

Resetting my password using PortalGuard:

This is displaying that I'm locked out but you could just want to change the password. You can login to change the password if you know your password. If you have forgotten the password you can click "Forgot Password" and follow these steps.

The screenshot shows the 'Portal Login' interface. At the top, there is a lock icon and the text 'Portal Login'. Below this, a red-bordered box contains the message: 'Account Locked', 'Maximum unsuccessful login attempts reached.', and 'Your account will be automatically unlocked and you can try again in 30 minutes'. Underneath, there are input fields for 'Username' (containing 'rossa') and 'Password' (containing several dots). To the right of the password field is a 'Show password' checkbox. At the bottom of the form are three buttons: 'Login', 'Set Password', and 'Forgot Password?'. An orange arrow points from the 'Forgot Password?' button to a blue callout box on the right.

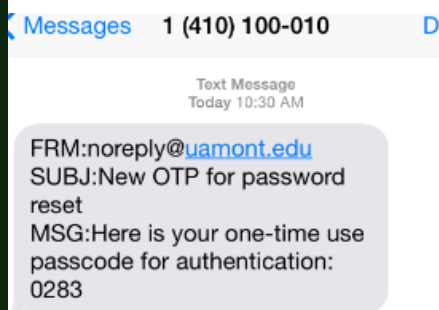
Click Forgot Password (the password could have been left blank it is not used in this process)

The screenshot shows the 'End-User Self Service' page. It has a title 'End-User Self Service' and a subtitle 'Please choose an action and click the button below to continue.'. Below the title, there is a 'Username' field with 'rossa' entered. Underneath, there is a section titled 'Recovery Actions Available' with two radio button options: 'Unlock Account' and 'Reset Forgotten Password'. The 'Reset Forgotten Password' option is selected. At the bottom are 'Continue' and 'Cancel' buttons. An orange arrow points from the 'Reset Forgotten Password' option to a blue callout box on the right.

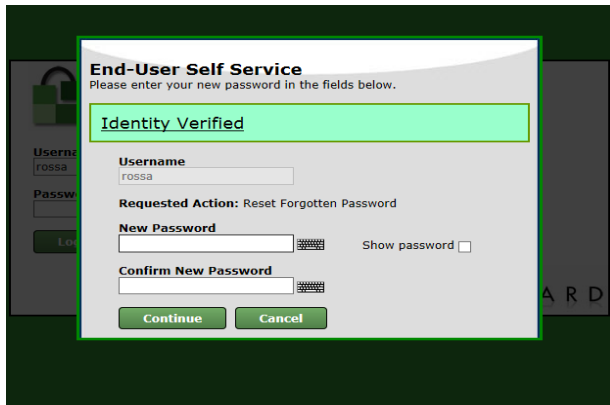
This will default to Unlock. Click Reset Forgotten Password then click Continue button

Screen will change to this display and you'll receive a text on the number you registered.

The screenshot shows the 'End-User Self Service' page with updated information. It says 'A One-Time Password (OTP) has been sent to your phone: xxx-xxx-1313'. Below this, it states 'It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.'. The 'Requested Action' is 'Reset Forgotten Password'. There is a 'One-Time Password' input field. Below it is a link 'Problems with the OTP?'. At the bottom are 'Continue' and 'Cancel' buttons.

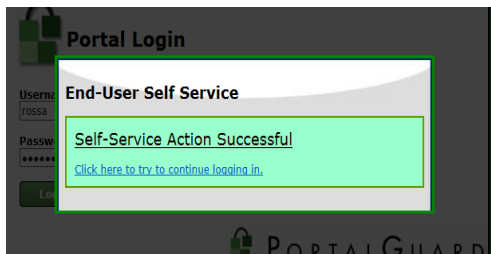


Enter the four digit code into the One-time Password field and click continue



You'll set your new password.

And click continue



Subject: Password reset notification

This is a notification that your password has been reset using PortalGuard's self service feature.

IP address: [redacted]

Server: iforgot.uamont.edu

URL: /

If you did NOT perform this action, please contact the help desk immediately.

You'll receive a successful notice and an email stating the password was reset.

And because I've changed my password I need to go update my UAMWifi connection with new password and update my email on my cellphone to the new password, if you are connected to a mobile device using this account. To keep from locking myself back out.