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Portalguard User Guide

Overview

The Portalguard password management system allows you to easily manage your UAFS campus password that you use to log into Windows, Blackboard, email, and other campus systems. Portalguard replaces the home-grown LionsPass password system. It is a commercially supported system that has many more features and much more functionality than LionsPass. Using the Portalguard password management system will make your life better by reducing the time and effort needed to maintain your campus password. Features include:

- Ability to reset your password either before or after it has expired without the aid of Technology Services staff. This allows resetting your password even when there are no Technology Service Desk staff on duty, such as when the campus is closed.
- For fully online distance learners, support for managing your password without ever having to visit the campus.
- Ability for anyone to reset their password from virtually anywhere in the world using their computer, tablet or smartphone.
- Ability to view your current password without having to reset it.
- Automated alert emails when a password has been changed, to help thwart imposters.
- Ability to quickly and easily reset your expired password from any campus PC—no Windows login or password kiosk station required.
- Ability for Technology Service Desk staff to provide password reset assistance without the user having to reveal sensitive information.

What's Covered in this User Guide?

This document shows campus technology users how to take advantage of the most important features that Portalguard offers. Those features include registration, password reset, password recovery, and unlocking accounts. It also discusses good password practices, using one-time passcodes, using the Google Authenticator, and other related information.

Password Basics

In order to ensure that every network user (student or employee) has full access to the technology resources they need while at the same time preventing inappropriate access, the UAFS campus network employs the combination of a user name (also referred to as a user ID or network ID) and a password. Combined they form the security credentials needed to authenticate you to the network. For example, when logging into campus computers or Blackboard, you must enter both a userID and password.

Your security credentials are only as strong as the weakest link, so it's vital to provide as much strength as possible in each link, from the length of the password to how often it must be changed. To help keep your credentials strong and prevent imposters and others from gaining unauthorized access, certain guidelines must be followed. These guidelines include:

- **Never, ever sharing your password with anyone, even UAFS Technology Services staff.** You should never give your password to anyone, ever. You are the only person who should know your password. If you have trouble remembering your password, keep a copy of it in a location that only you have access to. Do not leave your

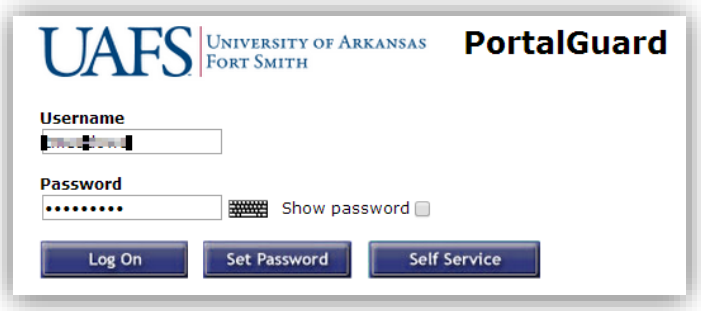
password anywhere where it will be visible to other people. If you give your password to anyone, you will be held responsible for any damage that they might do with it.

- **Keeping passwords reasonably complex so that they are not easily guessed.** UAFS passwords must be at least 10 characters long. They must contain a mix of upper case, lower case, numbers, and select special characters. Do not use your userID as part of your password.
- **Changing your password frequently.** Arkansas state law requires that UAFS network users change their passwords at least every 90 days.
- **No reusing old passwords.** You must use a new password—one you've not used in the past—when changing your password. The new password must differ from the last password by at least 3 characters.

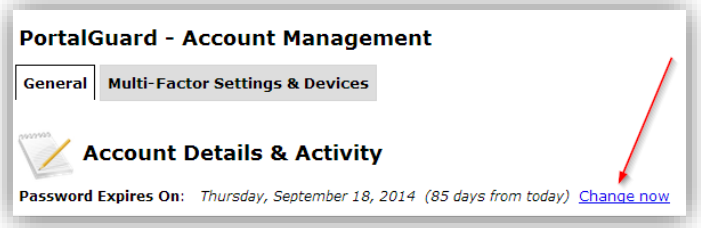
How do I change my password with Portalguard?

Use this method if you need to change your password before it expires.

