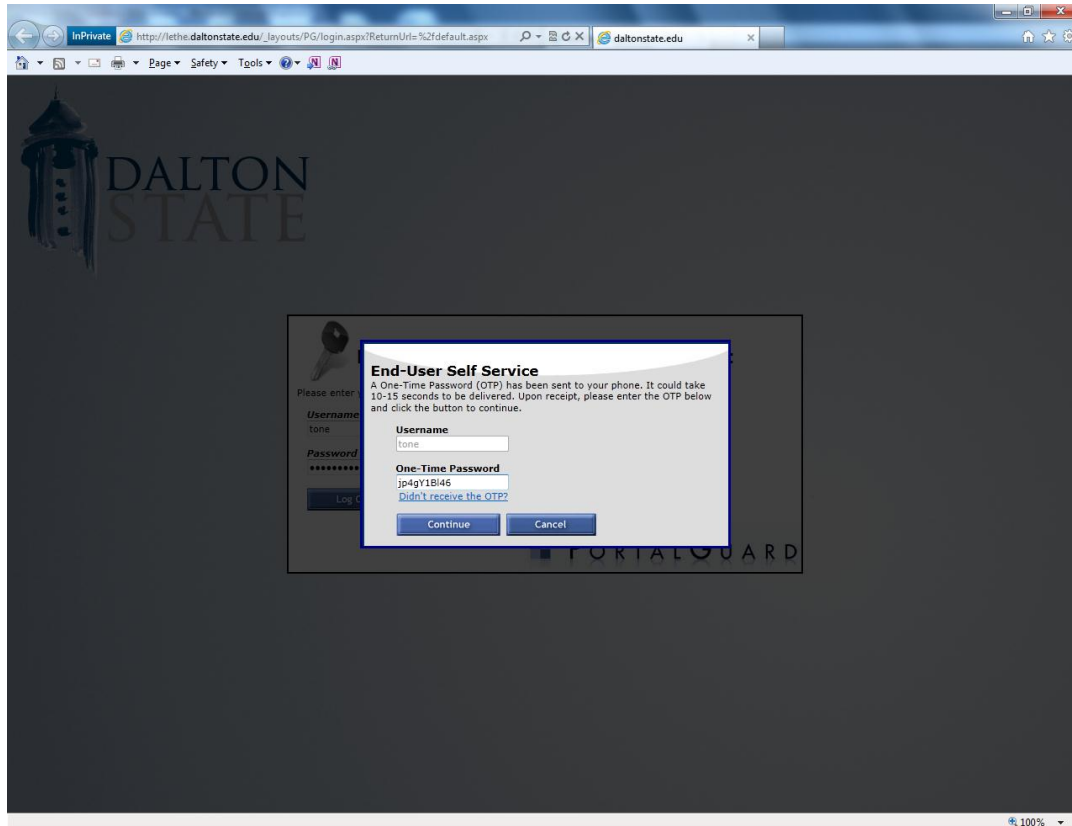
3. Enter your current myDaltonState password and click <Log On>.



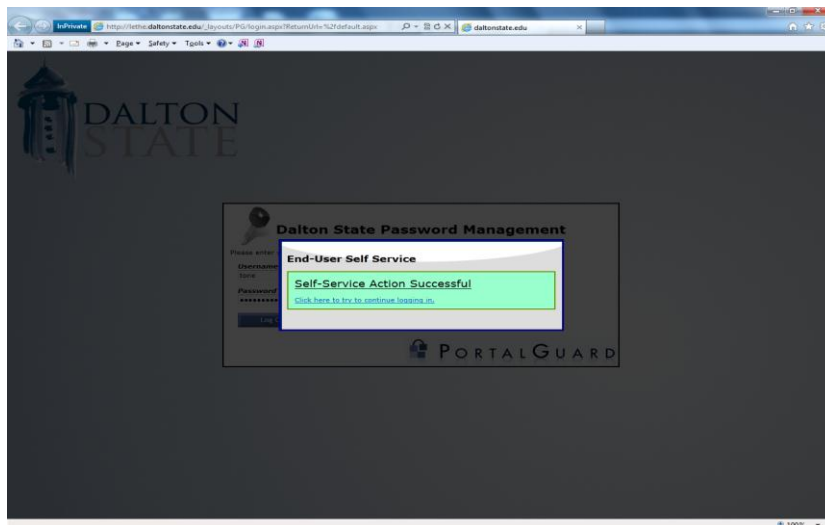
The image shows the "Enrollment - Mobile Phone" screen. It is a white box with a black border. At the top, it says "Enrollment - Mobile Phone". Below this, it says "Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation." There are four input fields: "Username" with the text "tone", "Password" with masked characters and a "Show password" checkbox, "Country" with a dropdown menu showing "United States", and "Phone Number" with the text "1234567890". Below the phone number field are two radio buttons: "This phone can receive SMS/text messages" (selected) and "This phone cannot receive SMS/text messages". At the bottom is a "Phone Provider" dropdown menu showing "Verizon". A "Continue" button is at the bottom right of the box. The background is dark gray with the Dalton State logo and "PORTAL GUARD" text visible.

