

# NWF State College Password Management System

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NWF's new password management system (Portal Guard) provides a convenient means for NWF students to unlock their network account or reset their network password. Before you can begin using Portal Guard, you must first log in (using your current NWF credentials – username and password) and provide the answers to 5 out of 15 challenge questions, a cell phone number and/or an alternative email address. Portal Guard will send you temporary one-time passwords to your cell phone and/or an alternative email address in the event you ever forget your password and need to reset it.

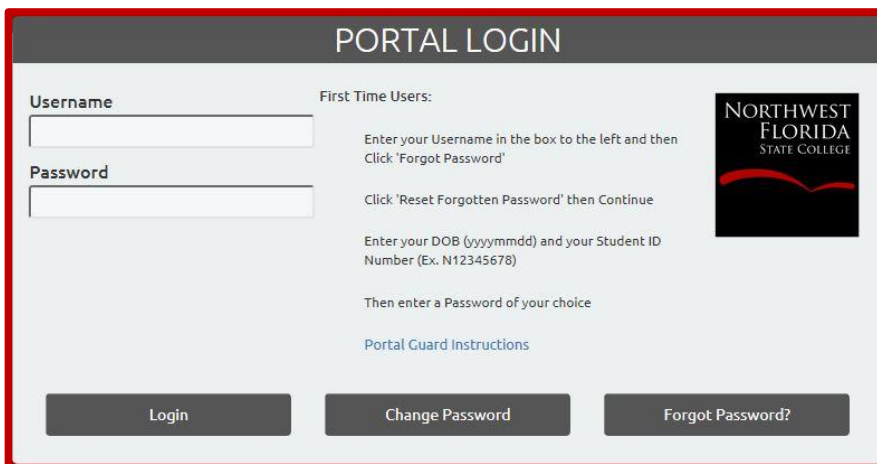
The instructions below show you what you need to do:

## First time users – logging into RaiderNet 2.0 for the first time

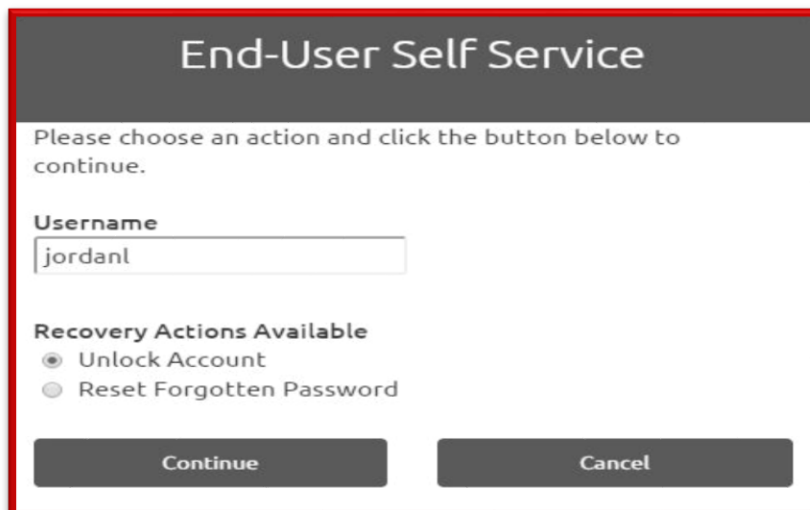
You can access the NWF Password Management from the following URL:

<https://pgp1.nwfsc.edu>

1. Enter your current NWF username and password and click <Forgot Password>.



2. Select "Reset Forgotten Password" and click <Continue>.



3. Enter your DOB (yyyymmdd) and your student ID number (Ex. N12345678)

## End-User Self Service

Please answer BOTH mandatory questions below

**Username**

**Requested Action:** Reset Forgotten Password

1) What is your birthdate(yyyymmdd)?