1. Login into to Portalguard: https://portalguard.uafs.edu



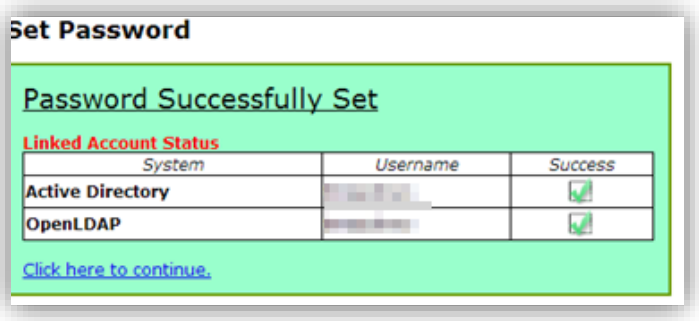
2. Click on the "Change now" link



3. Provide your current password, and click "Continue"

4. Type in your new password, confirm your new password, and click on “Set Password”

5. You should see “Password Successfully Set”



I’ve Forgotten My Password. How Do I Recover My Password Instead of Resetting It?

If you ever have the experience of changing your password and then forgetting what you changed it to, the Recover Password feature of Portalguard makes it easy to see what your current password is rather than having to change it again. Please note that this process will display your password on the screen in plain text, so be sure no one else is able to view your screen during this process.

1. Go to the Portalguard page at https://portalguard.uafs.edu

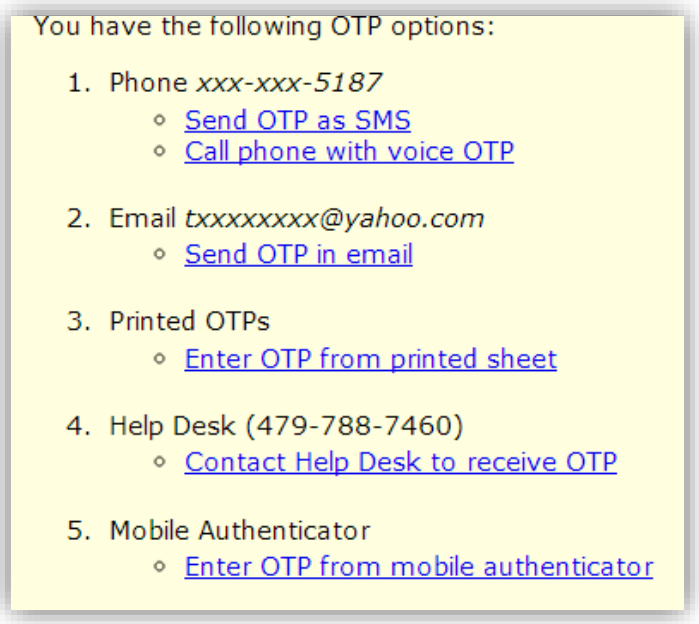
2. Type in your username and click on the “Self Service” button.

3. Click the “Recover/See Current Password” radio button and click “Continue”

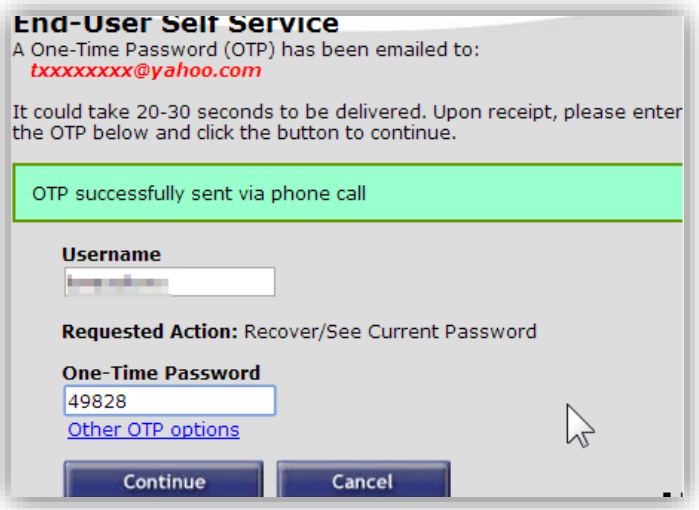
4. Type in answers to at least 3 of your challenge questions, and click the “Continue” button