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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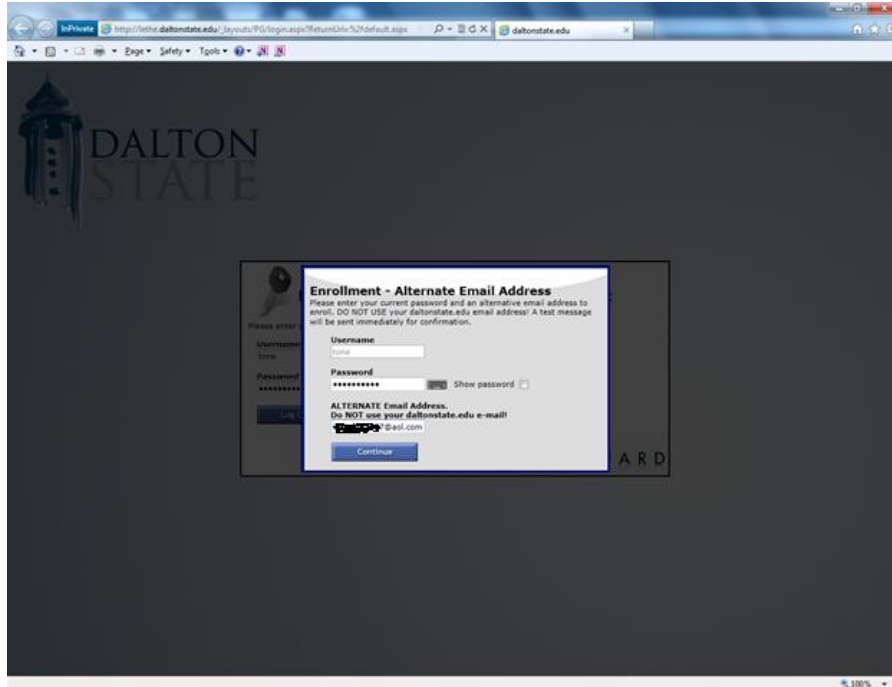


5. PortalGuard will send a one-time temporary password to the cell phone number you provided. Upon receipt of the temporary password, enter it and click <Continue>. Please be careful reading and entering the temporary password. It is case-sensitive and could contain letters and numbers.

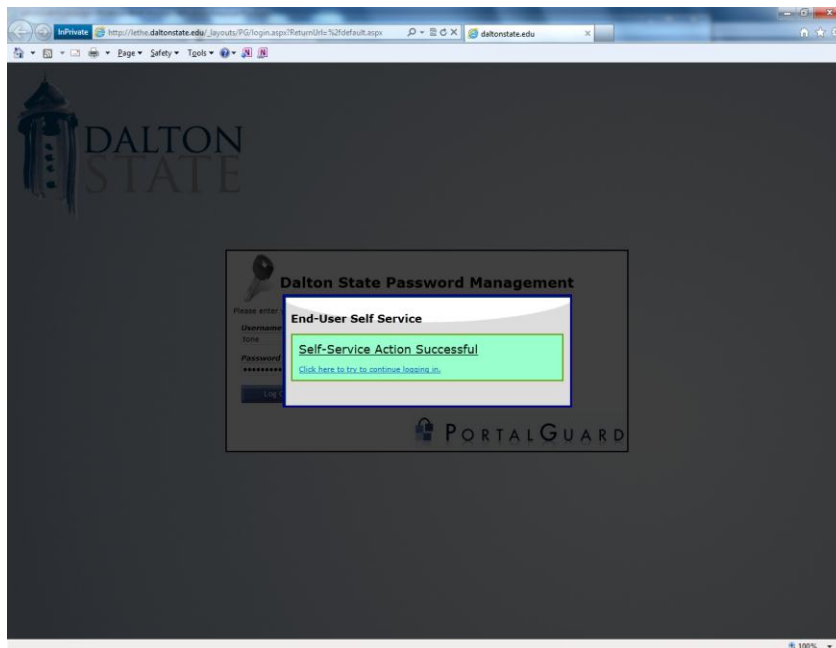


6. If you entered the correct temporary password you will receive the above message. Click the link "Click here to continue logging in."

