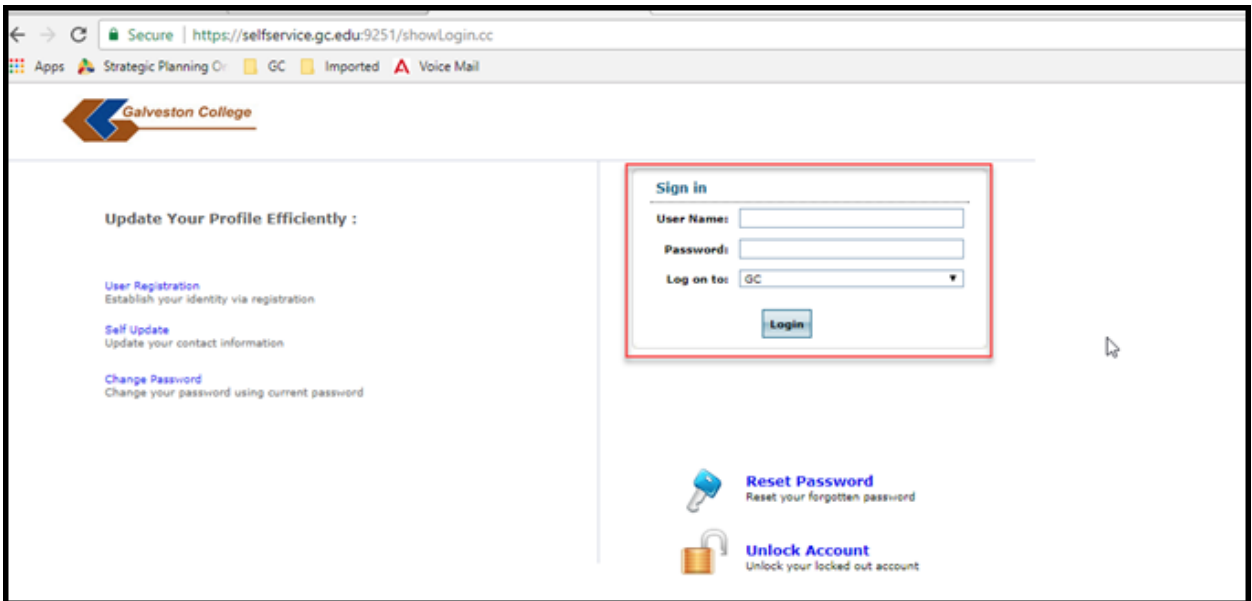


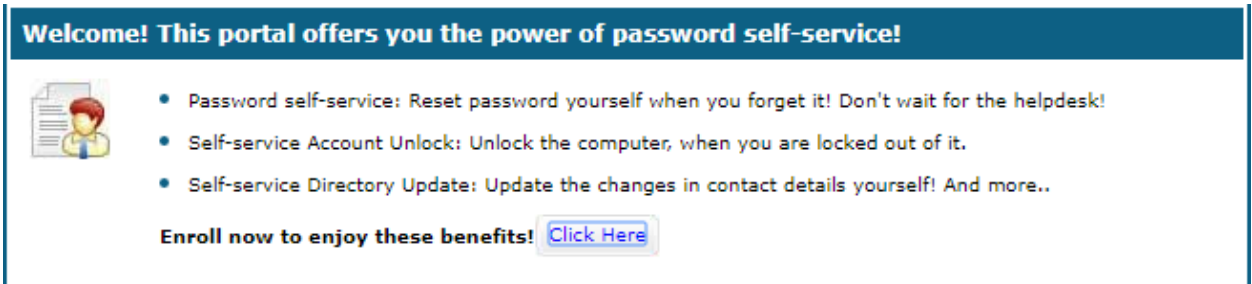
Section I – Self Service Initial Enrollment

1. Launch a browser and open the gc.edu homepage and click “**Password Reset**” under the “Whitecaps Toolbox” section of the page. As an alternative, browse to <https://selfservice.gc.edu:9251> to open the Password Reset site directly.
2. Login with your current domain credentials:



The screenshot displays the Galveston College self-service portal. The browser address bar shows the URL <https://selfservice.gc.edu:9251/showLogin.cc>. The page features the Galveston College logo and a navigation menu. The main content area is divided into two sections. On the left, under the heading "Update Your Profile Efficiently :", there are three links: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). On the right, there is a "Sign in" form with a red border. The form includes fields for "User Name:", "Password:", and "Log on to:" (with a dropdown menu set to "GC"). A "Login" button is positioned below the form. Below the login form, there are two additional links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account).