2) What is your Student/Employee ID number? (Located on your ID card and begins with the letter N)

Answers remaining: **2 mandatory**

4. Enter your new password here.

## Change Password

Please provide your new password, confirm it then click the 'Change Password' button

**Username**

**New Password**

**Confirm New Password**

5. In the event that your new password is not strong enough you will receive the below message. Your new password must meet the following criteria:

- At least 8 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 <Change Password>. You should now be able to log into your NWF email, RaiderNet 2.0 and D2L using your new password.

## Change Password

Please provide your new password, confirm it then click the 'Change Password' button

New Password Insufficiently Complex

Your new password must satisfy the following rules:

- Must be at least **8** characters long *(Failed)*
- Must have at least **1** uppercase character *(OK)*
- Must have at least **1** numeric character *(Failed)*

Username

New Password

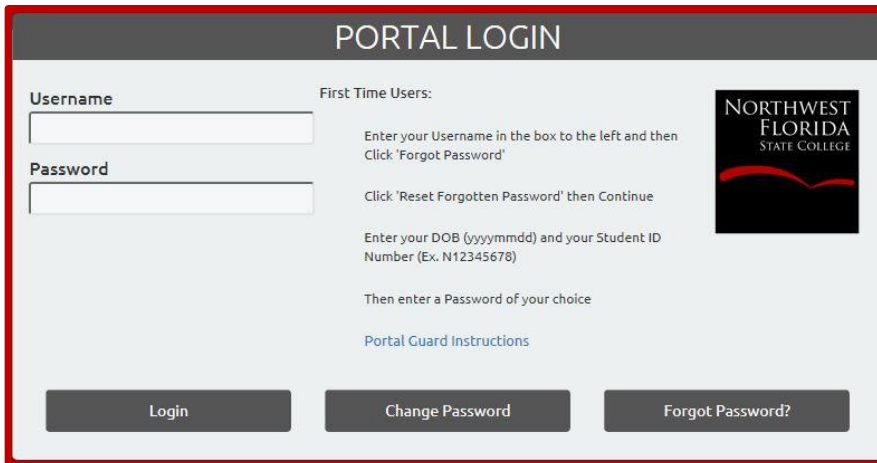
Confirm New Password

Upon logging into RaiderNet 2.0 after changing your password, you will need to enroll in PG

## Enrolling in Portal Guard – Registering your Cell Phone and Alternate Email

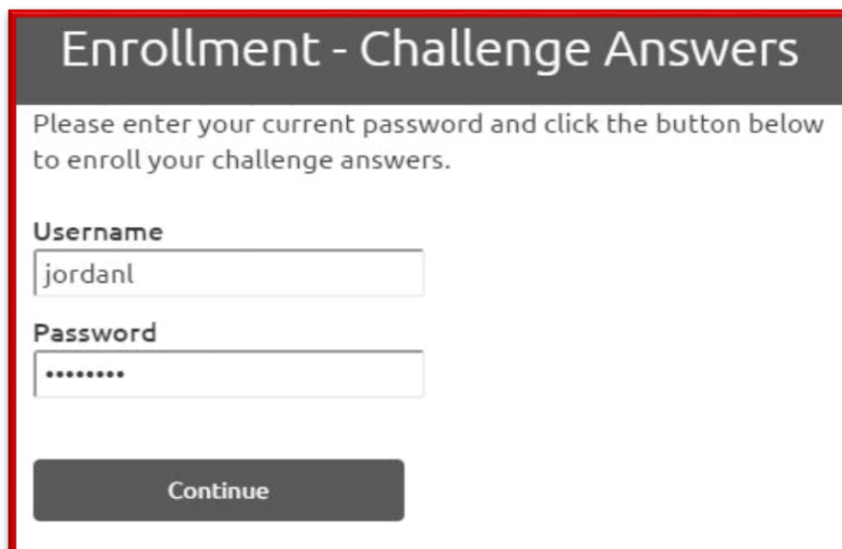
1. You can access the NWF Password Management from the following URL:

<https://pgp1.nwfsc.edu>



The screenshot shows the 'PORTAL LOGIN' page. On the left, there are input fields for 'Username' and 'Password'. To the right of these fields, under the heading 'First Time Users:', there are instructions: 'Enter your Username in the box to the left and then Click \'Forgot Password\'', 'Click \'Reset Forgotten Password\' then Continue', 'Enter your DOB (yyyymmdd) and your Student ID Number (Ex. N12345678)', and 'Then enter a Password of your choice'. Below these instructions is a link for 'Portal Guard Instructions'. On the far right is the Northwest Florida State College logo. At the bottom, there are three buttons: 'Login', 'Change Password', and 'Forgot Password?'.

