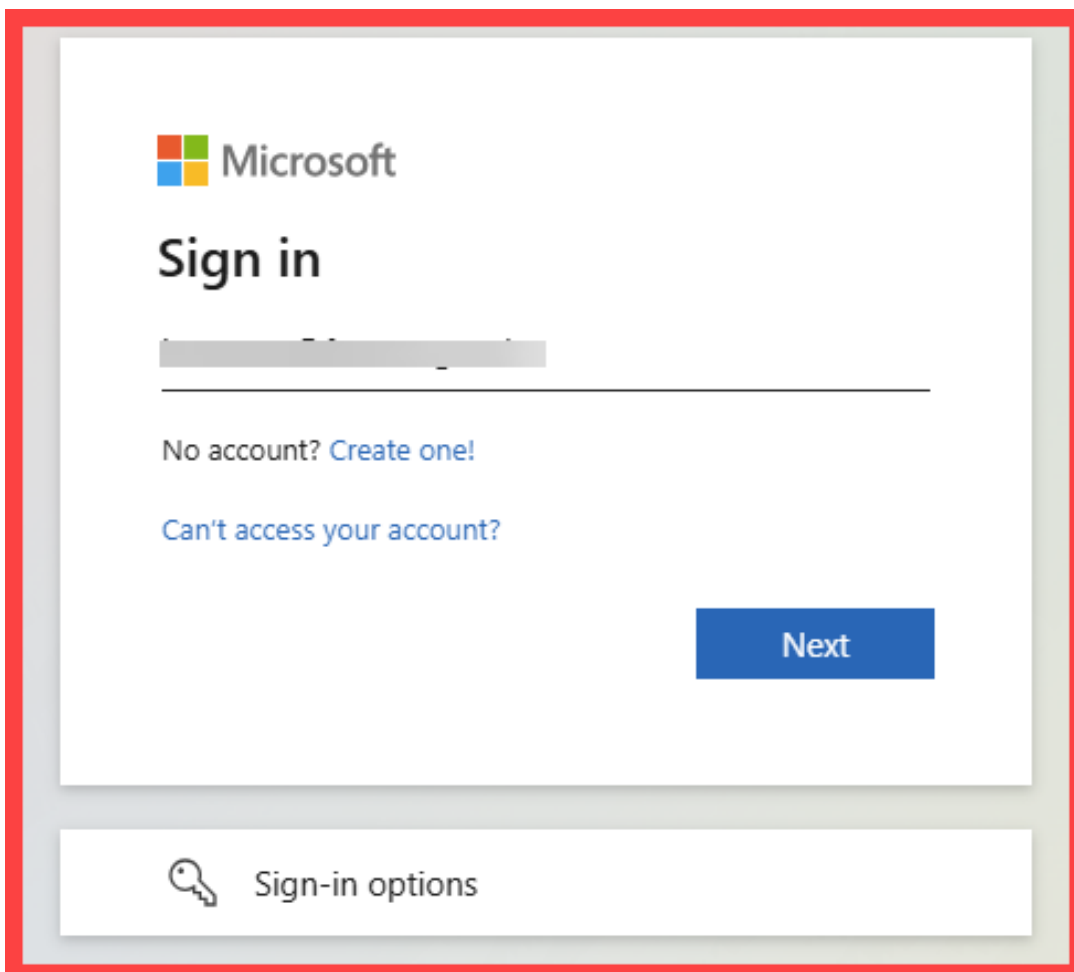


New GC Multi-Factor Authentication (MFA) Process

New MFA capabilities using our existing Password Reset Utility make securing your Whitecaps account easier and more flexible!

Please follow the instructions below and use either web browser **Google Chrome** or **Firefox**.
Avoid browsers such as Safari and Microsoft Edge.