3. For new users, the following pop-up appears:



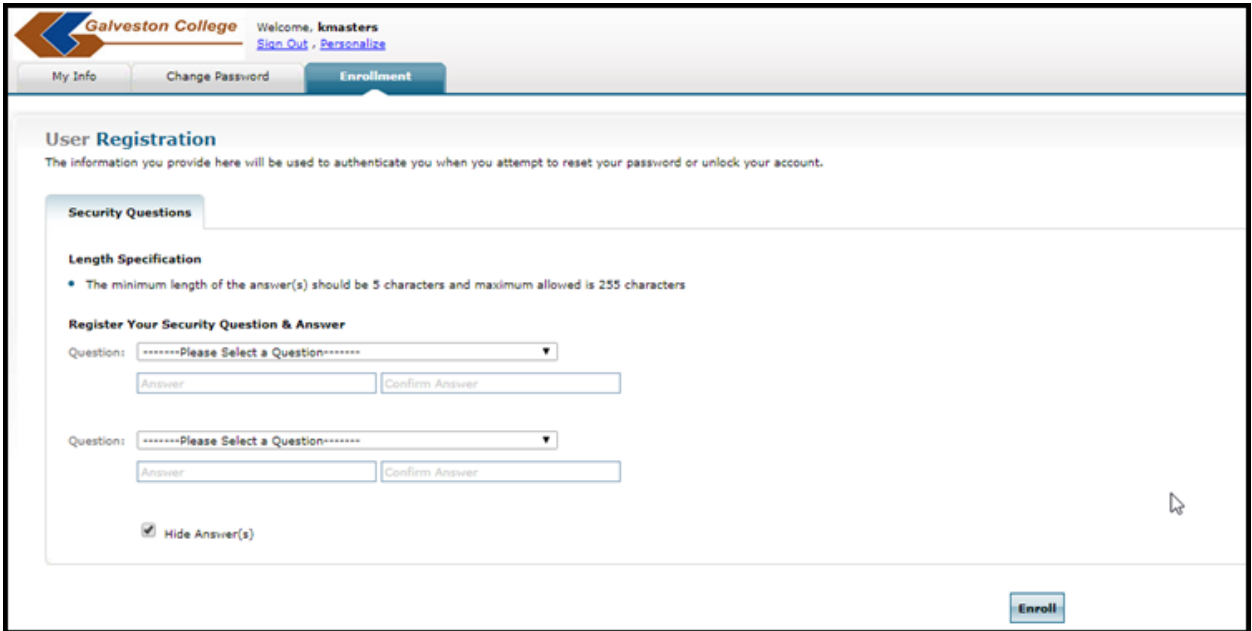
The screenshot shows a welcome pop-up message with a dark blue header. The header text is "Welcome! This portal offers you the power of password self-service!". Below the header, there is an icon of a person with a document. To the right of the icon, there are three bullet points:

- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

At the bottom of the pop-up, there is a line of text: "Enroll now to enjoy these benefits!" followed by a "Click Here" button.

Click the “**Click Here**” link to be forwarded to the “Security Questions” screen.