2. Enter your current NWF username and password and click <Login>.



The screenshot shows the 'Enrollment - Challenge Answers' page. It has a dark header with the title. Below the header, it says 'Please enter your current password and click the button below to enroll your challenge answers.' There are input fields for 'Username' (containing 'jordanl') and 'Password' (containing seven dots). At the bottom is a 'Continue' button.

3. After entering your username and password information, you will first be prompted to answer 5 Challenge Questions. Click <Continue>.

## End-User Self Service

Please answer at least 5 of the 15 questions below

**Username**

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

Answers remaining: **5 optional**

4. You will now be prompted to enter a cell phone number. Portal Guard will send a one-time temporary password to the cell phone number you provided. You will have 10 minutes to enter your one-time temporary password. Should you exceed the time limit, you will need to request another temporary password.

## Enrollment - Mobile Phone

Please enter your current password and your cell phone number to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

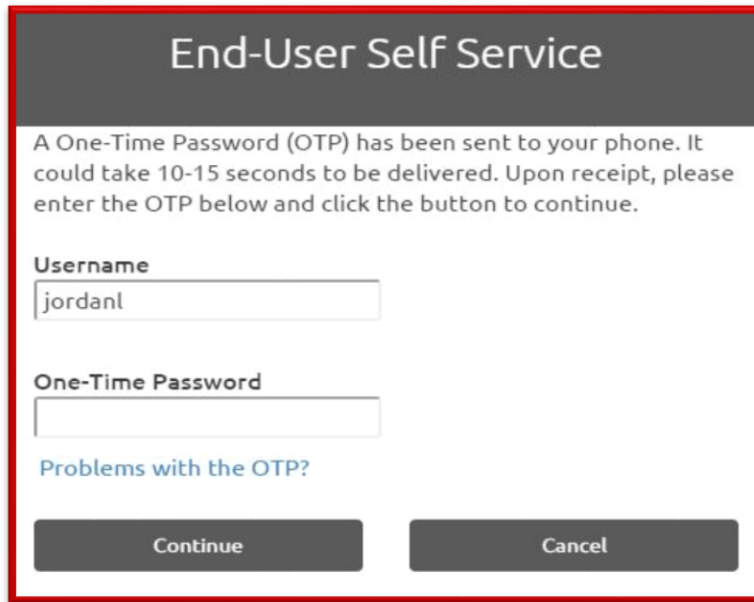
**Username**

**Password**

**Country**

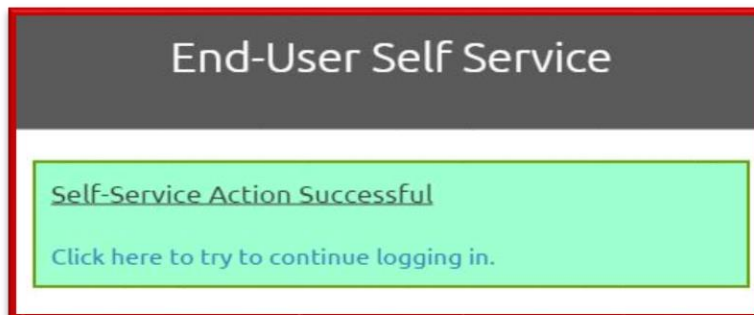
**Phone Number**

5. A One-Time Password will be sent to your phone, once received enter the password as shown below. 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.