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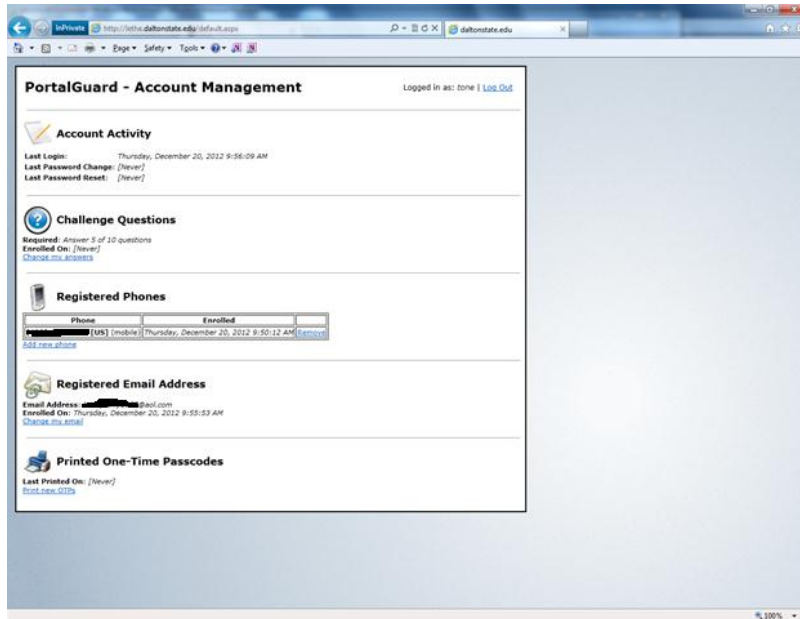


7. You will now be prompted to enter an alternate email address. Please note that this is any email address other than your daltonstate address (such as gmail, Hotmail, yahoo, aol, etc.). After entering your alternate email, click <Continue>.

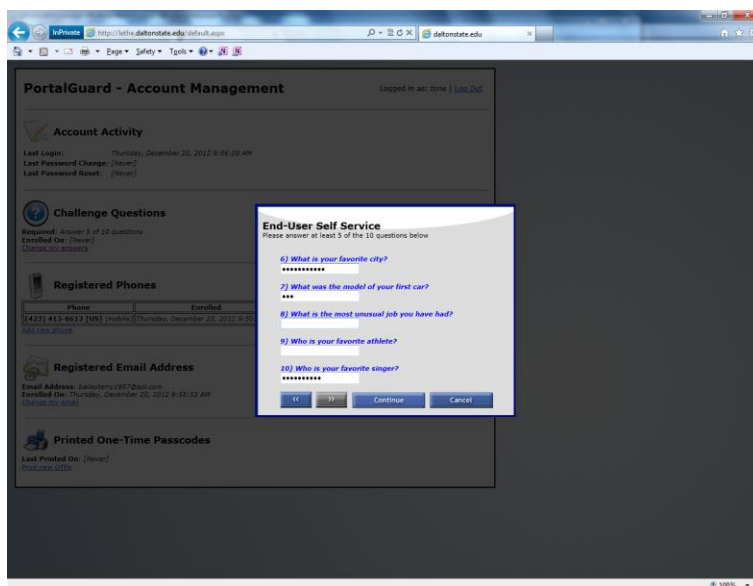


8. Upon receiving the above message, click the link "Click here to continue logging in."

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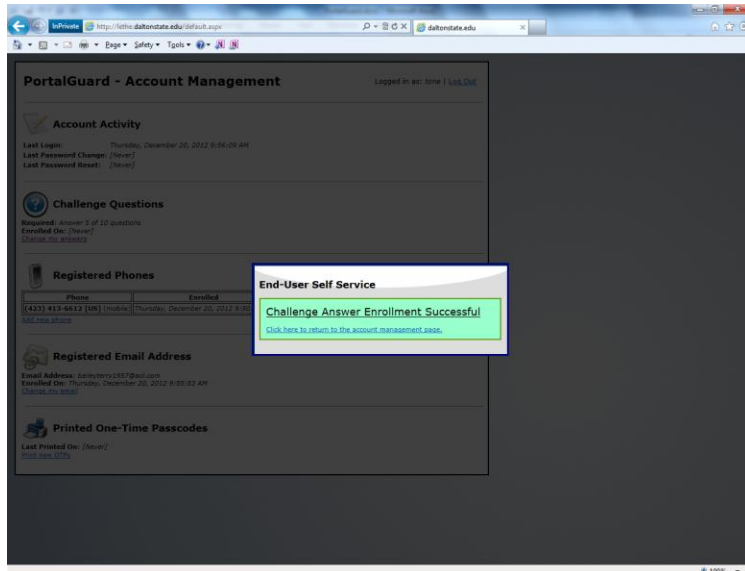


9. After successfully registering your cell phone and alternative email, you will see the Account Management home page. You can log in any time and update this information as needed. Notice that the cell phone number and alternative email address is displayed. While we're here, let's go ahead and provide 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".

