

PortalGuard

How to use PortalGuard on a University computer

Locked out? Forgot your password at the worst possible time? Take control of your account with PortalGuard. Our new password tool keeps your account secure and always accessible when you are on campus, working from home or overseas.

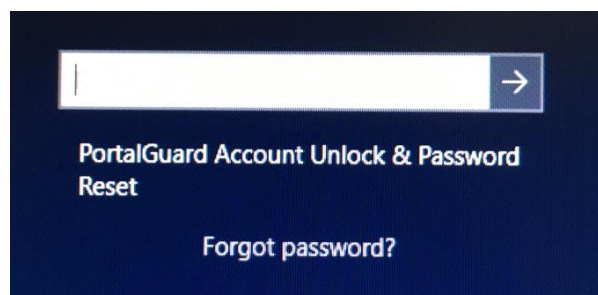
We aim to meet changing needs and give users a better experience when it comes to password change or unexpected lockout.

PortalGuard on a University computer

Access PortalGuard from any University-owned computer to unlock your account or change your password.

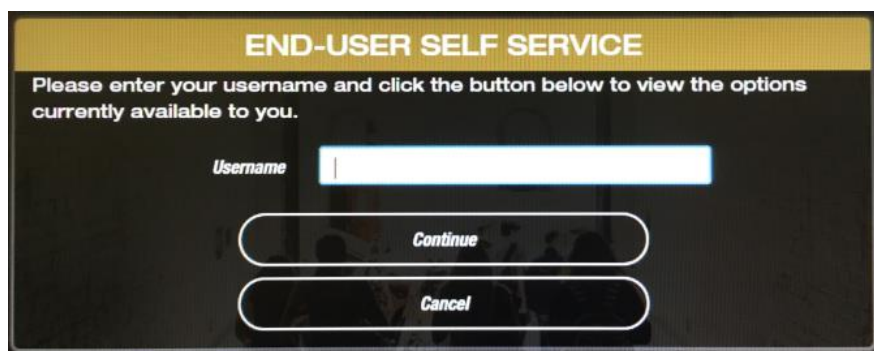
Login screen

Access PortalGuard from the login screen of a University computer by pressing **Enter** to show available sign-in options.



Click **Forgot Password**

Located under PortalGuard Account Unlock & Password Reset



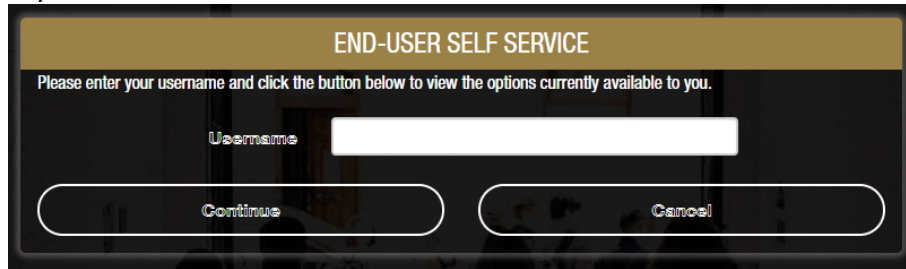
Quick options are listed at the bottom of the sign-in screen. These options include:

- **Unlock Account:** Restore access if your account is locked out.
- **Forgot Password:** Use to reset your password.

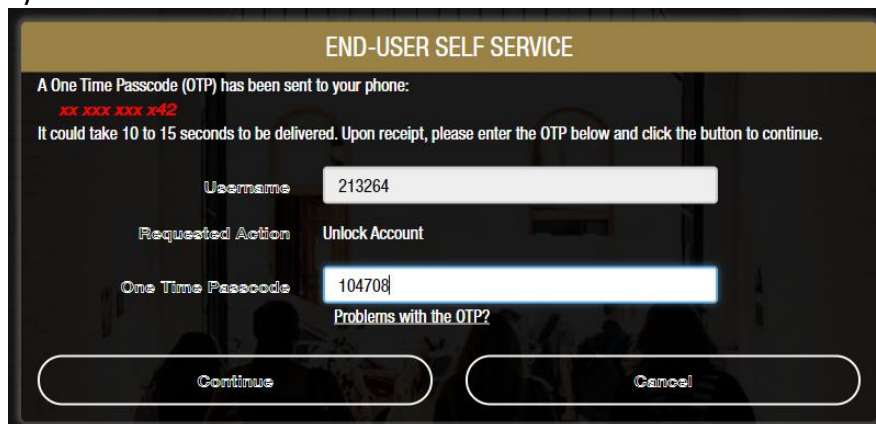
Locked out

If your account is locked out, use PortalGuard to get yourself back up and running.

