SANTA ROSA JUNIOR COLLEGE

INFORMATION TECHNOLOGY

Self-Service Password Reset User Guide

GUIDE AND WALKTHROUGH FOR USING PORTALGUARD'S
SSPR (SELF-SERVICE PASSWORD RESET) SERVICE

SHUM, JOSEPH, SRJC SYSTEMS ADMINISTRATOR
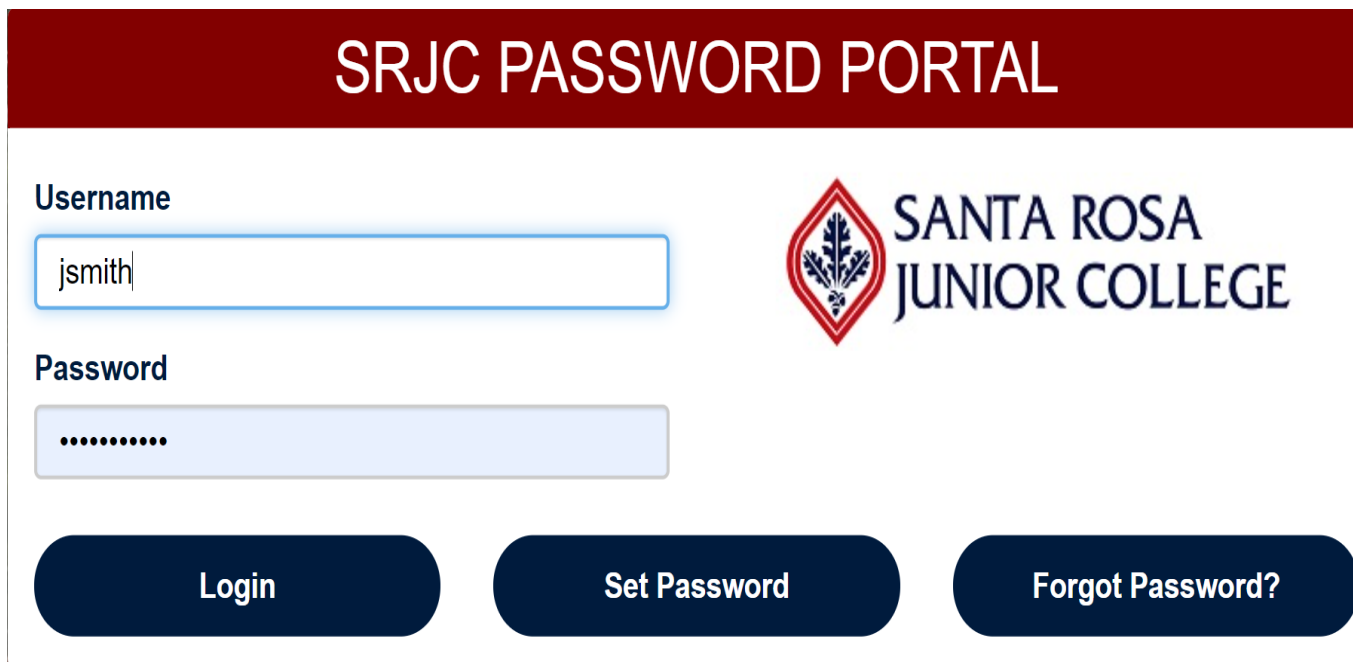
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PortalGuard Self-service password reset (SSPR) allows SRJC District users who have either forgotten their password, allowed their password to expire, or triggered an intruder lockout to authenticate with an alternate factor, and resolve their own password or account issue, without calling the help desk. The District is implementing SSPR to increase security and lessen the load on the IT Help Desk.

PortalGuard SSPR (Self-Service Password Reset) Registration

How to get started:

Browse to the SRJC PortalGuard SSPR (Self Service Password Reset) web page to register - https://idp.santarosa.edu

- Login with your SRJC UserID (**not** email address) (i.e. jsmith not jsmith@santarosa.edu) and SRJC Password

-

SRJC PASSWORD PORTAL

Username

jsmith

SANTA ROSA JUNIOR COLLEGE

Password

••••••••••

Login   **Set Password**   **Forgot Password?**

- In the next window click on Skip to bypass Mobile Authenticator Enrollment:

MOBILE AUTHENTICATOR ENROLLMENT

Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone.

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.