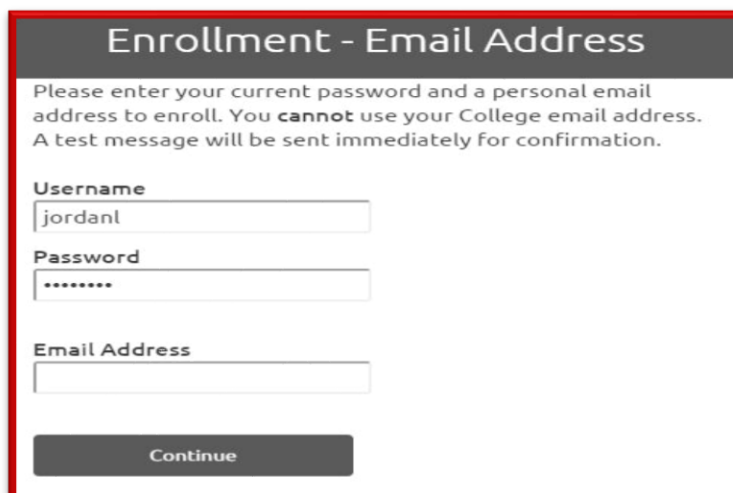
The screenshot shows a web interface titled "End-User Self Service". Below the title, a message states: "A One-Time Password (OTP) has been sent to your phone. It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue." There are two input fields: "Username" with the text "jordanl" and "One-Time Password" which is empty. Below the password field is a link that says "Problems with the OTP?". At the bottom are two buttons: "Continue" and "Cancel".

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



The screenshot shows the same "End-User Self Service" interface. A green message box with a black border is centered on the screen. It contains the text "Self-Service Action Successful" in bold, followed by the link "Click here to try to continue logging in." in blue.

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



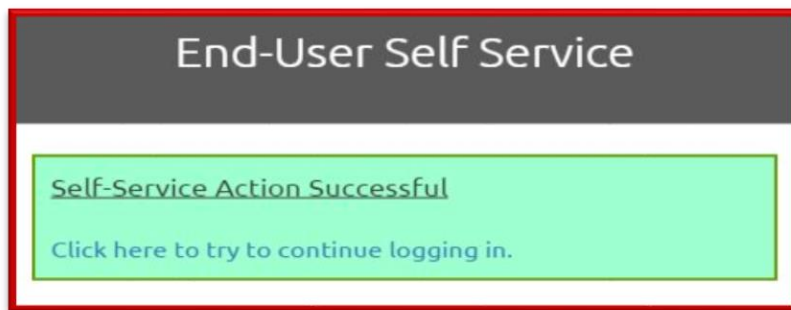
The screenshot shows a web interface titled "Enrollment - Email Address". Below the title, a message states: "Please enter your current password and a personal email address to enroll. You **cannot** use your College email address. A test message will be sent immediately for confirmation." There are three input fields: "Username" with the text "jordanl", "Password" with masked characters "\*\*\*\*\*", and "Email Address" which is empty. At the bottom is a button labeled "Continue".

8. A One-Time Password will be sent to the alternative email address, once received enter the password as shown below. You will have 10 minutes to enter your one-time temporary password. Should you exceed the time limit, you will need to request another temporary password.



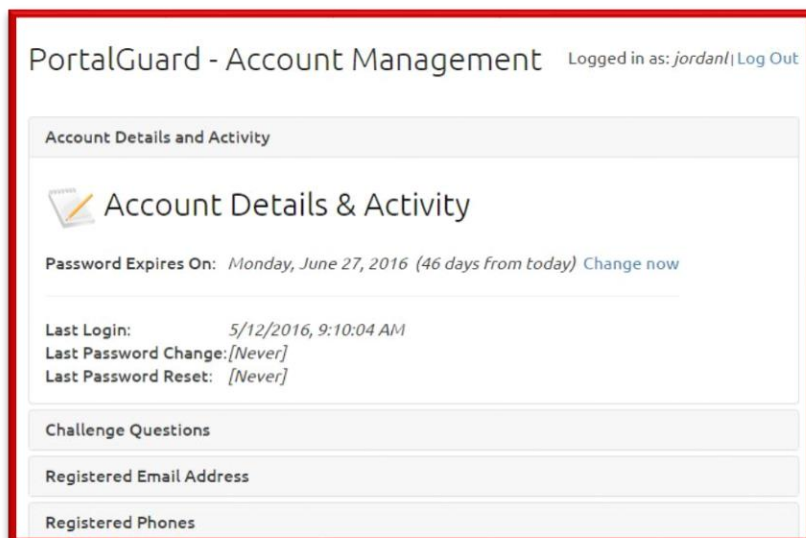
The screenshot shows a web interface titled "End-User Self Service". Below the title, a message states: "A One-Time Password (OTP) has been emailed. It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue." There are two input fields: "Username" with the text "jordanl" and "One-Time Password" which is empty. Below the password field is a link "Problems with the OTP?". At the bottom are two buttons: "Continue" and "Cancel".