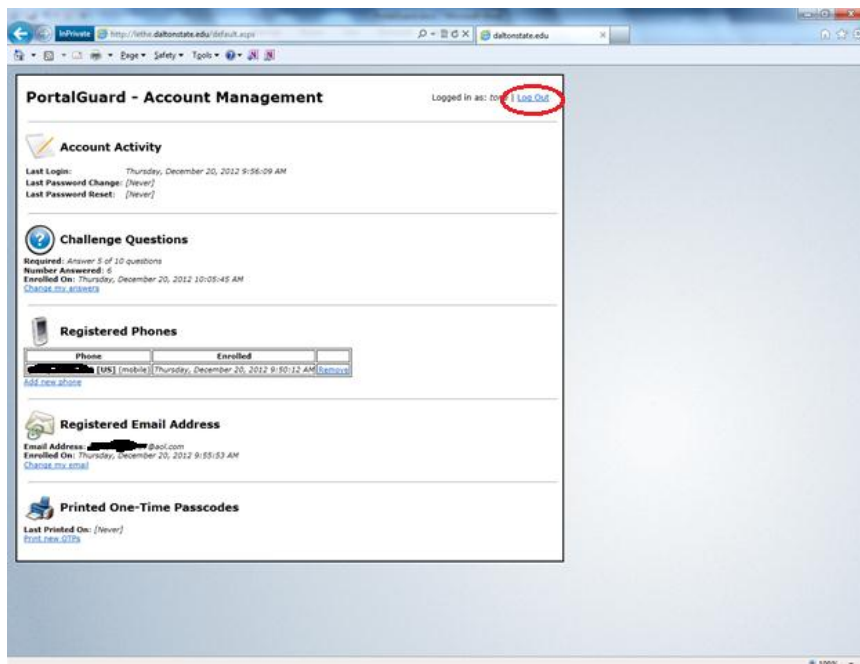


10. You will be presented 10 questions over two pages. Provide answers to whichever questions you wish. You will need to answer at least 5 of the questions. Use the << and >> buttons to cycle between questions 1-5 and 6-10. Click <Continue>.

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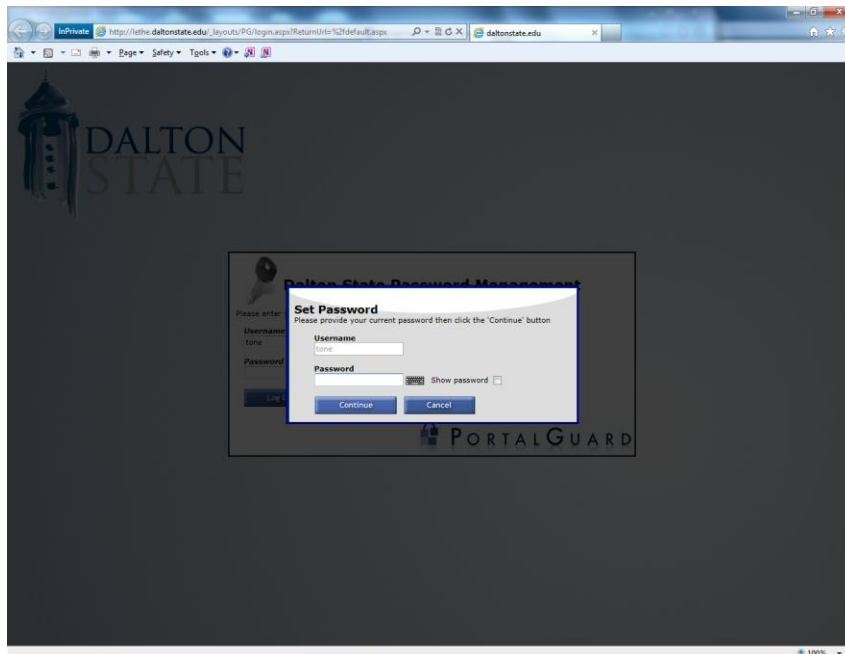
11. Upon receipt of the above message, click the link "Click here to return to the account management page".



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.

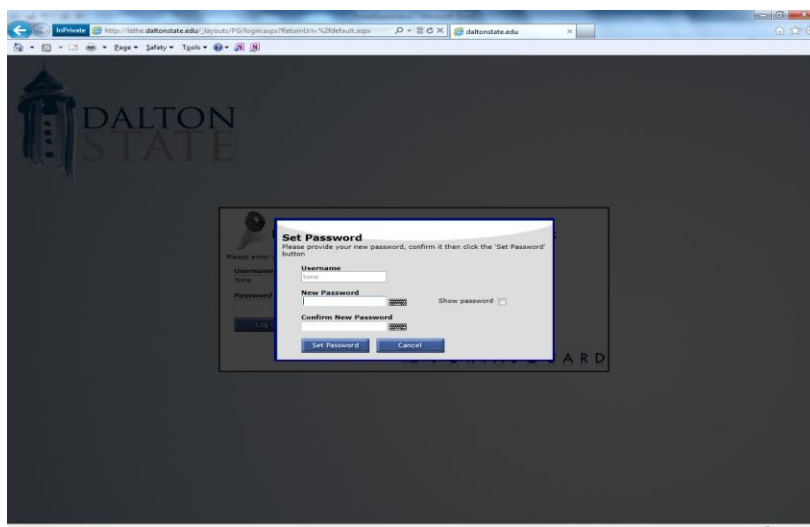


13. Now let's suppose you know your myDaltonState password but you would like to change it. Since you have registered your cell phone and/or alternative email, PortalGuard can help you reset your password.