To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Phone Type   iPhone ⌄

☐ **Permanently Suppress Reminder**

Continue   **Skip**

- After logging in, you will be prompted for a personal/non-SRJC email address (i.e. name@gmail.com, name@yahoo.com, name@aol.com...) (NOTE - SSPR will NOT accept an SRJC email address i.e. @santarosa.edu).

EMAIL ENROLLMENT

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

Please enter your current password and non-SRJC email address to enroll. A test OTP will be sent immediately for confirmation.

Username	jsmith
Password	••••••••••••
non-SRJC Email Address	

Continue   **Cancel**

• `

If you try to enter your SRJC email address, you will see this message:

EMAIL ENROLLMENT

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

Please enter your current password and non-SRJC email address to enroll. A test OTP will be sent immediately for confirmation.

Email Domain Cannot Be Used
The domain for the provided email address is not allowable. Please enroll a different email address.

Username	jsmith
Password	••••••••••••
non-SRJC Email Address	guser276@santarosa.edu

Continue   **Cancel**

Next, you will see this Window (after entering in a personal email address):

ONE TIME PASSCODE REQUIRED

A One Time Passcode (OTP) will be delivered as an email to:

sxxxxxxx@yahoo.com

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

Username	jsmith
Password	••••••••••••
One Time Passcode	

Problems with the OTP?

Login   **Cancel**

An email will be sent to the personal/alternate email you entered, with the message shown below. Copy and paste the OTP (One Time Passcode) into the "One Time Passcode" field, and click the "Login" button.

Santa Rosa Junior College <noreply@santarosa.edu>
To:sxxxxxxx@yahoo.com
Fri, Oct 9 at 8:28 AM
Here is your one-time use passcode: 540951
Enter this value to continue enrolling your email address.
You can delete this message immediately after use.

Enter your One Time Passcode like you see below:

ONE TIME PASSCODE REQUIRED

A One Time Passcode (OTP) will be delivered as an email to:

sxxxxxxx@yahoo.com

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

Username   jsmith

Password   •••••••••••

One Time Passcode   540951

Problems with the OTP?

Login	Cancel

If you want you can register a mobile Authenticator, provide the mobile device type: iPhone, Android, Blackberry and Mobile Authenticator section
Or you can choose to "Skip" at this time:

MOBILE AUTHENTICATOR ENROLLMENT

Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone.

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.

- To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Phone Type   iPhone

☐ **Permanently Suppress Reminders**

Continue	Skip

- Below is the screen you will see next (and going forward) once you have registered your authentication method(s). You can change authentication settings here and reset your password as well. You can also get a status of your current password:

-

SANTA ROSA JUNIOR COLLEGE Account Management

Account Details & Activity

📝 Account Details & Activity

Password Expires On:	*Wednesday, April 7, 2021 (180 days from today)*
	Change your password now
Last Login:	*10/09/2020, 8:33:05 AM*
Last Password Change:	*10/09/2020, 7:38:30 AM*
Last Password Reset:	*[Never]*

Challenge Questions

Registered Email Address

Multi-Factor Delivery Methods

Registered Phones

Mobile Authenticator

YubiKey Tokens

SRJC Account Functions (aka Things for which SSPR can be used)

Once you register your authentication method, you can now perform the following tasks from the home page:

Set Password (create new password if you remember current password):

SRJC PASSWORD PORTAL

Username

jsmith

Password

••••••••••••

Login   **Set Password**   **Forgot Password?**

- To set your password, you will need to know your current password, otherwise proceed to Step 2:

- Enter in Password and click "Continue"

SRJC PASSWORD PORTAL

Username

jsmith

Password

••••••••••••

SANTA ROSA
JUNIOR COLLEGE

[Login] [Set Password] [Forgot Password?]

- You will be sent a passcode:

SET PASSWORD

A One Time Passcode (OTP) will be delivered as an email to:
sxxxxxxx@yahoo.com

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

Username   jsmith

One Time Passcode   922149

Problems with the OTP?

[Continue] [Cancel]

- After entering the Passcode, you will see this page next. Just enter your new password twice per the rules below, and click on "Continue":

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	jsmith
New Password	••••••••••••
Confirm Password	••••••••••••

Continue   **Cancel**

SET PASSWORD

Password Successfully Set

Continue logging in

- To Synch (update) new password to off campus SRJC workstation proceed to GlobalProtect section

1. Forgot Password or Unlock Account -To change expired or forgotten password or unlock your account:

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- Enter your SRJC UserID (leave Password field blank) and Click on "Forgot Password?"