5. An OTP will be sent to your alternate email account.

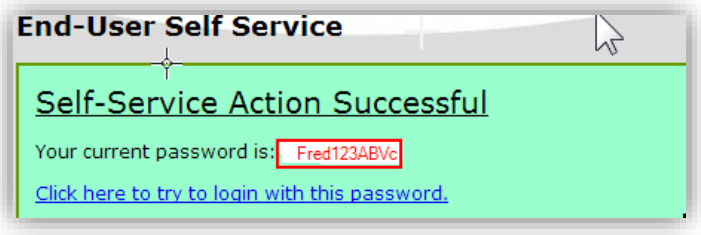
   If you do not have access to your alternate email, you can click on the "Other OTP options" link, and choose another OTP option. This example shows 5 different options to choose from. You may have less options, depending on what you have personally setup in Portalguard.



6. Once the OTP number is received, enter it in the corresponding OTP field, then click the "Continue" button.



7. Your password will now be revealed on the screen.



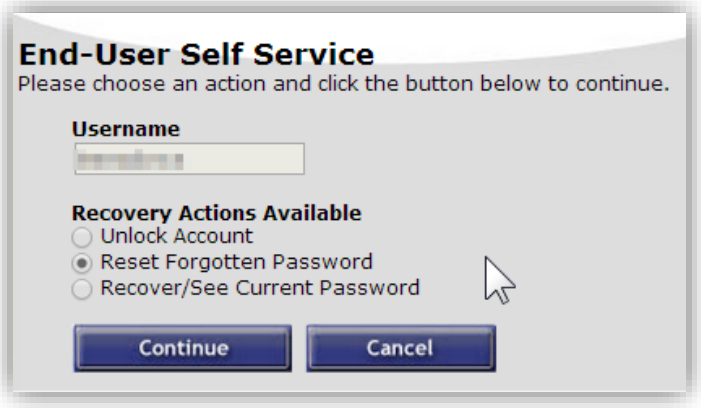
My Password Has Expired. How Do I Reset My Password?

If your password expires and you wish to reset to a new password, follow this method.

1. Go to the Portalguard page at https://portalguard.uafs.edu

2. Type in your username and click on the "Self Service" button.

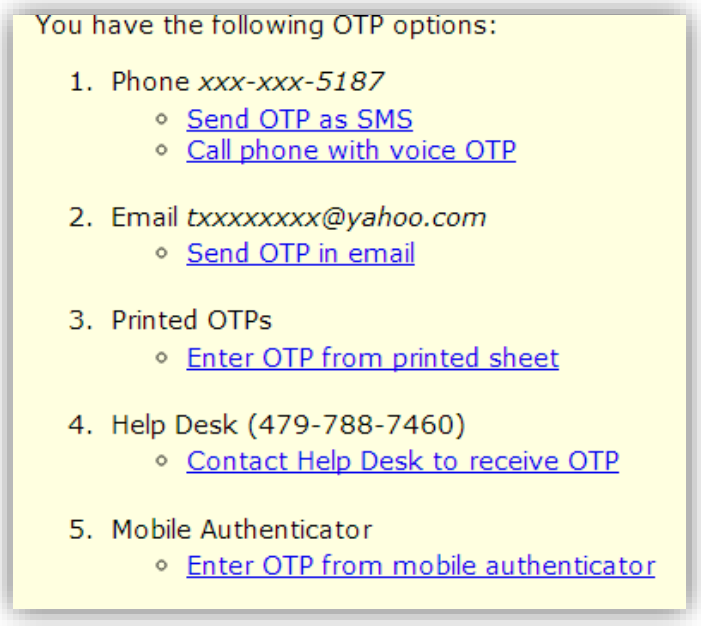
3. Click on the "Reset Forgotten Password" radio button and click "Continue".