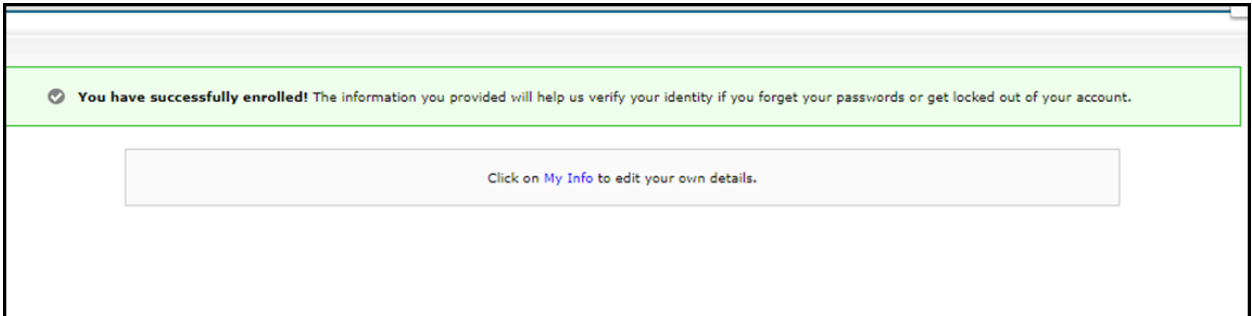
4. On the next screen, for both security questions, select the question and enter the desired answer for both:



The screenshot shows the Galveston College user registration interface. At the top, there is a navigation bar with the college logo, the user name "Welcome, kmasters", and links for "Sign Out" and "Personalize". Below this are three tabs: "My Info", "Change Password", and "Enrollment". The main content area is titled "User Registration" and includes a sub-header "Security Questions". A "Length Specification" section states that answers should be 5 characters long and up to 255 characters. The "Register Your Security Question & Answer" section contains two identical forms. Each form has a dropdown menu for selecting a question, followed by "Answer" and "Confirm Answer" input fields. A "Hide Answer(s)" checkbox is checked at the bottom left. An "Enroll" button is located at the bottom right of the form area.

Be sure to **confirm both answers** and click “*Enroll*”. If further verification is needed before proceeding, uncheck “Hide Answers” before proceeding.