SRJC PASSWORD PORTAL

Username

jsmith

Password

SANTA ROSA JUNIOR COLLEGE

Login   Set Password   Forgot Password?

- Choose the desired option and click on "Continue"

- If you choose "Unlock Account" you will see the following message:

-

END-USER SELF SERVICE

Please choose an action and click the button below to continue.

Username   jsmith

Recovery Actions Available
- ◉ Unlock Account
- ○ Reset Forgotten Password

Continue   Cancel

END-USER SELF SERVICE

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

sxxxxxxx@yahoo.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	jsmith
Requested Action	Unlock Account
One Time Passcode	412692

Problems with the OTP?

Continue   **Cancel**

- After you enter in the OTP code and click on "Continue" you will see this message:

END-USER SELF SERVICE

Account Unlocked Successfully

Try to continue logging in

- To reset a forgotten password select "Reset Forgotten Password" and click Continue

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END-USER SELF SERVICE

Please choose an action and click the button below to continue.

Username   jsmith

Recovery Actions Available

○ Unlock Account

◉ Reset Forgotten Password

Continue   **Cancel**

- An email will be sent to your personal email address (usually takes under a minute to get the email). After receiving it, enter it in the Passcode field:

END-USER SELF SERVICE

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

sxxxxxxx@yahoo.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   jsmith

Requested Action   Reset Forgotten Password

One Time Passcode   375177

Problems with the OTP?

Continue   **Cancel**

- You will see this window to enter in the new password twice, and click "Continue":

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	jsmith
New Password	••••••••••••
Confirm Password	••••••••••••

Continue   **Cancel**

SET PASSWORD

Password Successfully Set

Continue logging in

- To Synch (update) new password to off campus SRJC workstation proceed to GlobalProtect section

Account Management

The Account Management Page allows you to set or change other authentications methods and see the status of your current password:

SANTA ROSA JUNIOR COLLEGE Account Management

Account Details & Activity

Account Details & Activity

Password Expires On:	*Monday, April 12, 2021 (180 days from today)* Change your password now
Last Login:	*10/14/2020, 9:34:47 AM*
Last Password Change:	*10/14/2020, 9:06:21 AM*
Last Password Reset:	*10/14/2020, 9:06:21 AM*

Challenge Questions

Registered Email Address

Multi-Factor Delivery Methods

Registered Phones

Mobile Authenticator

YubiKey Tokens

The topics covered here are:

- **Challenge questions** – select 4 security questions (The questions are simple, do not change overtime and easily memorized. You can change your security questions or clear them all out or select new ones.

? Challenge Questions

Required: *Answer 4 of 12 questions*
Enrolled On: *[Never]*
Set my challenge answers

End-User Self Service

Please answer at least 4 of the 12 questions below.
NOTE: Answers must be at least **4** characters long.

-- Please choose a question --   ⌄

-- Please choose a question --
1) What is your favorite cartoon character?
2) What was the model of your first car?
3) In what city did you meet your spouse/significant other?
4) What is the name of your favorite childhood friend?
5) What street did you live on in third grade?
6) What school did you attend for sixth grade?
7) In what city or town did your mother and father meet?
8) What was the last name of your third grade teacher?
9) In what city does your nearest sibling live?
10) What is your maternal grandmother's maiden name?
11) In what city or town was your first job?
12) Where were you when you first heard about 9/11?

- **Registered Email** – You can update/change the email that you initially entered during the initial login registration.

Registered Email Address

Registered Email Address

Email Address: ⸺⸺@yahoo.com
Confirmed On: 10/14/2020, 9:20:57 AM
Change my email

Email Enrollment

Please enter your email address below to enroll. A test OTP will be sent immediately for confirmation.

non-SRJC Email Address | _____

Continue   Cancel

-
- **Multi-Factor Delivery Methods** – Choose your preferred authentication method for the following categories from registered authentication methods:

Multi-Factor Delivery Methods

Default OTP Methods

Action	Method	Modify
Password Change	Email	Change
Account Unlock	Email	Change
Password Reset	Email	Change

- o **Password Change** – Current password known and not expired
  - Phone
  - Email
  - Mobile Authenticator

Change Default OTP Method

Please choose the default One Time Passcode (OTP) method for **password changes**.