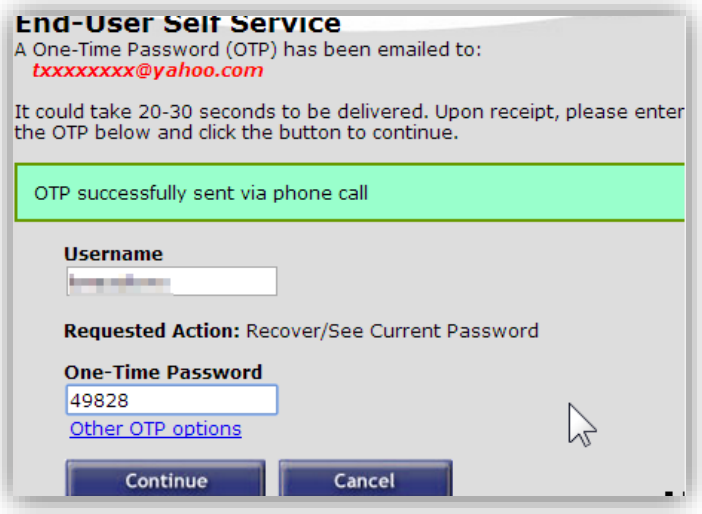
4. Type in answers to at least 3 of your Challenge Questions, and click the “Continue” button.

5. An OTP will be sent to your alternate email account.

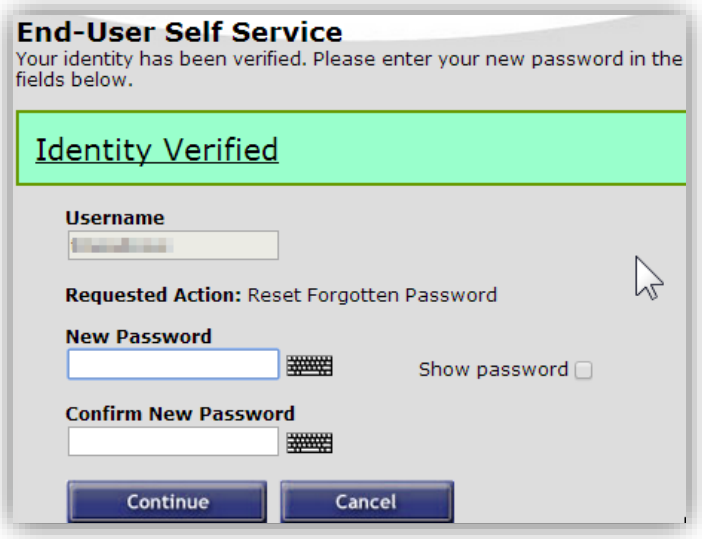
   If you do not have access to your alternate email, you can click on the “Other OTP options” link, and can choose your alternate OTP options. This example shows 5 options to choose from. You may have fewer options, depending on what you have personally setup in Portalguard.



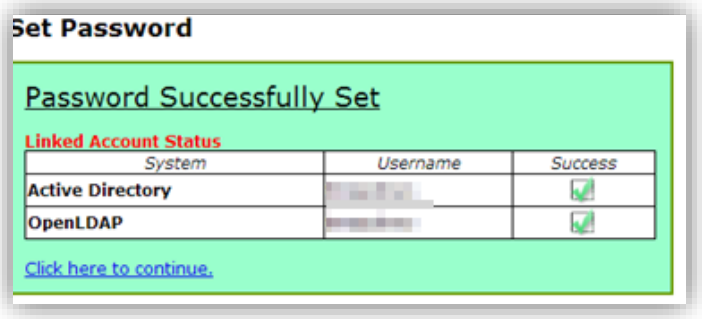
5. This user chose the option to “Call phone with voice OTP”. Once the OTP number is entered, click the “Continue” button.



6. You should see a message saying “Identity Verified”. Type in your new password and confirm it.



7. You should see “Password Successfully Set”



What are Challenge Questions and Why Should I Use Them?

