

PortalGuard

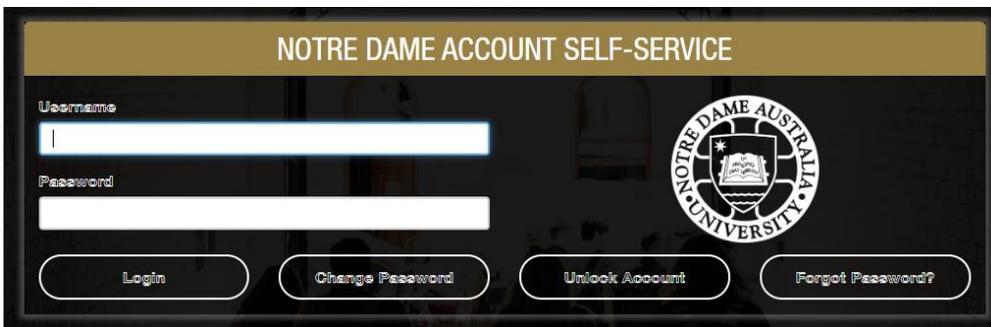
How to use PortalGuard Online

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.

Online Portal Access

Access the online portal <https://login.nd.edu.au> to reset or change your password, or unlock your account.



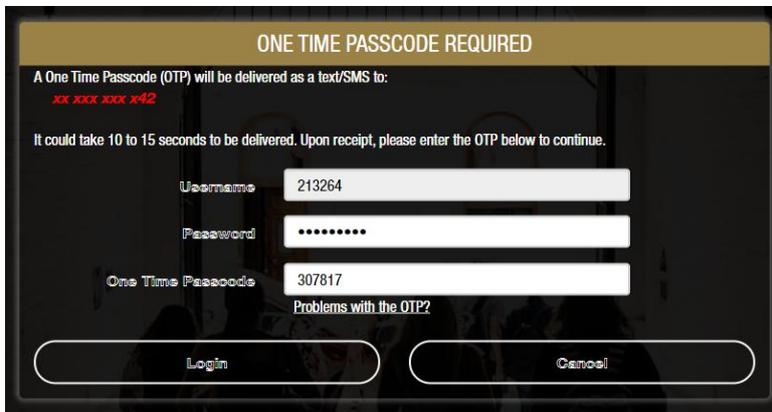
The screenshot shows the 'NOTRE DAME ACCOUNT SELF-SERVICE' interface. It features a dark background with a gold header. On the left, there are two input fields: 'Username' and 'Password'. To the right is the Notre Dame Australia logo. At the bottom, there are four buttons: 'Login', 'Change Password', 'Unlock Account', and 'Forgot Password?'.

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

- **Change Password:** Change your password before or after it has expired.
- **Unlock Account:** Restore access if your account is locked out.
- **Forgot Password:** Use to reset your password.