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



The screenshot shows a green message box with the text "Self-Service Action Successful" and a link "Click here to try to continue logging in." below it.

10. If you have finished updating your information, click the "Log Out" link.



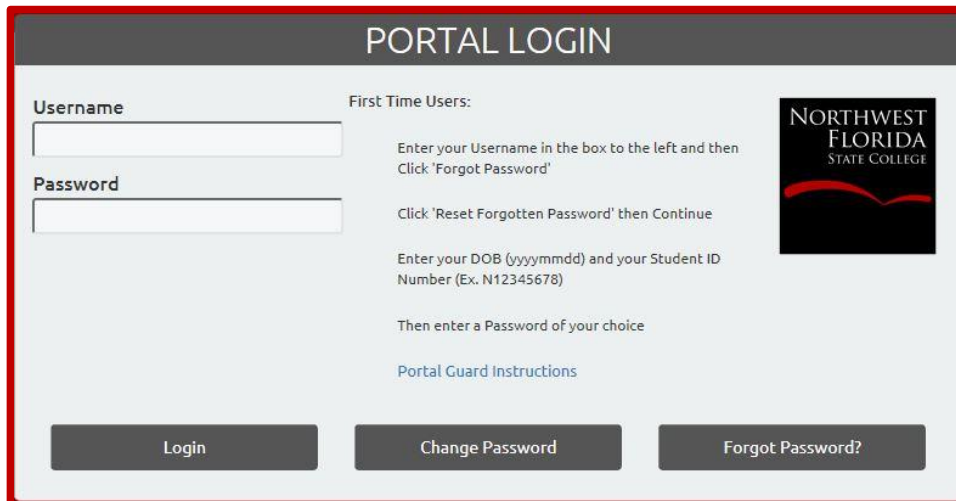
The screenshot shows a dashboard titled "PortalGuard - Account Management". In the top right corner, it says "Logged in as: jordanl | Log Out". The main section is titled "Account Details and Activity" and contains a sub-section "Account Details & Activity" with a pencil icon. Below this, it shows "Password Expires On: Monday, June 27, 2016 (46 days from today) Change now". Further down, it lists "Last Login: 5/12/2016, 9:10:04 AM", "Last Password Change: [Never]", and "Last Password Reset: [Never]". At the bottom, there are sections for "Challenge Questions", "Registered Email Address", and "Registered Phones".

## Change Password – I know my password but want/need to change it.

1. Now let's suppose you know your NWF 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:

<https://pgp1.nwfsc.edu>. Provide your username and click <Change Password>. Provide your password and click <Continue>.



**PORTAL LOGIN**

Username

Password

**First Time Users:**

Enter your Username in the box to the left and then Click 'Forgot Password'

Click 'Reset Forgotten Password' then Continue

Enter your DOB (yyyymmdd) and your Student ID Number (Ex. N12345678)

Then enter a Password of your choice

[Portal Guard Instructions](#)

**NORTHWEST FLORIDA STATE COLLEGE**

Login Change Password Forgot Password?