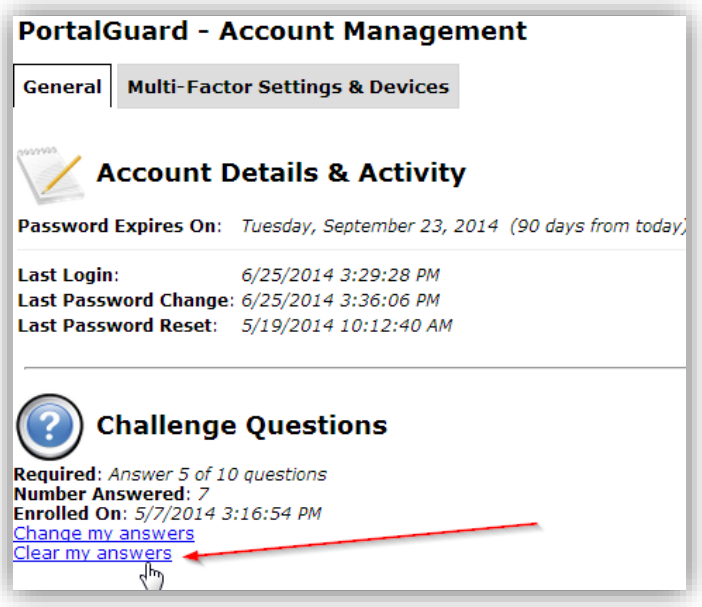
Challenge questions are a way of verifying your identity to the Portalguard system. When your password expires or your account becomes locked, you can use challenge questions combined with one-time passcodes (OTPs) to allow you to reset your password via the Portalguard system without the assistance of UAFS Technology Service Desk staff.

In order to make user of challenge questions in the future, you need to take time in the present to prepare them for use in the future. If you don't set them up before they're actually needed, you won't be able to reset your password without the assistance of the Technology Service Desk staff. Most likely, you will be required to actually visit the Technology Service Desk office with a photo ID to verify your identity, so it's wise to set them up ahead of time.

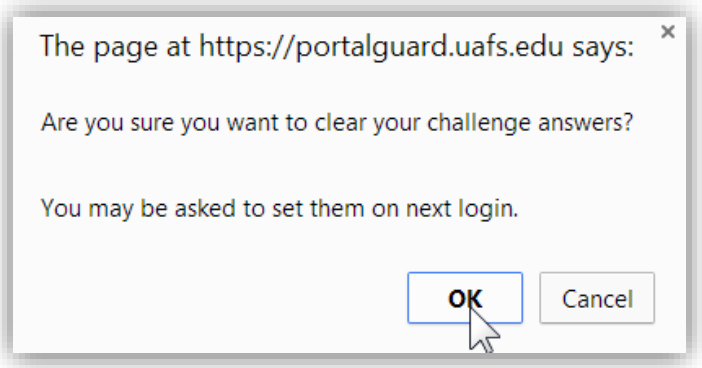
Responses to challenge questions are normally provides as part of the initial registration process. However, you may reset and reenter your challenge question responses at any time.

How do I reset my Challenge Questions?

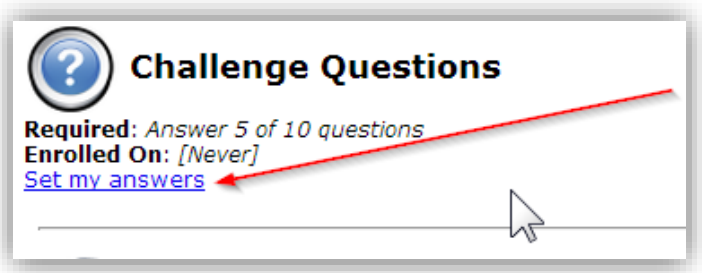
1. Login to Portalguard at **https://portalguard.uafs.edu**, and click on "Clear my answers"



1. Portalguard will ask you "Are you are sure you want to clear your challenge answers? Click "OK"



1. Click on "Set my answers" to start over



What are One-Time Passcodes?

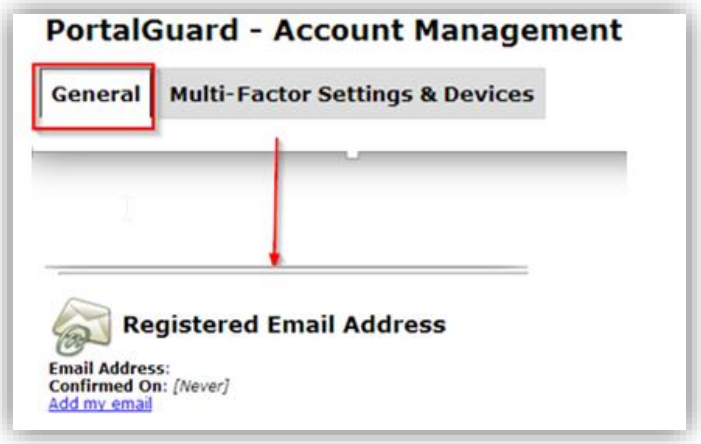
One-time passcodes (also called one-time passwords) are a temporary numeric code used, in combination with your challenge question responses, to validate your identity to the Portalguard system. Portalguard provides numerous methods of delivering OTPs including using an alternate email account, sending a text message to your mobile phone, letting you hear them via a voice recording, or using the Google Authenticator application. These methods are collectively referred to as Multi-factor Settings and Devices in the Portalguard system.