From any browser, type the following URL:

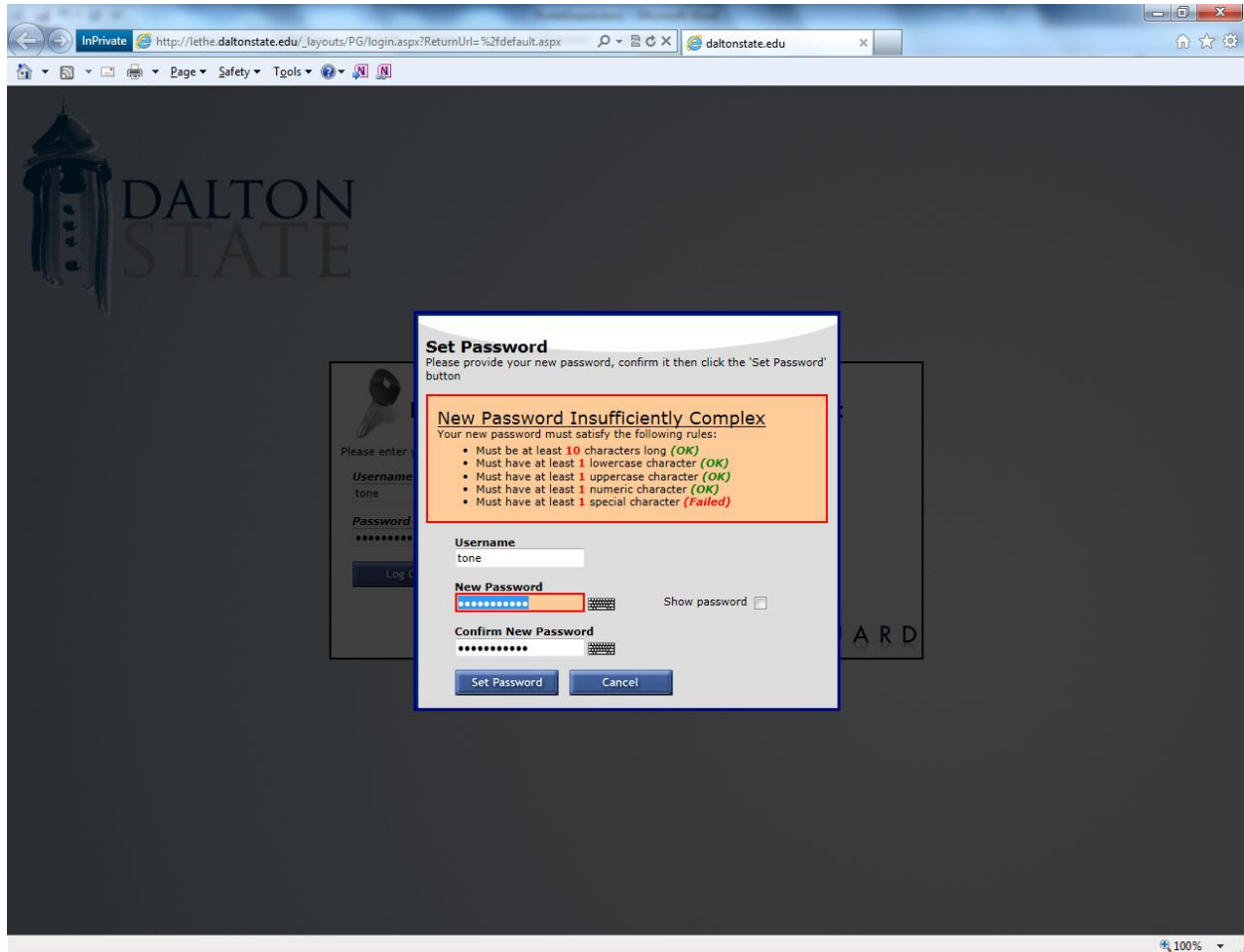
<http://lethe.daltonstate.edu>

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.