2. Enter your desired new password and confirm it. Click <Change Password>.



**Change Password**

Please provide your new password, confirm it then click the 'Change Password' button

Username

New Password

Confirm New Password

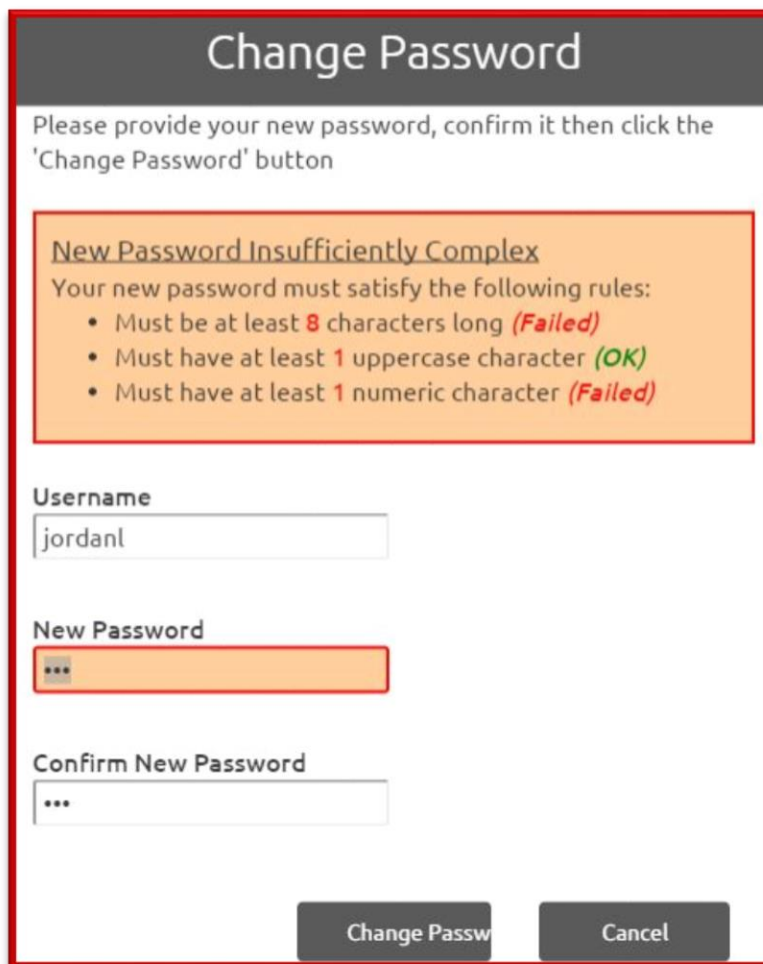
Change Passw Cancel



13. In the event that your new password is not strong enough you will receive the below message. Your new password must meet the following criteria:

- At least 8 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 <Change Password>. You should now be able to log into your NWF email, RaiderNet 2.0 and D2L using your new password.



The screenshot shows a web form titled "Change Password". Below the title, it says "Please provide your new password, confirm it then click the 'Change Password' button". There is an orange error box with the heading "New Password Insufficiently Complex" and the text "Your new password must satisfy the following rules:". The rules listed are: "Must be at least 8 characters long (Failed)", "Must have at least 1 uppercase character (OK)", and "Must have at least 1 numeric character (Failed)". Below the error box, there are three input fields: "Username" with the value "jordanl", "New Password" with masked characters "\*\*\*", and "Confirm New Password" with masked characters "\*\*\*". At the bottom right, there are two buttons: "Change Password" and "Cancel".

### Change Password

Please provide your new password, confirm it then click the 'Change Password' button

**New Password Insufficiently Complex**  
Your new password must satisfy the following rules:

- Must be at least 8 characters long *(Failed)*
- Must have at least 1 uppercase character *(OK)*
- Must have at least 1 numeric character *(Failed)*

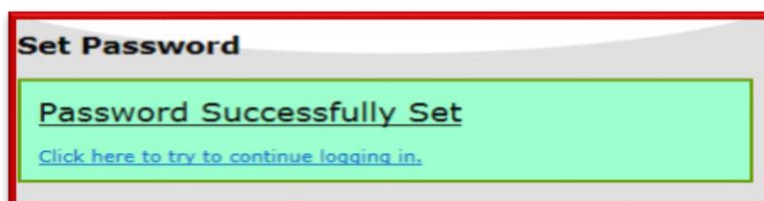
Username  
jordanl

New Password  
\*\*\*

Confirm New Password  
\*\*\*

Change Password Cancel

14. Once your new password has been accepted you will see the message below.



The screenshot shows a web form titled "Set Password". Below the title, there is a green success box with the heading "Password Successfully Set" and a link "Click here to try to continue logging in.".