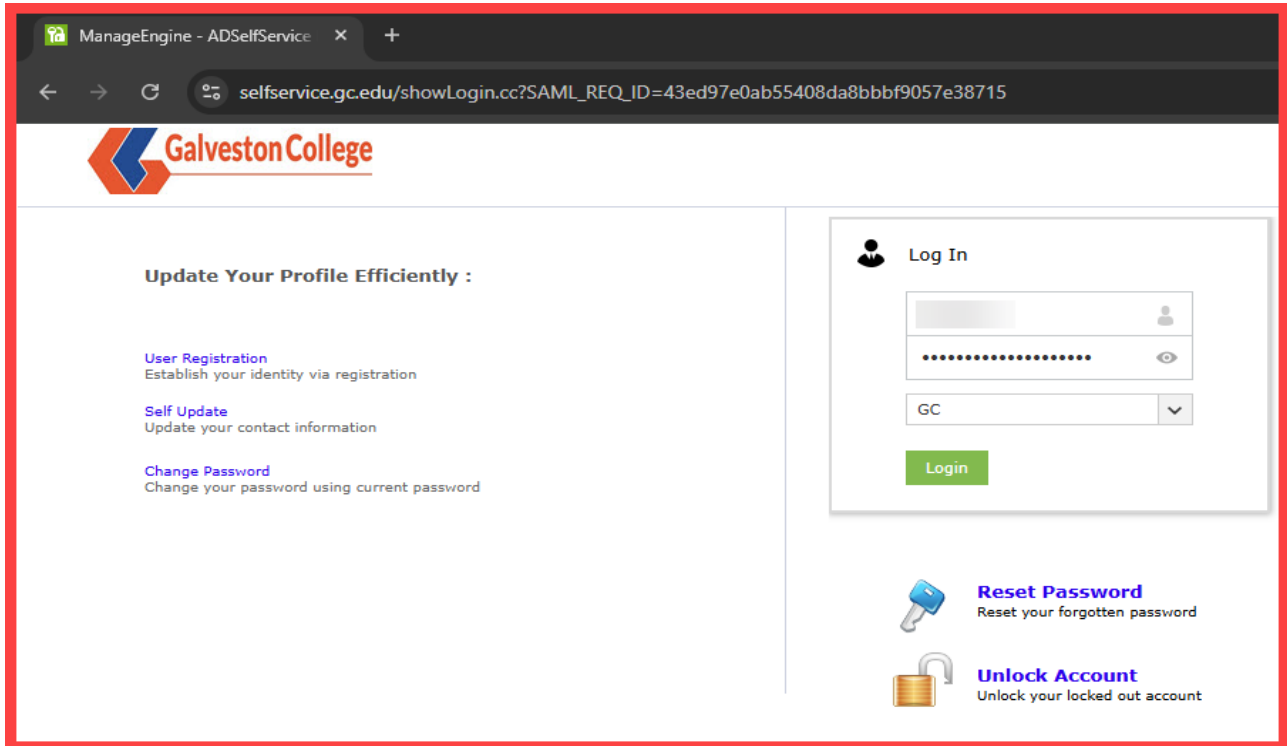
1. Open one of the recommended browsers above and go to the **GC.EDU** homepage and Navigate to the **“Whitecaps Toolbox”** -> Click **“Whitecaps Portal”**
2. You will be presented with the usual Microsoft Login Prompt as shown below:



Enter your username (ex: gc0xxxxxx@whitecaps.gc.edu) or email address as usual and click 'Next'.

New GC Multi-Factor Authentication (MFA) Process

3. You will then be presented with the Password Reset login window:



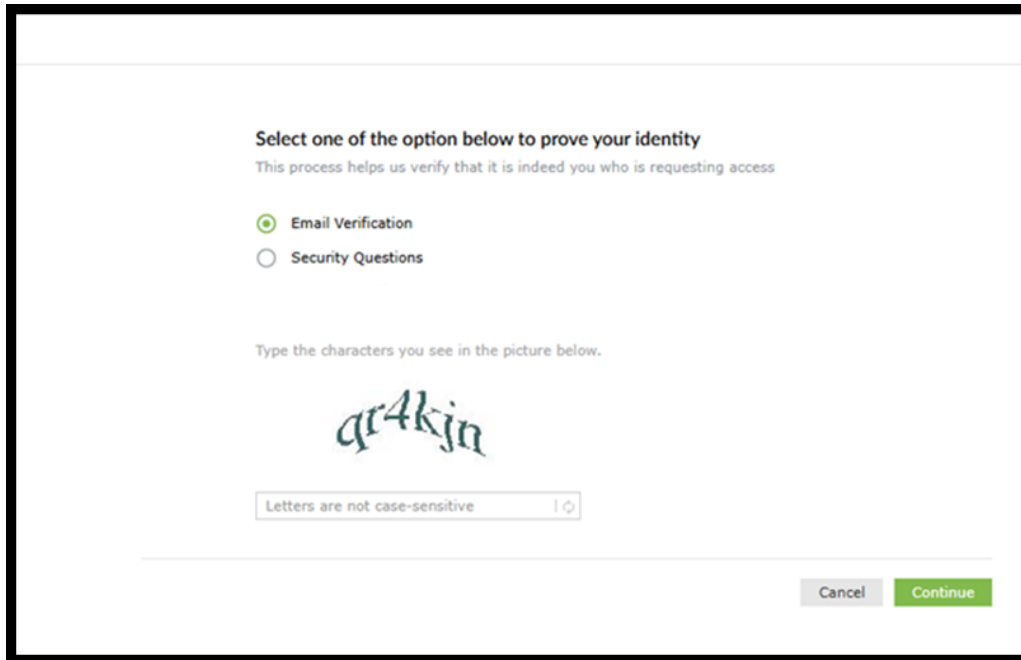
The screenshot shows a web browser window with the title "ManageEngine - ADSelfService". The address bar displays the URL "selfservice.gc.edu/showLogin.cc?SAML_REQ_ID=43ed97e0ab55408da8bbbf9057e38715". The page header features the Galveston College logo. The main content area is divided into two sections. The left section, titled "Update Your Profile Efficiently :", contains three links: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). The right section, titled "Log In", contains a login form with a username field, a password field (masked with dots), a dropdown menu set to "GC", and a green "Login" button. Below the login form, there are two links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account).