Your alternate email account is normally setup during the initial Portguard registration process. However, you may change the email address used for your alternate account at any time. The use of a mobile phone as a way to get an OTP is optional but recommended.

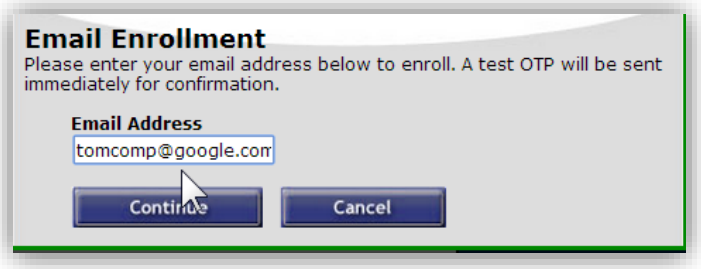
How Do I Change My Alternate Email Address?

To add or change an alternate email address, you **must have access** to your alternate email account at the time of registration. This can be through a web browser, a smartphone, a tablet, etc. Be sure you can access your alternate email account before proceeding.

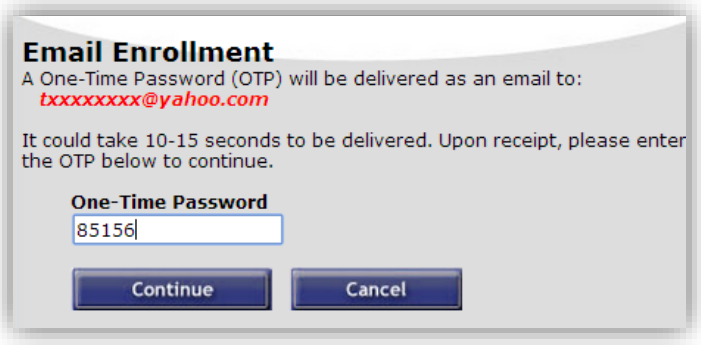
1. Login to Portalguard at https://portalguard.uafs.edu
2. On the General tab, find and click on the “Add my email”. If you already have an email address set, click on “Change my email”



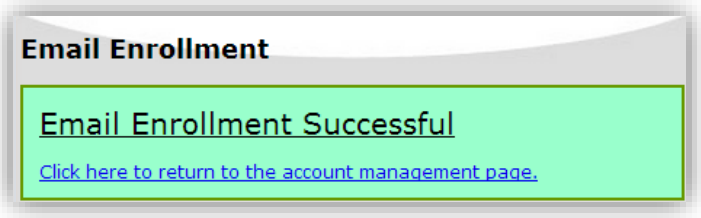
3. Enter your alternate email address and click on “Continue”



4. Access your alternate email and type in the OTP that you received in the email. Click “Continue”



5. You should see a “Successful” enrollment



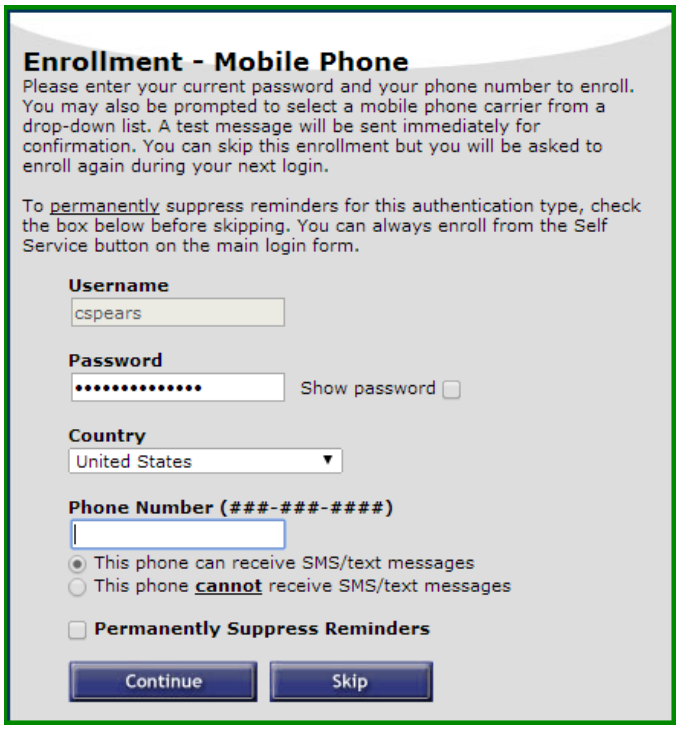
How Do I Add or Delete a Mobile Phone?