### Set Password

**Password Successfully Set**  
[Click here to try to continue logging in.](#)

## Self Service – I can't remember my password and need to change it.

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

<https://pgp1.nwfsc.edu>

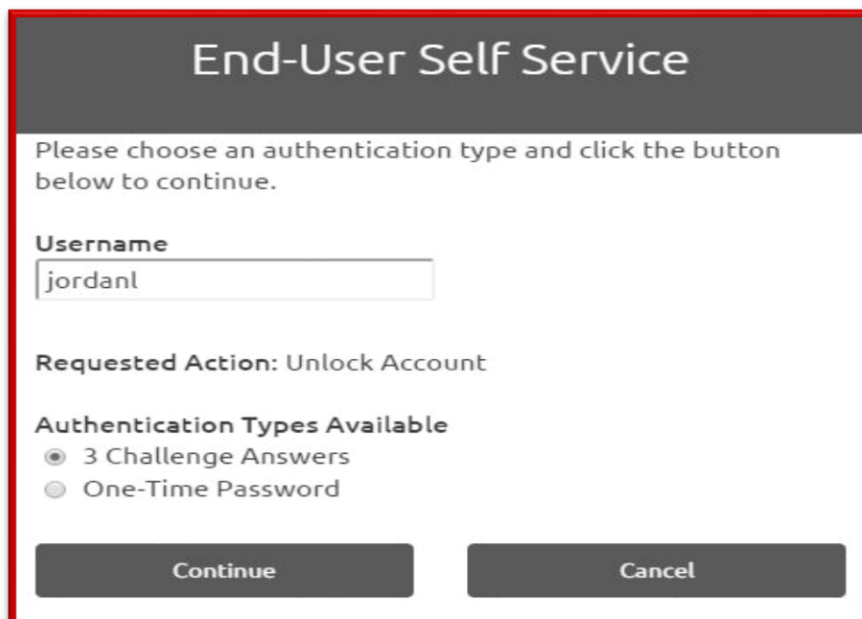
Provide your username and click <Forgot Password>.

2. 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>.



The screenshot shows a web form titled "End-User Self Service". Below the title, it says "Please choose an action and click the button below to continue." There is a text input field for "Username" containing the text "jordanl". Below this, under the heading "Recovery Actions Available", there are two radio button options: "Unlock Account" (which is selected) and "Reset Forgotten Password". At the bottom of the form are two buttons: "Continue" and "Cancel".

3. You may answer 3 challenge questions or have a one-time temporary password sent to your cell phone or your alternative email address. Click <Continue>



This screenshot shows the same "End-User Self Service" page, but at a later stage. The "Username" field still contains "jordanl". Below it, the text "Requested Action: Unlock Account" is displayed. Under the heading "Authentication Types Available", there are two radio button options: "3 Challenge Answers" (which is selected) and "One-Time Password". The "Continue" and "Cancel" buttons remain at the bottom.

4. Once you receive your one-time temporary password, enter it or answer your 3 challenge questions and click <Continue>.

## End-User Self Service

A One-Time Password (OTP) has been sent to your phone:  
**xxx-xxx-xx 15**

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

**Username**

**Requested Action:** Unlock Account

**One-Time Password**

[Problems with the OTP?](#)

5. Enter your new password, enter it again to confirm it, and click <Continue>.

## End-User Self Service

Please enter your new password in the fields below.

Identity Verified

**Username**

**Requested Action:** Reset Forgotten Password

**New Password**

**Confirm New Password**