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How to Enroll into Portalguard

Overview
This document will guide you through the process of enrolling into the Portalguard password management system. After you have completed the enrollment process the first time, you will not normally need to enroll again in the future. Enrollment into Portalguard provides you the ability to securely manage your password settings from either on campus or off campus without the aid of UAFS Technology Service Desk staff.

Enrolling into PortalGuard

1. To begin the enrollment process, perform one of the following actions:
   - If you are using a campus Windows computer that has been configured with the Portalguard software and have not yet completed enrollment, you will be automatically taken to the enrollment screen when you log into Windows.
   - You may also complete the enrollment process from any computer (on or off campus) by pointing your browser to https://portalguard.uafs.edu

2. Enter your campus network login ID and password. Then click the Log On button.

3. At the next screen, click the Continue button to proceed to the challenge questions section.
   If you do not wish to complete the challenge questions section at this time, you may select the Skip button. You will be allowed up to 30 additional logins.
where you may skip entering responses to the challenge questions. After that, you must provide the responses to the challenge questions in order to proceed.

4. Enter your responses to the first set of challenge questions.

Your responses must be at least 3 characters in length and you must provide different responses for each question.

NOTE: A minimum of five challenge question responses are required. However we strongly recommend that you provide responses to all ten questions.

Your responses should be kept confidential. Do not share them with anyone or post them on social media sites.
5. Enter your responses to the second set of questions, then click the **Continue** Button.

6. After you have successfully completed the challenge questions section, click on the link to continue.
7. Enter a mobile phone number to receive one-time passcodes (OTPs) on. You can choose to receive OTPs via text message or, if your phone does not support SMS, via a voice call. If SMS is selected, also select your service provider from the drop-down list.

If you do not wish to configure mobile phone settings at this time, click the Skip button.

8. An OTP will be sent to your mobile phone to validate the information. Enter the OTP in the field provided, then click the Continue button.

9. After you have successfully completed the mobile phone section, click on the link to continue.
10. At the next screen, enter an alternate email address to receive OTPs on. **Do not enter your UAFS email address.**

The alternate email address serves as another access point for receiving an OTP for resetting your password in the future.

If you do not wish to configure the alternate email address, or you are unable to access the alternate email account at this time, click the **Skip** button.

11. Check your alternate email account for a message containing the OTP. Enter the OTP in the field provided, then click the **Continue** button.

12. After you have successfully completed the alternate email address section, click on the link to continue.
13. On the next screen, please re-enter your campus network user ID and password. Then press the Continue button.

This screen ensures that your campus network password is correctly linked to all other campus login systems (e.g. Banner, Blackboard Learn, etc.)

14. After you have successfully completed account linking section, click on the link to continue.
15. After you have successfully completed all of the Portalguard enrollment steps, you will be presented with the Account Management screen for your account. Carefully review the information on the General and Multi-Factor Settings and Devices tabs for accuracy. When finished, click the Log Out link.

How to Get Additional Help
If you still have questions about the Portalguard password management system, please contact the Technology Service Desk by sending an email to uafs@service-now.com or calling (479) 788-7460.

Feedback
We welcome your feedback about this change. Please send your feedback to TSFeedback@uafs.edu
## Document History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Revision history or Review (Author)</th>
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<tr>
<td>1.0</td>
<td>July 18, 2014</td>
<td>Initial release (Curtis S.)</td>
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