Account Management

1. Enter your **Student** ID and password
2. Click **Login**
3. Enter your **OTP**

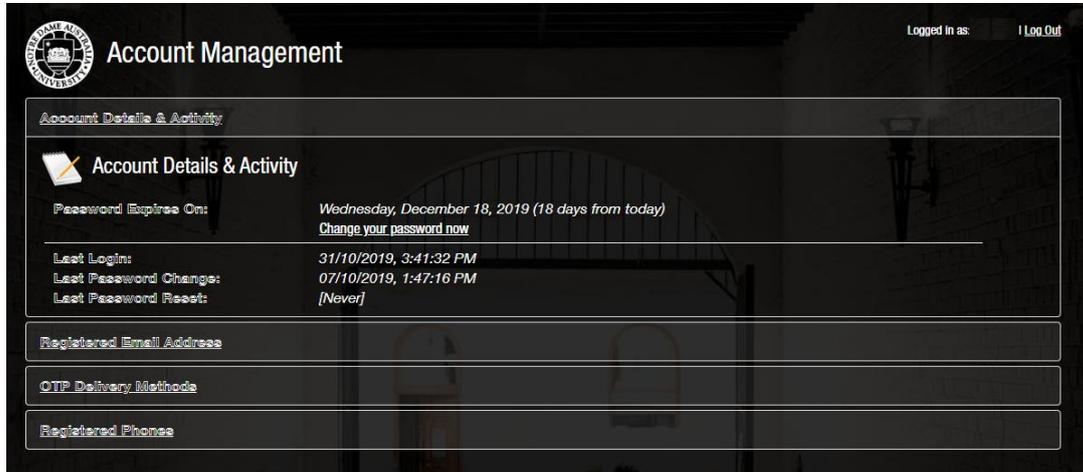


The screenshot shows the 'ONE TIME PASSCODE REQUIRED' screen. It has a dark background with a gold header. The text reads: 'A One Time Passcode (OTP) will be delivered as a text/SMS to: xx xxx xxx x42. It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.' Below this, there are three input fields: 'Username' (containing '213264'), 'Password' (containing '*****'), and 'One Time Passcode' (containing '307817'). There is a link 'Problems with the OTP?' below the OTP field. At the bottom, there are two buttons: 'Login' and 'Cancel'.

Under Account Management, you can check the following information:

- **Account Details & Activity:** Check password expiry and reset data.

- **Registered Email Address:** Confirm your registered email for login.
- **OTP Delivery Methods:** Check if notifications are sent to your mobile device or email.
- **Registered Phone:** Change your mobile number.

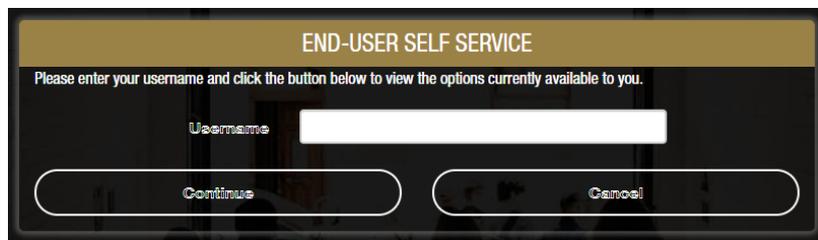


The screenshot shows the 'Account Management' page. At the top left is the University of Notre Dame Australia logo. The page title is 'Account Management'. In the top right corner, it says 'Logged in as: | Log Out'. Below the title is a section titled 'Account Details & Activity' with a sub-header 'Account Details & Activity'. It lists the following information: 'Password Expires On: Wednesday, December 18, 2019 (18 days from today)' with a link 'Change your password now'; 'Last Login: 31/10/2019, 3:41:32 PM'; 'Last Password Change: 07/10/2019, 1:47:16 PM'; and 'Last Password Reset: [Never]'. Below this are three expandable sections: 'Registered Email Address', 'OTP Delivery Methods', and 'Registered Phone'.

Change Password

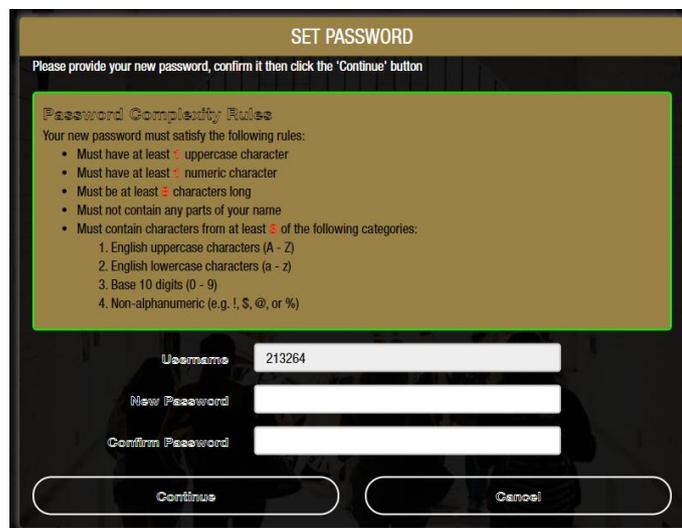
If you would like to change your password or your password is expired while off-campus, use PortalGuard's online portal to get yourself back up and running.