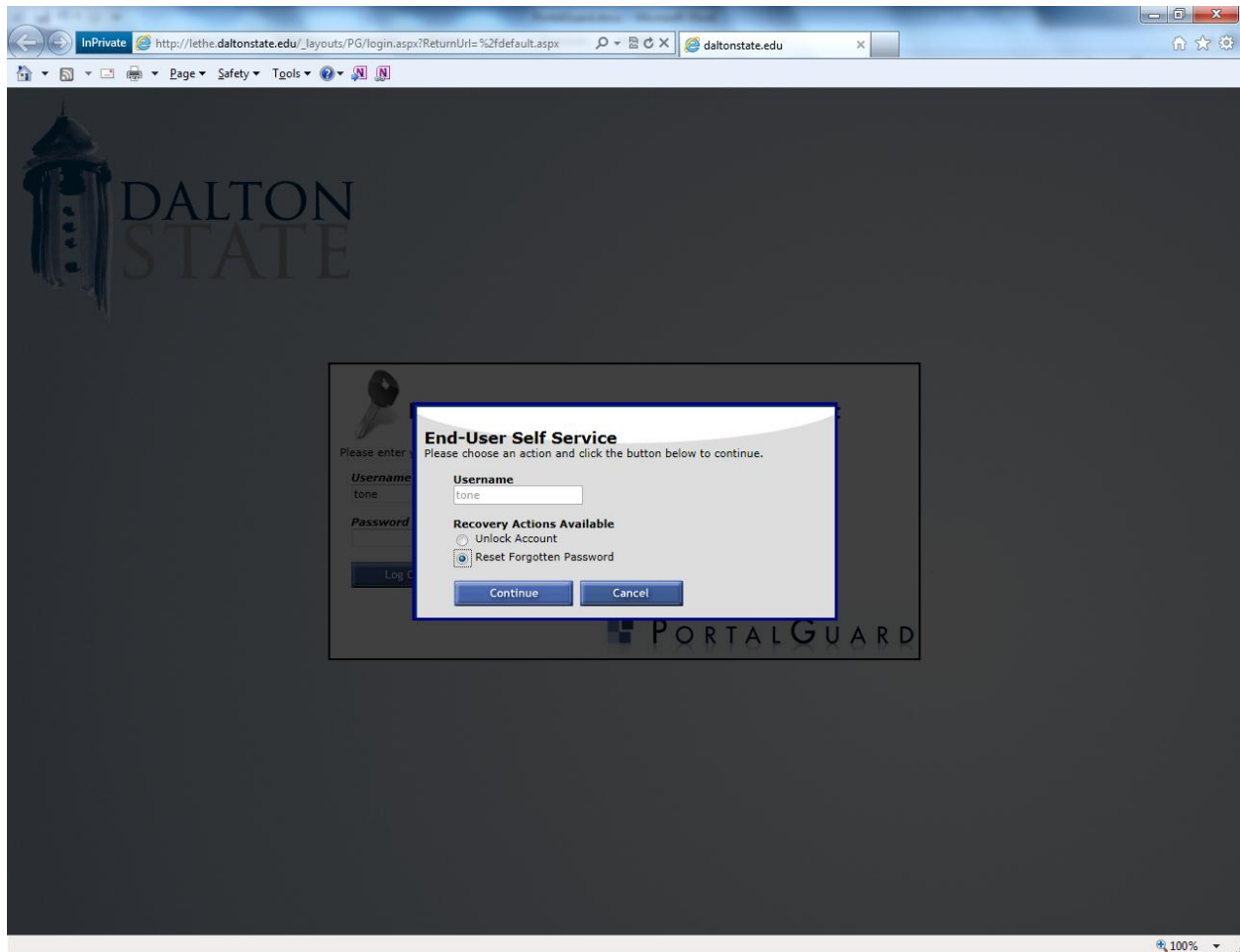
Your new password must meet the following criteria:

- 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.

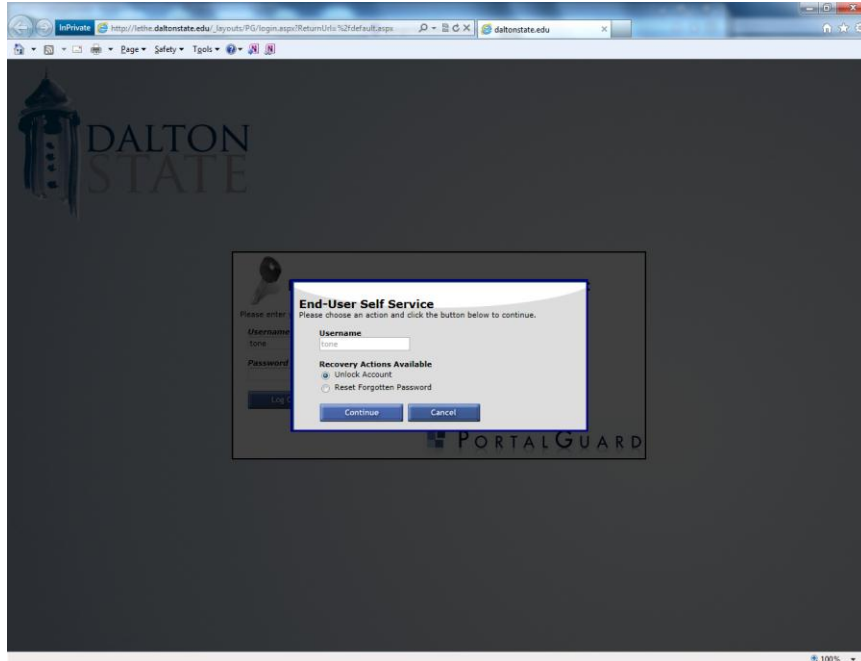


16. Now let's suppose you cannot remember your myDaltonState password and need to reset it.
From any web browser type the following URL:

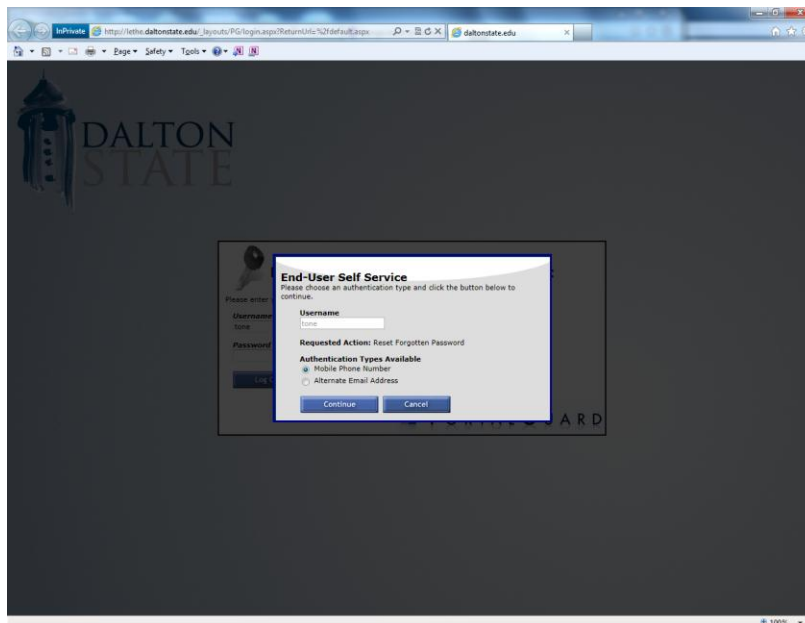
<http://lethe.daltonstate.edu>

Provide your username and click <Self Service>.

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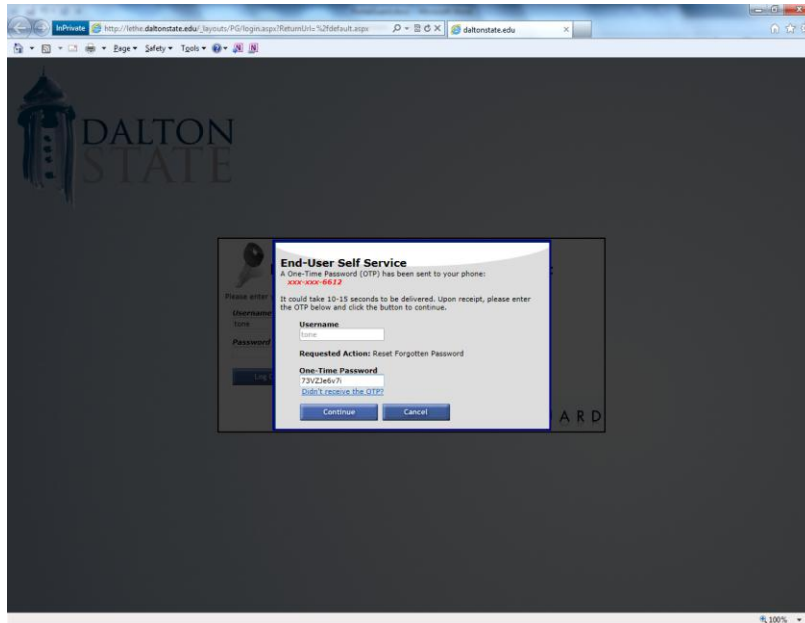


17. If you are pretty sure you remember your password but your account has become locked (possibly because of unsuccessful login attempts), you may select “Unlock Account”. However, it is more likely you cannot remember your password so select “Reset Forgotten Password” and click <Continue>.

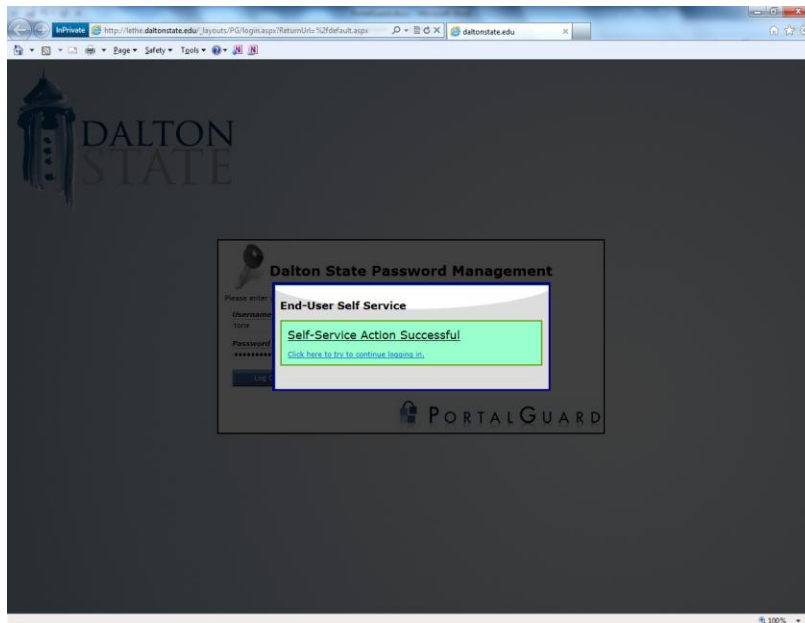


18. You may have a one-time temporary password sent to your cell phone or your alternative email address. Let's have it sent as a txt to our cell phone. Make sure “Mobile Phone Number” is selected and click <Continue>.