OTP Method   Email ⌄

Phone
Email
Mobile Authenticator

Contin   ance

- o Account Unlock – your network account is locked due to many unsuccessful attempts
  - Phone
  - Email
  - Mobile Authenticator

Change Default OTP Method

Please choose the default One Time Passcode (OTP) method for **Self Service Account Unlock**.

OTP Method   Phone ⌄

Phone
Email

Contin   ancel

Mobile Authenticator

- o Password Reset – Password is expired or unknown
  - Phone
  - Email
  - Mobile Authenticator

Change Default OTP Method

Please choose the default One Time Passcode (OTP) method for **Self Service Forgotten Password Reset**.

OTP Method

| Phone |
| Phone |
| Email |
| Mobile Authenticator |

Contin

o

Registered Phones:

- Registered Phones – For SMS text messages, the providers are listed below. Almost all of the smaller cellular companies use one of the major carrier networks below. Contact your service provider, if not shown; to find which network they use (Cricket uses AT&T, MetroPCS uses T-Mobile…).
  To register click on Registered Phones > then click on "Add new phone"

Registered Phones

Registered Phones

Add new phone

o Choose your Country if not in United States > then type in your 10-digit phone number i.e. 707XXXXXXX > then choose your cellular service provider

○

Phone Enrollment

Please enter your phone number below to enroll. A test OTP will be sent immediately for confirmation.

Country	United States ⌄
Phone Number	
Phone Provider	Verizon ⌄

Alltel
AT&T
Bell (Canada)
Boost Mobile
Project Fi
Rogers (Canada)
Sprint Nextel
T-Mobile
Telus Canada
US Cellular
Verizon
Virgin Mobile USA

Contin   ancel

lobile Authenticator

ubiKey Tokens

- ○ **Phone Providers are**:

  - ▪ Alltel
  - ▪ AT&T
  - ▪ Bell (Canada)
  - ▪ Boost Mobile
  - ▪ Project Fi or Google Fi
  - ▪ Rogers (Canada)
  - ▪ Sprint Nextel
  - ▪ T-Mobile
  - ▪ Telus Canada
  - ▪ US Cellular

- Verizon
- Virgin Mobile USA

o Click "Continue". A test text message with an OTP will be sent to your cellular device.

Enter the OTP number into the "One Time Passcode (OTP) field and click on "Continue" to complete the phone registration. You will see the window below and an ==OTP will be sent via SMS to your phone==. Once you receive it enter it into the "==One Time Passcode==" field and click "Continue" and you will see the window "==Phone Enrollment Successful==":

Phone Enrollment

A One Time Passcode (OTP) will be delivered as a text/SMS to:

XXX-XXX

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

One Time Passcode: 987794

| Continue | Cancel |

Phone Enrollment Successful

Refresh the account management page

Registering a Mobile Authenticator app in SSPR

Mobile Authenticator – You can register or disable your registered mobile authenticator

- o Enable or register mobile Authenticator

- o Choose your Phone Operating System/type, and click on "Continue":

- ▪ Download the "Microsoft Authenticator", "Google Authenticator" or "PortalGuard Password Reset" app from the appropriate app store for your phone.

- On your phone, open the authenticator you downloaded, in the upper right-hand corner you will see 3 vertical dots, press it and select "add account":

  - Select "Work or school account" from the list
  - Then take a picture of the QR symbol.
  - In the authenticator app you will see a One Time Passcode, in the section labeled Santa Rosa Junior College (your SRJC UserID) that you must type into the "One Time Passcode" field and click on "Continue" to complete the registration:

Mobile Authenticator Enrollment

1) Please use mobile app to scan the QR code below.

2) Now enter the OTP it generates in the field below to finish enrollment.

One Time Passcode   732505

Continue	Cancel

- The web page below will display indicating that you have successfully registered your authenticator:

> **Mobile Authenticator Enabled Successfully**
>
> Refresh the account management page

- ○ Disable mobile authenticator – To disable the mobile authenticator simply click on "Disable mobile authenticator"

  ## Mobile Authenticator

  # Mobile Authenticator

  Enabled On: *10/14/2020, 11:38:47 AM*
  Last Used: *[Never]*
  Phone Type: *Android*
  Entry Description: *Santa Rosa Junior College (guser276)*
  Disable mobile authenticator

- ○ Then click on "OK"

  idp.santarosa.edu says

  Are you sure you want to disable the mobile authenticator?

  This should be done if you lost your phone or need to enable a new one.