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



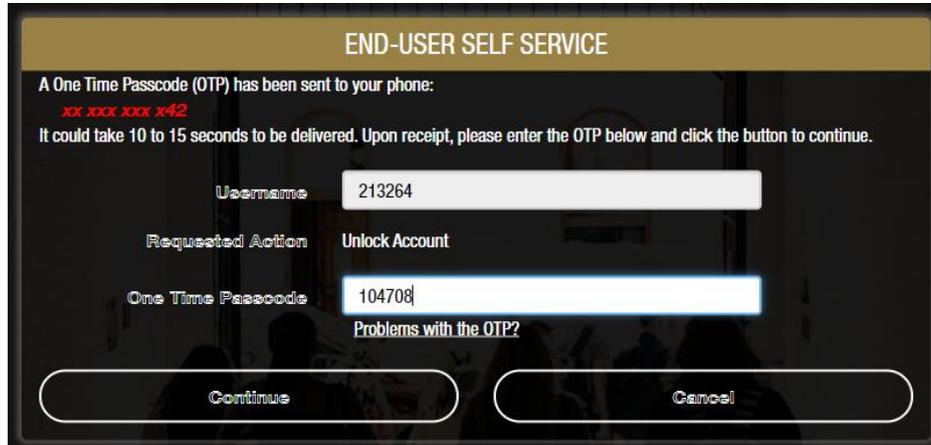
The screenshot shows the 'END-USER SELF SERVICE' screen. It has a title bar 'END-USER SELF SERVICE' and a message: 'Please enter your username and click the button below to view the options currently available to you.' Below the message is a 'Username' label and an empty text input field. At the bottom are two buttons: 'Continue' and 'Cancel'.

3. Click **Continue**



The screenshot shows the 'SET PASSWORD' screen. It has a title bar 'SET PASSWORD' and a message: 'Please provide your new password, confirm it then click the 'Continue' button'. Below the message is a section titled 'Password Complexity Rules' with a list of 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 %)'. Below the rules are three input fields: 'Username' (containing '213264'), 'New Password', and 'Confirm Password'. At the bottom are two buttons: 'Continue' and 'Cancel'.

4. Enter and confirm your **new** password
Use the Complexity Rules shown to help make your password secure.
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: 213264

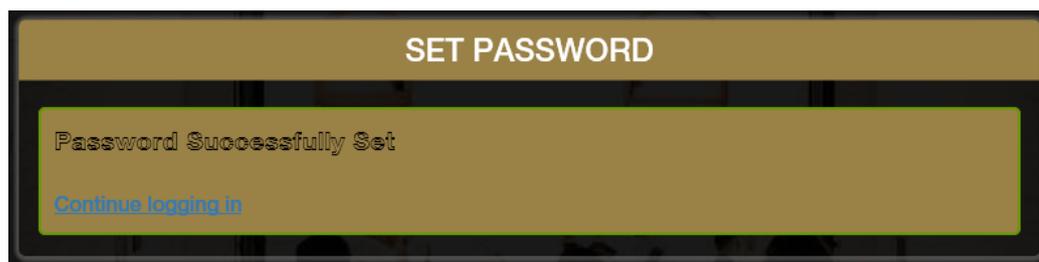
Requested Action: Unlock Account

One Time Passcode: 104708
[Problems with the OTP?](#)