Enter your username or email address from above and password and click 'Login'.

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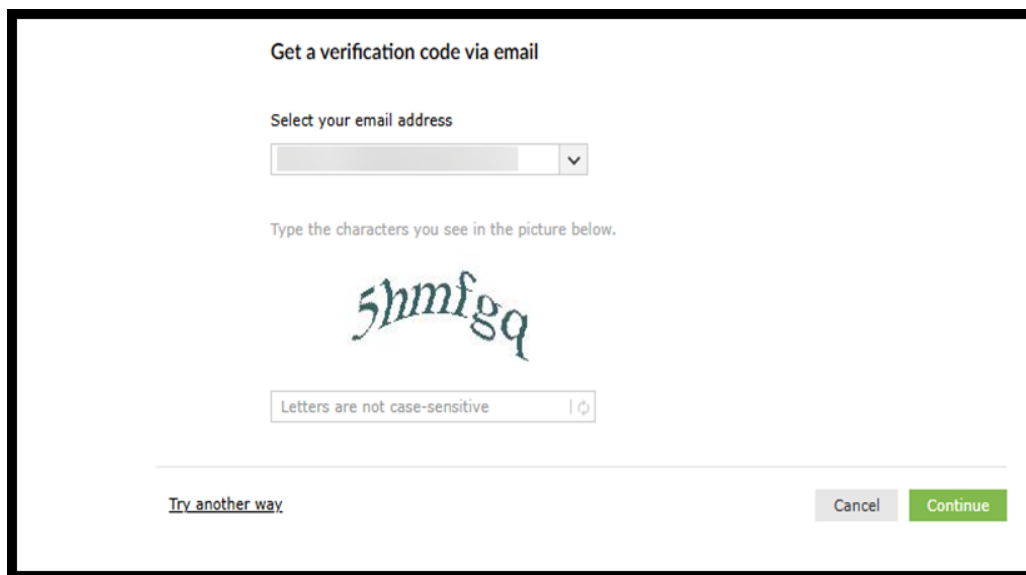
4. If you previously enrolled with Security Questions or Email Address, the following window will display:

Select your preferred authentication method, enter the captcha at the bottom of the screen, and click 'Continue'.



This screenshot shows a web interface for multi-factor authentication. At the top, it says "Select one of the option below to prove your identity" and "This process helps us verify that it is indeed you who is requesting access". There are two radio buttons: "Email Verification" (which is selected) and "Security Questions". Below this, it says "Type the characters you see in the picture below." and shows a captcha image with the characters "qr4kjin". There is a text input field with the placeholder "Letters are not case-sensitive" and a small icon to its right. At the bottom right, there are two buttons: "Cancel" and "Continue".

5. If you selected 'Email Verification', the following window will display:



This screenshot shows a web interface for email verification. At the top, it says "Get a verification code via email". Below this, it says "Select your email address" and shows a dropdown menu. Below the dropdown, it says "Type the characters you see in the picture below." and shows a captcha image with the characters "5hmfsgq". There is a text input field with the placeholder "Letters are not case-sensitive" and a small icon to its right. At the bottom left, there is a link that says "Try another way". At the bottom right, there are two buttons: "Cancel" and "Continue".

Select the personal email address that is on file, enter the captcha at the bottom of the screen, and click 'Continue'. You'll receive an email with a verification code, which you'll need to enter on the following page:

New GC Multi-Factor Authentication (MFA) Process


Verification code has been sent to [REDACTED]


Once you have received the code, Please enter it in the textbox below

[Resend Code](#)

☐ Trust this browser
Trusted browsers will expire after 180 day(s)

Type the characters you see in the picture below.



Letters are not case-sensitive | 

[Go Back](#) [Cancel](#) [Continue](#)

If you instead selected 'Security Questions', the following window will display:


Please answer the following question(s) to login


Question: What is your favourite colour?

Question: What was your favourite cartoon character during your childhood?

☐ Trust this browser
Trusted browsers will expire after 180 day(s)

Type the characters you see in the picture below.



Letters are not case-sensitive | 

[Try another way](#) [Cancel](#) [Continue](#)

Enter the answers to both questions, the below captcha, and click 'Continue'.

New GC Multi-Factor Authentication (MFA) Process

****Note for either method, you can click “Try another way’ to go back and select another method****

After verification succeeds, you will be redirected to the Whitecaps Portal as usual.

The new MFA Process works for other applications such as **Canvas, MyGC, Office365**, and other Galveston College applications.

If you encounter any issues, please contact the IT Service Desk for assistance:

Phone: 409-944-1352

Email: servicedesk@gc.edu.

Fall & Spring Semester Hours

Monday & Tuesday - 8 AM to 7 PM

Wednesday - Friday - 8 AM to 5 PM

Summer Hours

Monday - Thursday - 7:30 AM to 6 PM and *Closed Fridays*