To add or change an mobile phone entry, you **must have access** to the mobile phone at the time of registration. Be sure your phone is turned on and connected to the service provider before proceeding.

1. Login to Portalguard at **https://portalguard.uafs.edu**

2. Click on “Multi-Factor Settings & Devices”, then click on “Remove” or click on “Add new phone”

3. Add in your phone number with area code then select whether or not to receive text message OTPs on your phone. Then click the “Continue” button.



4. You will receive the OTP on your phone. When you do, enter it into the enrollment screen and click “Continue”.

What is the Google Authenticator?

The Google Authenticator is a mobile device applications created by Google that can generate OTPs. These OTPs are compatible with the Portalguard system and can be used to validate your identity.

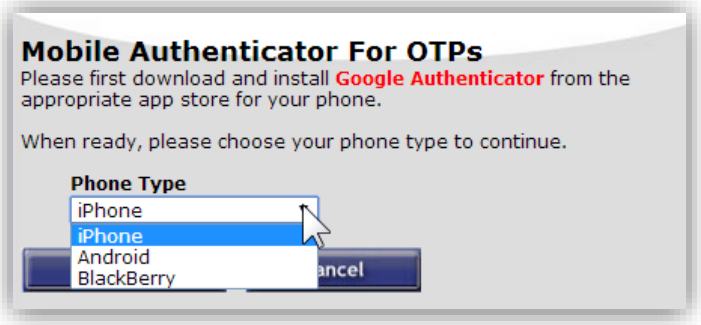
How Do I setup the Google Authenticator?

1. Download and install the “Google Authenticator” app on your smartphone or tablet.

2. Login to Portalguard at **https://portalguard.uafs.edu**

3. Click on “Multi-Factor Settings & Devices”, then click on “Enable mobile authenticator”

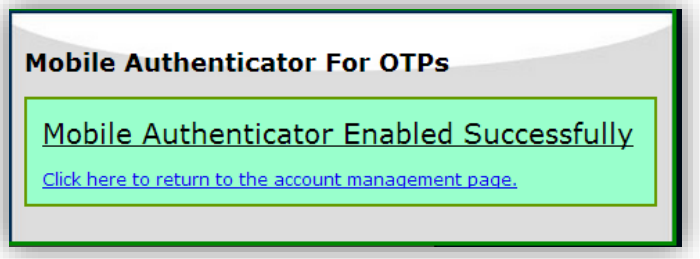
4. Pick out your type of phone from the drop down box.