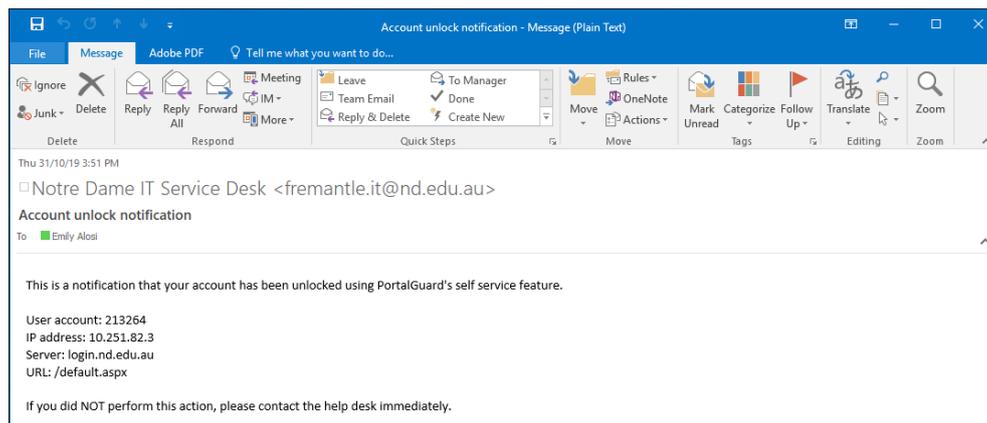
[Continue](#) [Cancel](#)

7. Click **Continue**

If successful the following message shows on the screen



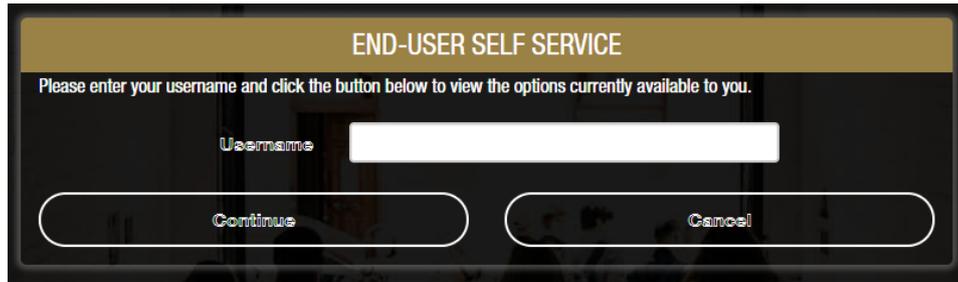
A notification email is sent to your registered email account to confirm your account is unlocked.



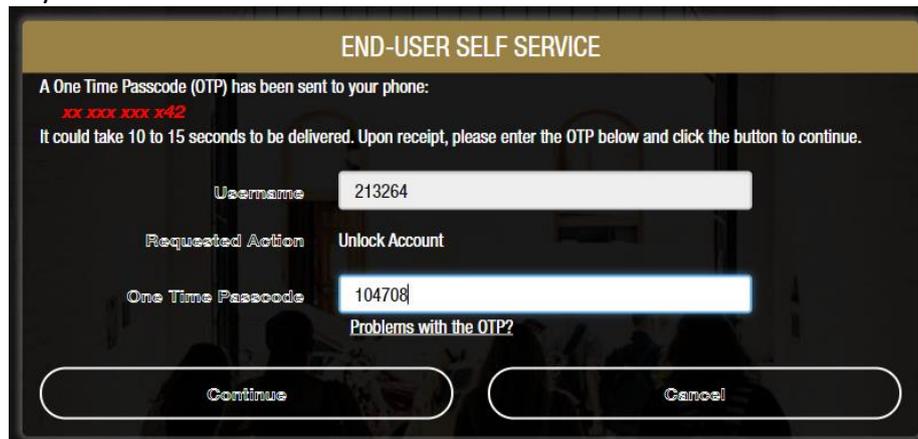
Locked out

If your account is locked out off-campus, use PortalGuard's online portal to get yourself back up and running.