1. Select **Unlock Account** from the quick link
2. Enter your **Student ID**

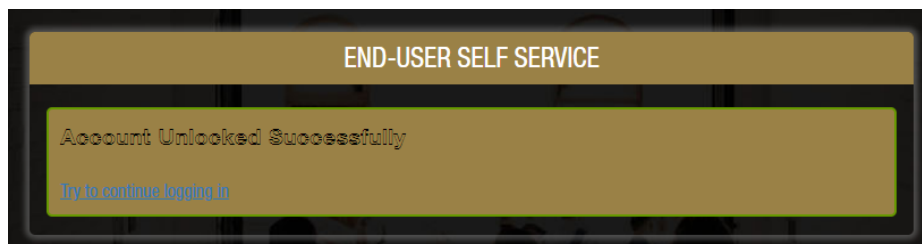


3. Click **Continue**
4. Select **Unlock Account** under *Recovery Actions*
5. Click **Continue**
6. Enter your **OTP**

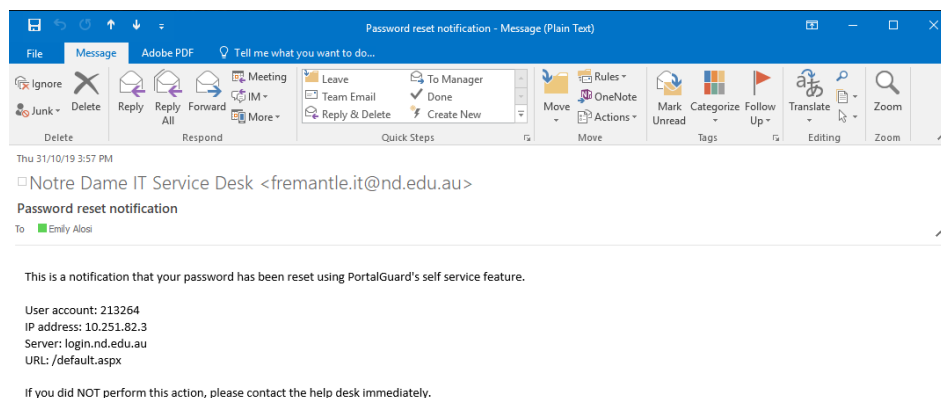


7. Click **Continue**

If successful the following message shows on the screen



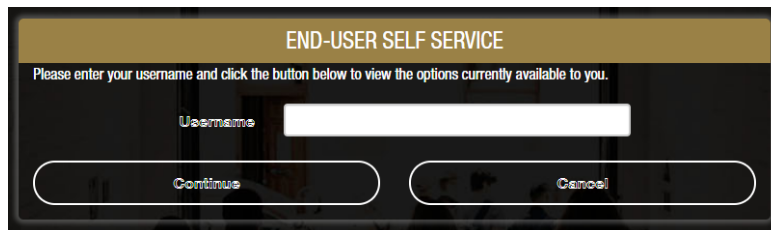
A notification email is sent to your registered email account to confirm your password has been reset.



Forgotten Password

It happens. If you forget your password, use PortalGuard to get yourself back up and running.

1. Select **Forgot Password** from the quick link
2. Enter your **Student ID**

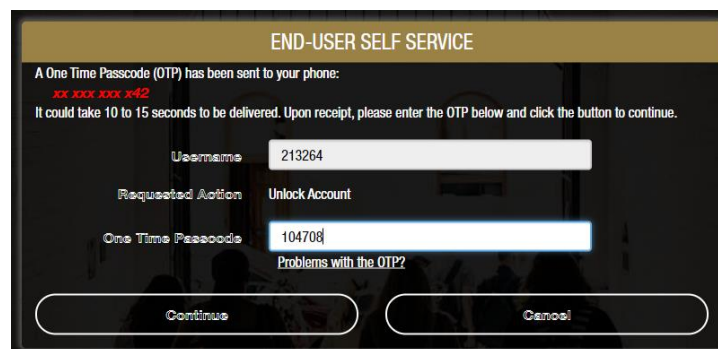


END-USER SELF SERVICE

Please enter your username and click the button below to view the options currently available to you.