  OK   Cancel

- ○ This status will now show up under "Mobile Authenticator"

○

Mobile Authenticator

Mobile Authenticator

Enabled On: *[Never]*
Enable mobile authenticator

Synch your new SRJC password to the SRJC Workstations with GlobalProtect VPN

This only applies to off-site (working from home or remotely) SRJC workstations. You must have the Palo Alto GlobalProtect VPN application installed on your <mark>SRJC</mark> workstation, and <mark>you must be connected to the JC network via the GlobalProtect VPN to update your password on a SRJC workstation</mark>

- For SRJC workstations only. Please perform the following steps to synch/update your new password with your SRJC workstation:
    - Search for GlobalProtect VPN:
        - Windows 10 – Click on "Start" > in the Program menu > Scroll down to Palo Alto Networks > click on the down arrow and open GlobalProtect
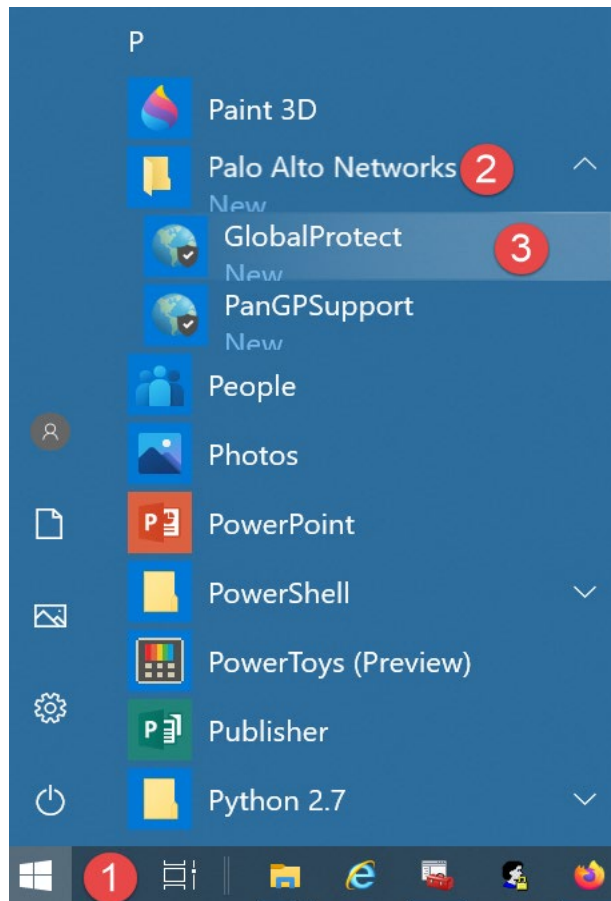
- Or click on the magnifying glass next to the "Start" button in lower left-hand corner > Type "Global" and "GlobalProtect" will be displayed in search results, click on it to open. See screenshot below:
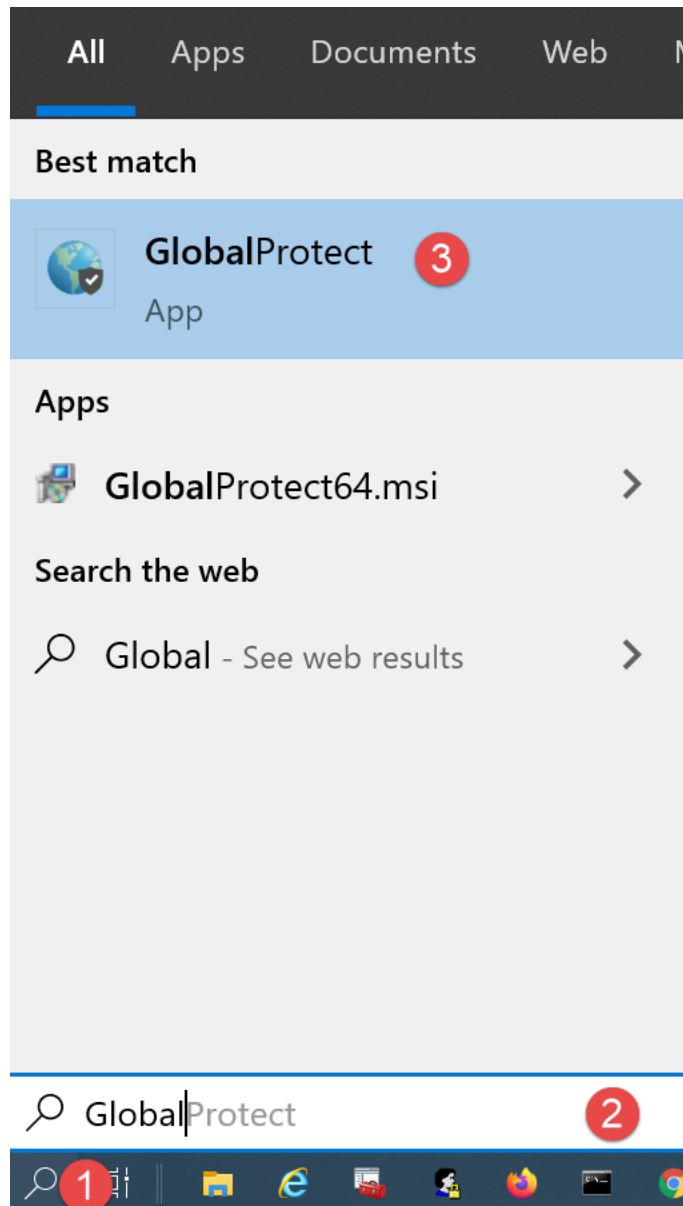
- Log into GlobalProtect VPN with Network ID (not email address) and password. Once connected your workstation with communicate with SRJC DC server to get a new password token which will synch/update your new password to the SRJC workstation.