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

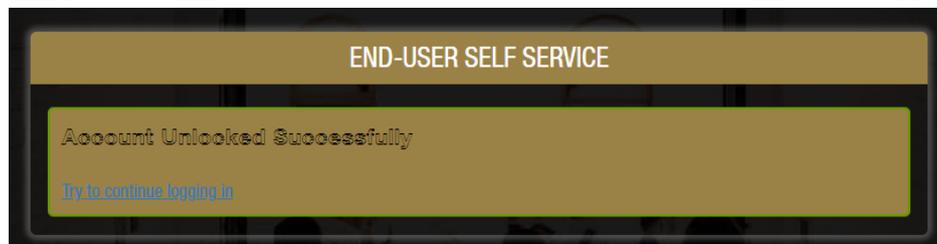


3. Click **Continue**
4. Select **Unlock Account** under *Recovery Actions*
5. Click **Continue**
6. Enter your **OTP**

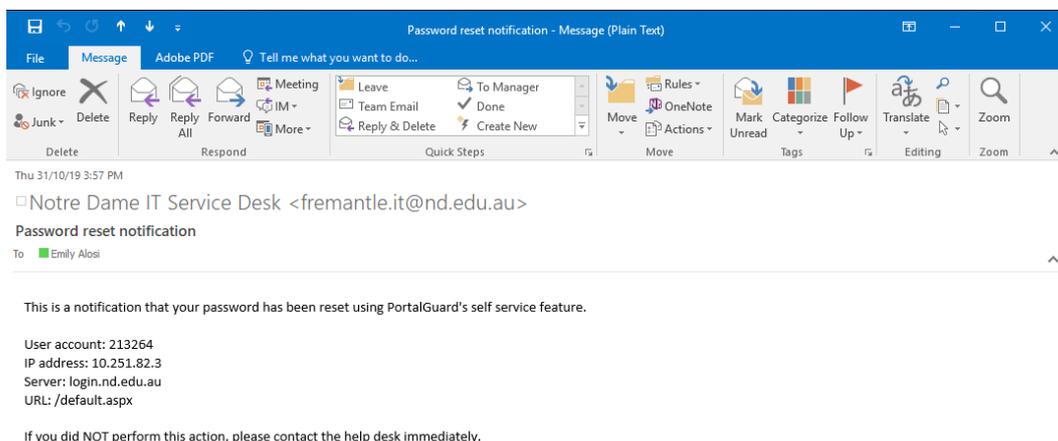


7. Click **Continue**

If successful the following message shows on the screen



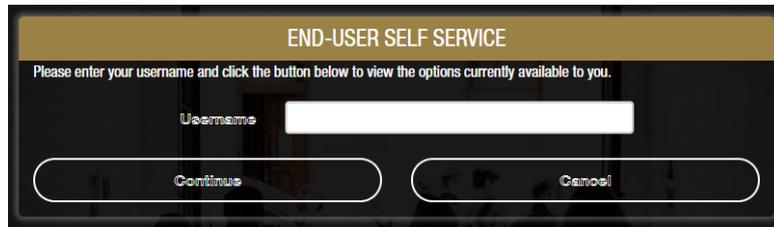
A notification email is sent to your registered email account to confirm your password has been reset.



Forgotten Password

It happens. If you forget your password and you are off-campus, use PortalGuard's online portal to get yourself back up and running.

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

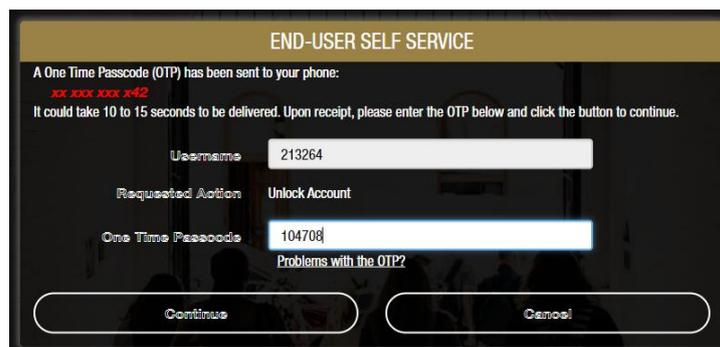


END-USER SELF SERVICE

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.