5. Scan the code with the Google Authenticator phone app that you downloaded to your smartphone and enter the “OTP”.

6. Enter the OTP that was generated into the field provided.

7. You should see the following screen to show you succeeded



8. Portalguard will now show a link to “Disable mobile authenticator” if you ever want to deactivate it.

Printing out OTPs for Future Use

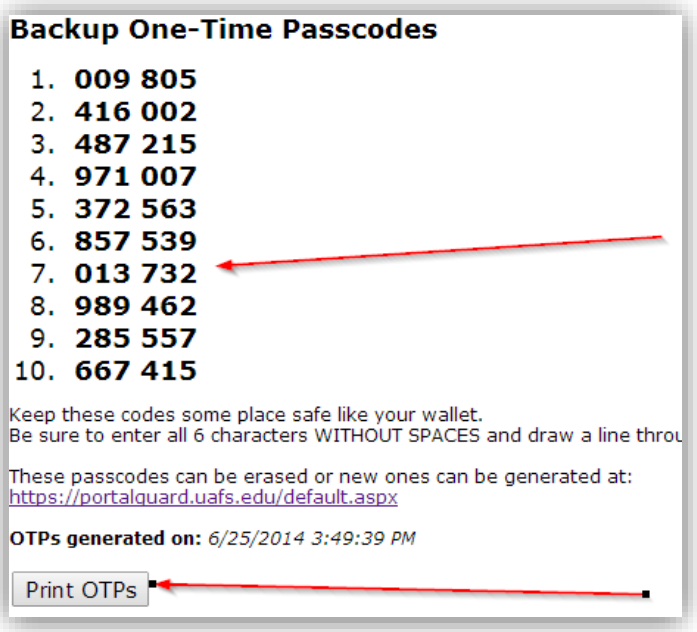
If you desire, you may print a list of OTPs to carry with you in the event you need to reset your password and you don’t have access to the other OTP delivery systems. Printing OTPs is strictly optional.

1. Login to Portalguard at https://portalguard.uafs.edu

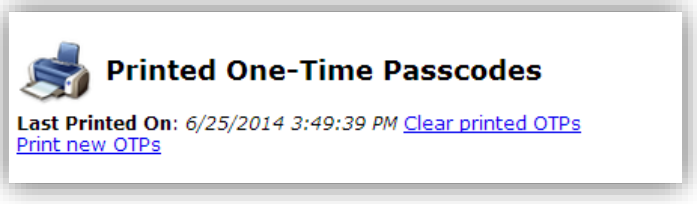
2. Click on “Multi-Factor Settings & Devices” tab at the top

3. Click on “Print new OTP’s”

4. Codes can be printed out by clicking on the “Print OTP’s” button at the bottom. Each code can only be used once, so be sure to scratch a code off after using it.

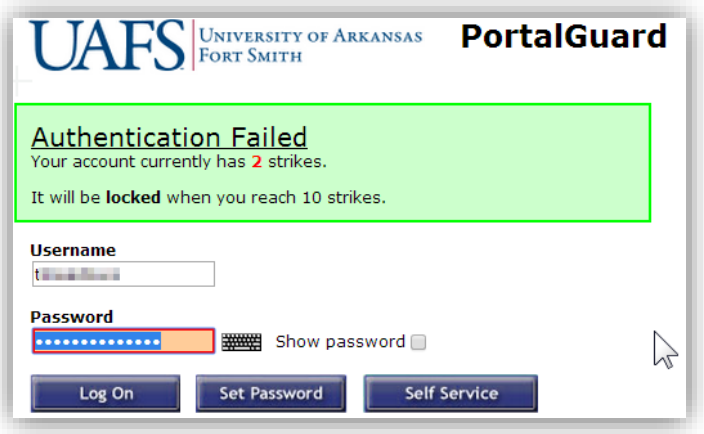


5. Once you have printed codes, the “Clear printed OTP’s” will show up on the screen if you ever want to clear them and start over.



I get "Authentication Failed" when I try to login to Portalguard. What can I do?

1. Click the "Show password" and make sure that you are typing your password in correctly. If this doesn't work, then you may need to reset your password



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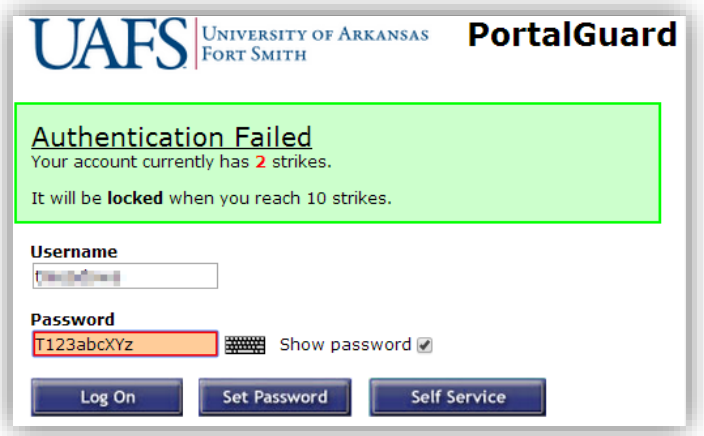

How to Get Additional Help

If you still have questions about using Portalguard, 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

Version	Date	Revision history or Review (Author)
1.0	July 21, 2014	Initial publication (Terry M & Curtis S)