Username

3. Click **Continue**
4. Select Reset **Forgotten Password** under *Recovery Actions*
5. Click **Continue**
6. Enter your **OTP**



END-USER SELF SERVICE

A One Time Passcode (OTP) has been sent to your phone:
xx xxx xxx x42

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

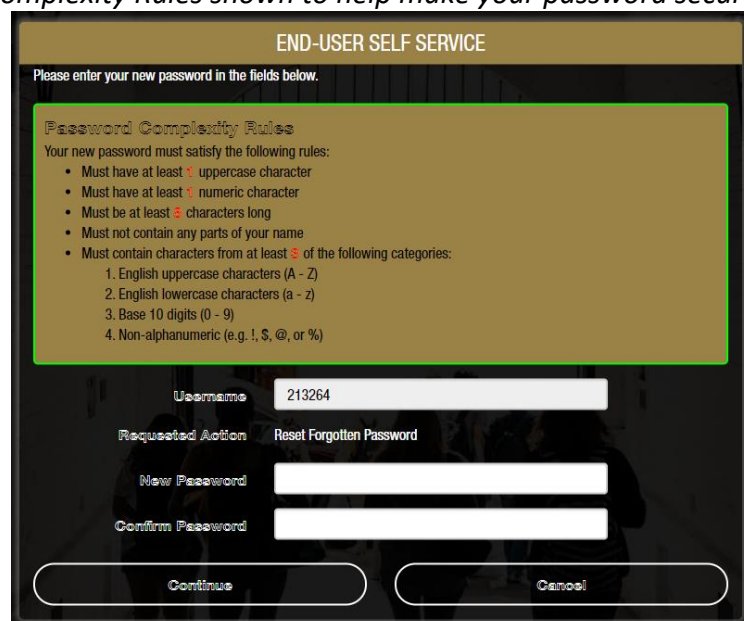
Username

Requested Action

One Time Passcode

[Problems with the OTP?](#)

7. Click **Continue**
8. Enter and confirm your **new** password
Use the Complexity Rules shown to help make your password secure.



END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must satisfy the following rules:

- Must have at least **1** uppercase character
- Must have at least **1** numeric character
- 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 %)

Username

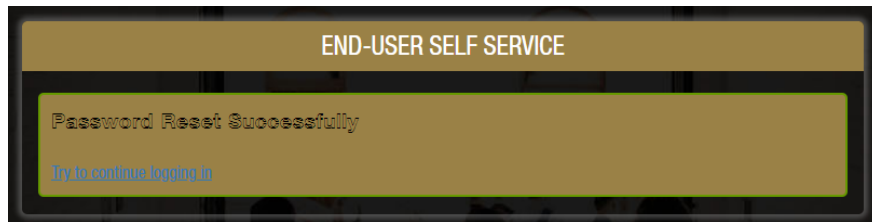
Requested Action

New Password

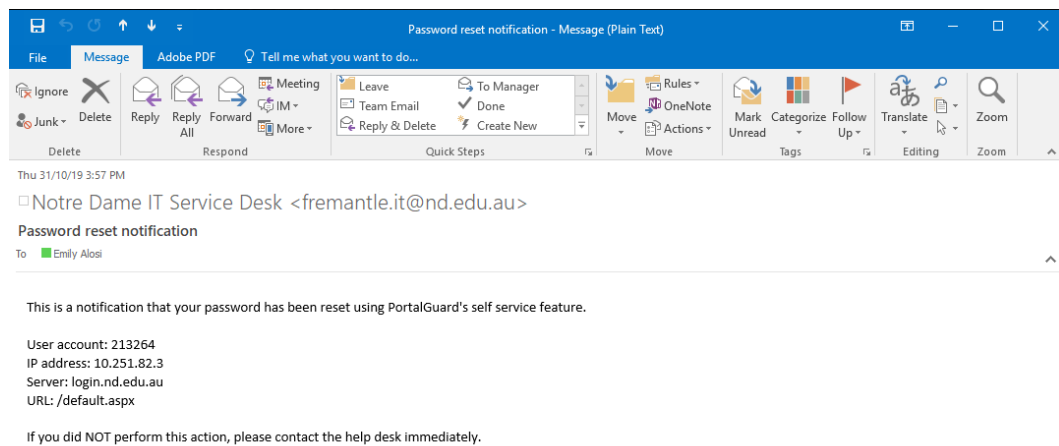
Confirm Password

9. Click **Continue**

If successful the following message shows on the screen



A notification email is sent to your registered email account to confirm your password has been reset.



Contact us

If you have any questions about PortalGuard before or after the upgrade, please contact your IT Service Desk. We would love to hear from you:

Fremantle
08 9433 0999
8am – 5pm AWST
fremantle.it@nd.edu.au

Sydney
02 8204 4444
8am – 5pm AEST
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Broome
08 9192 0632
8am – 4:30pm AWST
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