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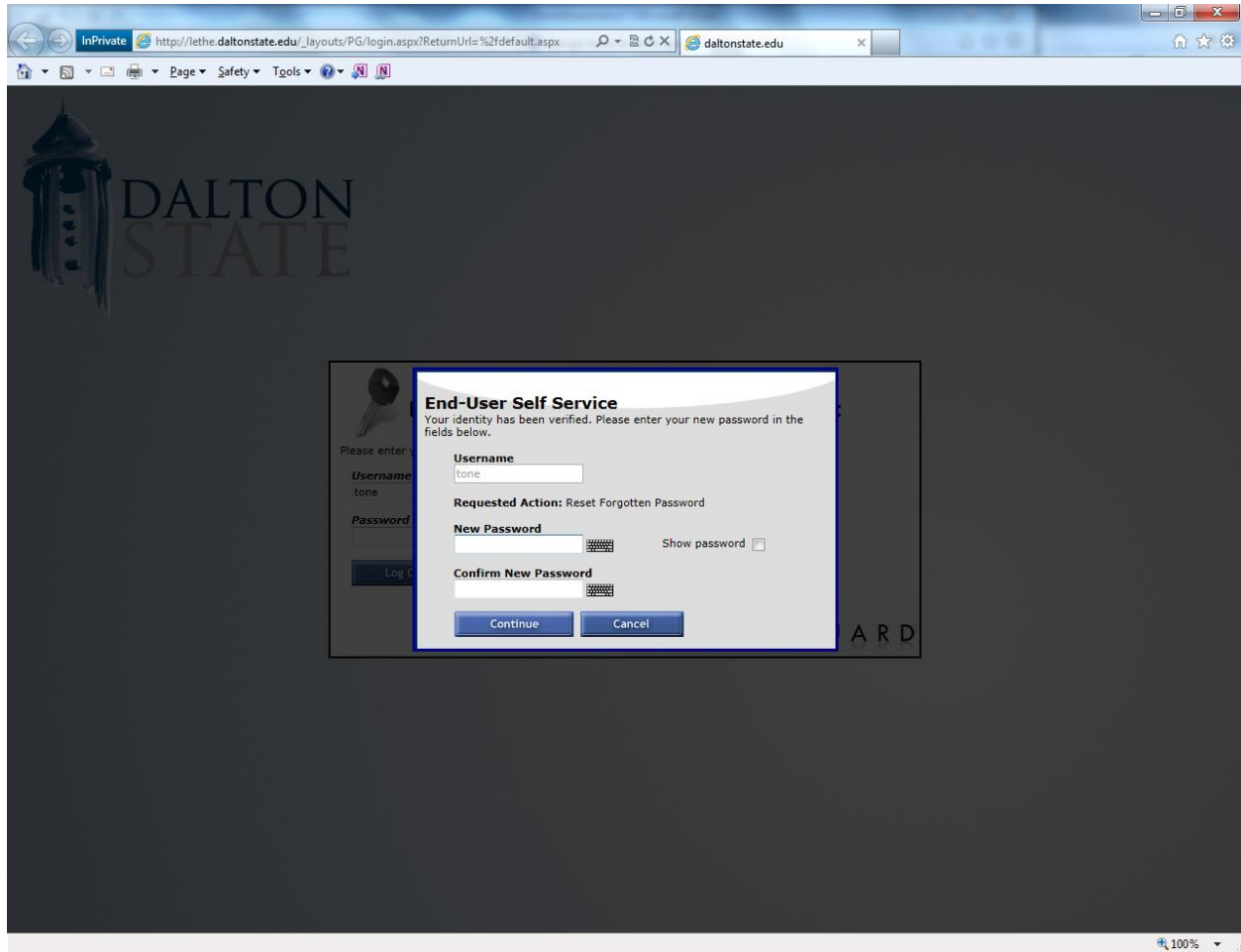


19. Once you receive your one-time temporary password, enter it carefully and click <Continue>.



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. The page features the Dalton State College logo and a login form. A modal window titled "End-User Self Service" is displayed, indicating that the user's identity has been verified. The modal contains the following fields and options:

- Username:** A text box containing the value "tone".
- Requested Action:** A label indicating "Reset Forgotten Password".
- New Password:** A text box with a password strength indicator and a "Show password" checkbox.
- Confirm New Password:** A text box with a password strength indicator.
- Buttons:** "Continue" and "Cancel" buttons at the bottom of the modal.

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