- If GlobalProtect is not installed or found, proceed to next step

- To install GlobalProtect VPN click on this <u>link</u> and after installing go back to the previous <u>step</u>.

SSPR Two-Factor Authentication FAQ

Summary - To lessen the stress and frustration that comes from attempting to reset one's SRJC password, SRJC is implementing a solution that allows all employees to reset their own password at their convenience, from anywhere, ==even when the password has expired or if the account has been locked.==

SSPR uses a secondary verification to ensure that it is YOU who is resetting your password - and NOT a hacker.

Q: How does SSPR work?
A: During the password reset process, you will be sent a request to confirm your identity using a method ==OTHER than your SRJC Windows/email account==. In order to compromise your SRJC account, a hacker would have to not only possess your SRJC username and password, but would also need to have additional information (or possess your physical device, such as a cell phone) unrelated to the JC account. This raises the bar for a hacker to compromise your account by resetting your password. Security researchers note that using an additional verification "factor" reduces account compromise and successful attack by almost 99%.

Q: What is a secondary verification?
A: It is a method of contacting you to verify that you are the one trying to reset your password - and not someone else.

Q: What other information technologies/methods can be used for SSPR?
A: You can configure SSPR to contact you with additional verification of your identity using several different methods. It is recommended to select 2 methods:
- Phone call – not setup currently
- Text message a 6-digit One-Time Passcode (OTP) to a mobile device (must have a phone number)
- An authenticator phone app, such as Google Authenticator, Microsoft Authenticator, or PortalGuard's own app (all available on Android or iOS)
- Security challenge questions, that you select and answer during registration
- Alternative (i.e. NOT your SRJC email account) email address

Q: I don't want to give this system my personal phone number. What are my options?

A: While it is preferable that you allow yourself multiple verification options, you can elect to use personal challenge questions. No one besides you will have access to the answers you select there.

Q: What happens to my data when I leave the college?
A: As part of the SRJC offboarding process all the data you inputted into your SSPR profile will be deleted.

Q: Do I have to register each time to use this?
A: No, registration is a one-time, 5-10 minute task. However, if you decide to change your settings you can at any time via the Account Management page.

Q: How do I access SSPR?
A: Using any web browser, use this link, or put "https://idp.santarosa.edu" in the web address field on your browser.

Q: I lost these instructions, where can I find them going forward?
A: These directions will be posted to the IT Website here

Q: Can I still call the Help Desk, and have the Techs reset my password?
A: No. If you call the Help Desk to reset your password, they will instead help you register into the SSPR system. This will allow you to reset your own password, any time, from anywhere, without reliance on the Help Desk. Once the majority of employees is registered into this SSPR system, and it becomes part of the onboarding process, Help Desk Technicians can devote time to other kinds of tickets. They spend a large percentage of their time resetting passwords, this will eventually allow them to focus on helping with other issues.

Q: Once I reset my password with SSPR, will the password on my SRJC workstation be updated?
A: Yes, if you are on campus. No, if you are working remotely (not connected to SRJC network). You will have to use the GlobalProtect VPN to connect to the SRJC network. Once connected, your password on the SRJC workstation will be updated to the new one.