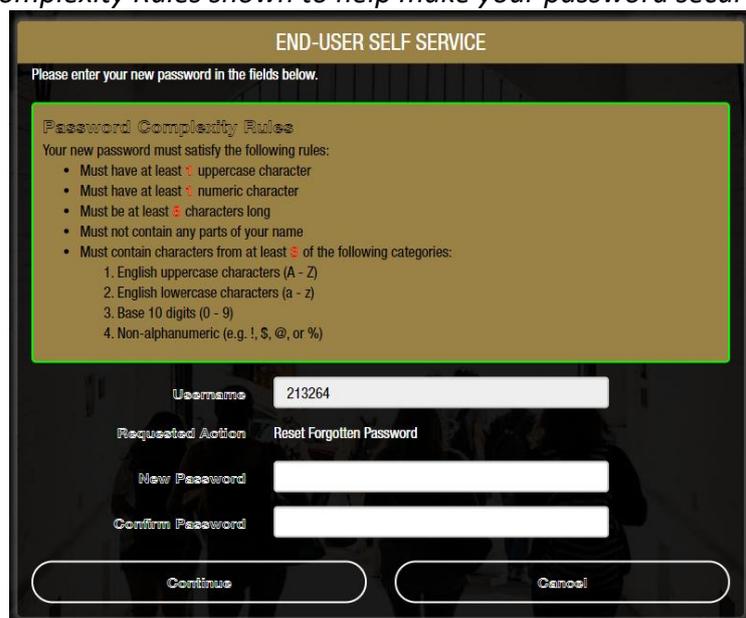
Username

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

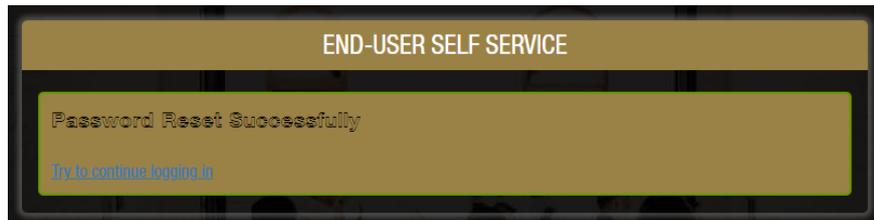
Requested Action

New Password

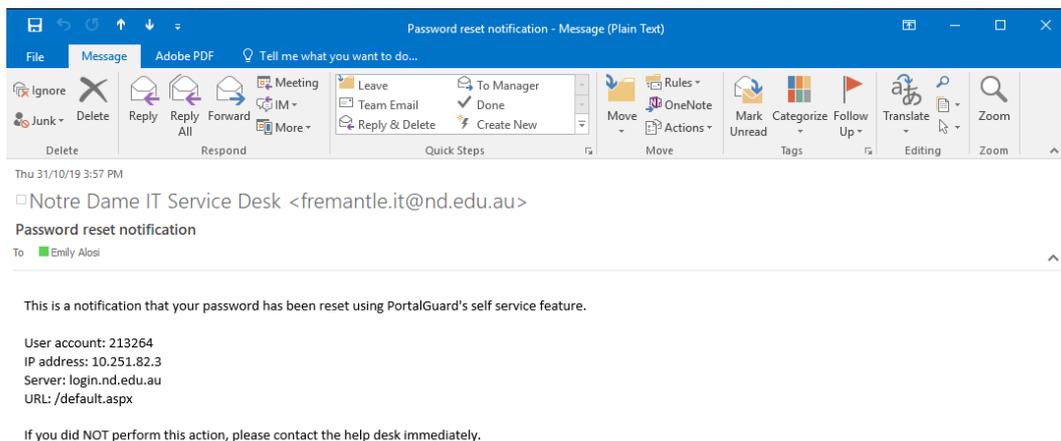
Confirm Password

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

Sydney
02 8204 4444
8am – 5pm AEST

Broome
08 9192 0632
8am – 4:30pm AWST

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