5. If successful, the following window will display:

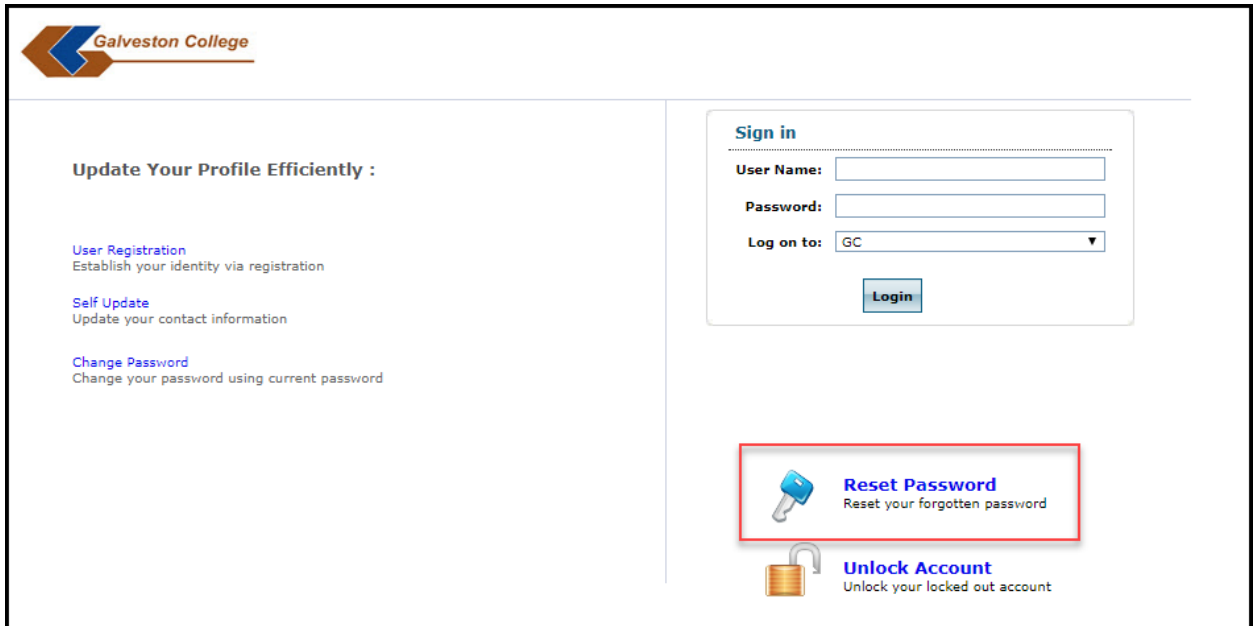


The screenshot shows a confirmation message on a white background. At the top, there is a green banner with a checkmark icon and the text: "You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account." Below the banner is a light gray rectangular box containing the text: "Click on My Info to edit your own details."

Users may close their session to the Password Reset site after successfully enrolling. The following sections explain how to reset or change users’ passwords using the enrollment information for verification.

Section II – Password Reset

1. Launch a browser and open the gc.edu homepage and click “*Password Reset*” under the “Whitecaps Toolbox” section of the page. As an alternative, browse to <https://selfservice.gc.edu:9251> to open the Password Reset site directly.
2. Click the “*Reset Password*” link near bottom of the screen:



The screenshot shows the Galveston College self-service portal. On the left, there is a section titled "Update Your Profile Efficiently :" with three links: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). On the right, there is a "Sign in" section with fields for "User Name:", "Password:", and "Log on to:" (set to "GC"), and a "Login" button. Below the "Sign in" section, there are two links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account). The "Reset Password" link is highlighted with a red box.

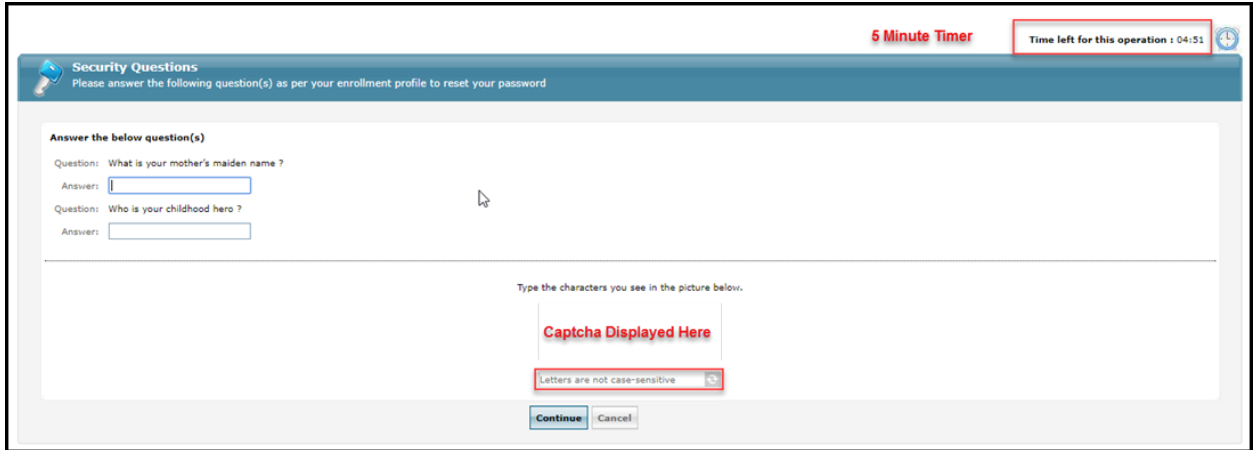
3. At the “Reset your Password” screen, input your user name in the “Domain User Name” field and leave the “Domain Name” field at default:



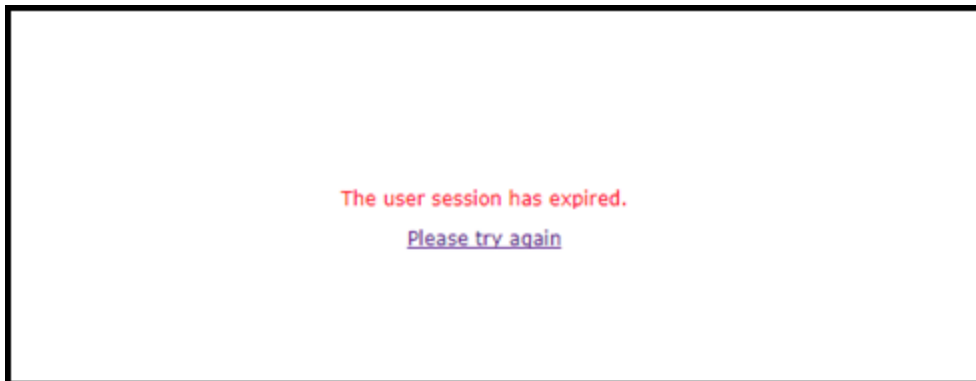
The screenshot shows the "Reset Your Password" screen. The title is "Reset Your Password" and the subtitle is "Please provide your user name and domain name." There are two input fields: "Domain User Name" and "Domain Name". The "Domain Name" field is set to "GC". The "Domain User Name" field is highlighted with a red box. Below the input fields are "Continue" and "Cancel" buttons.

Click “*Continue*” to proceed.

4. On the next window, the user will be presented with the “Enrollment Questions” from the first section. Type in the answers to both and enter the “Captcha” phrase in the input field below:

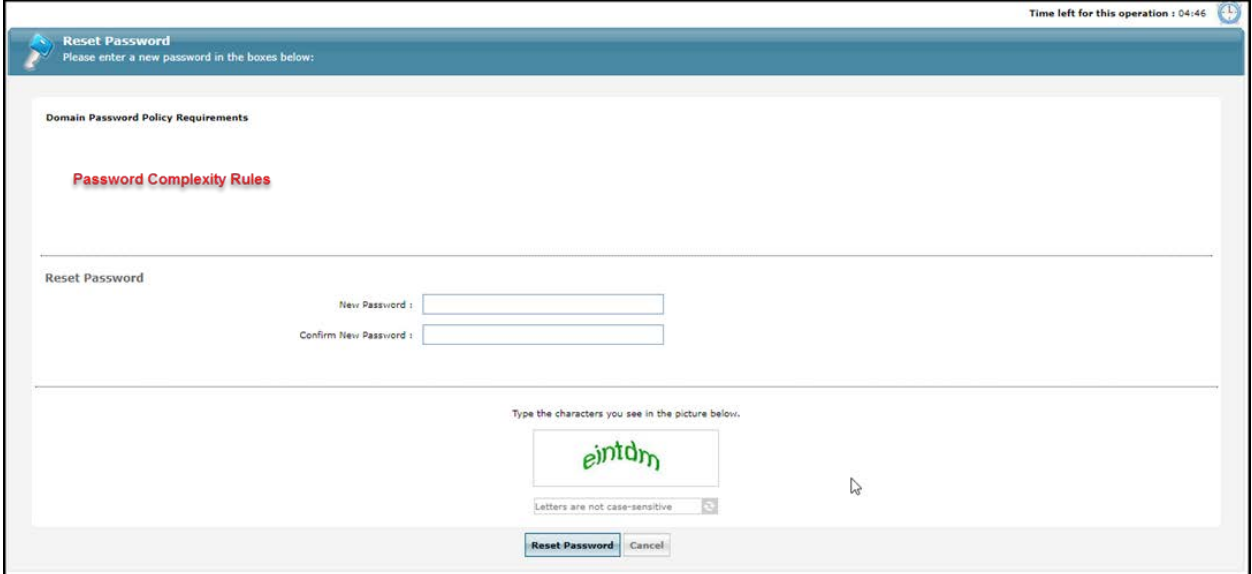


Note there is a 5 minute limit before the session times out and the user must retry the process again (see below example “Time Out” screen:



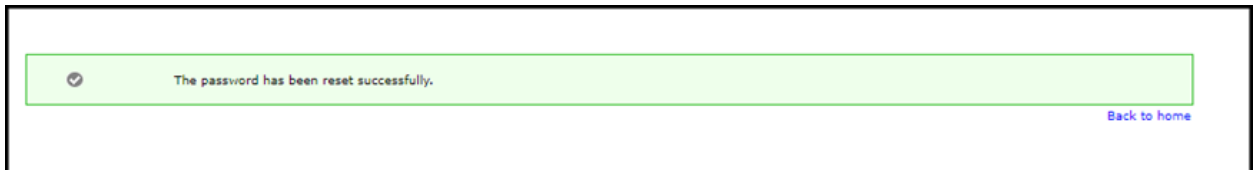
Once all fields are complete, click “*Continue*”.

5. On the “Reset Password” screen, input the new password that matches the “Password Complexity Rules” set for Galveston College:



After inputting the “Captcha” phrase below, click “**Reset Password**”.

6. If successful, the user’s password will reset and Manage Engine will display the following message:

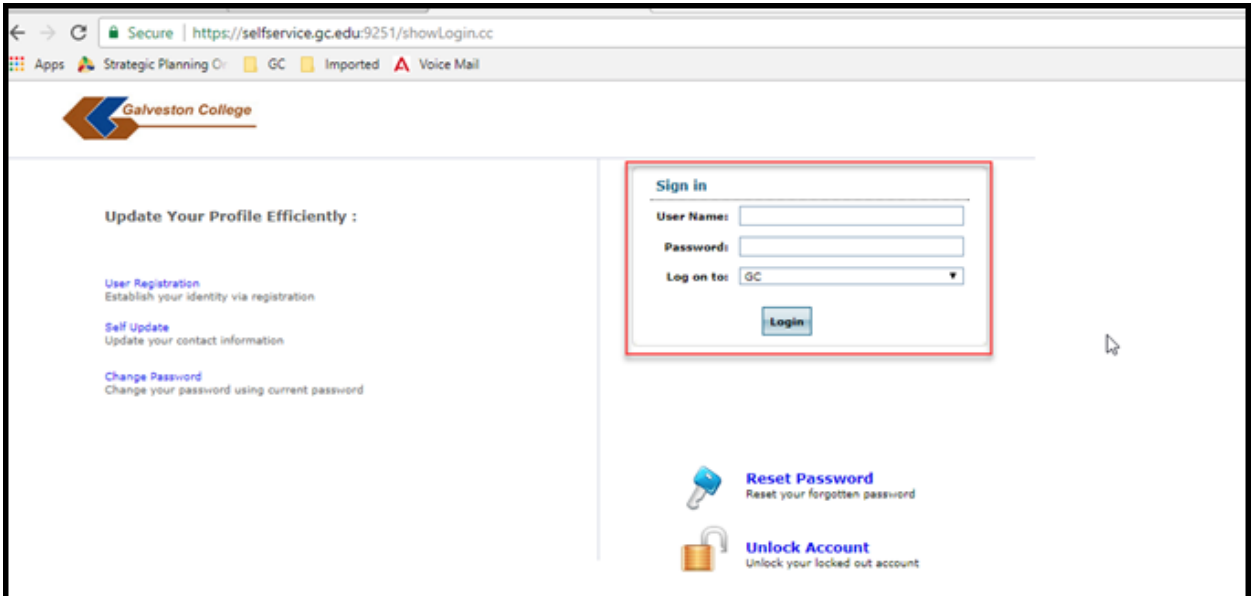


The user should now be able to login to the Whitecaps Portal, workstations, email, etc. with the new password.

Section III – Change Password

1. Launch a browser and open the gc.edu homepage and click “**Password Reset**” under the “Whitecaps Toolbox” section of the page. As an alternative, browse to <https://selfservice.gc.edu:9251> to open the Password Reset site directly.

2. Login with your current domain credentials:



Update Your Profile Efficiently :

- User Registration
Establish your identity via registration
- Self Update
Update your contact information
- Change Password
Change your password using current password

Sign in

User Name:

Password:

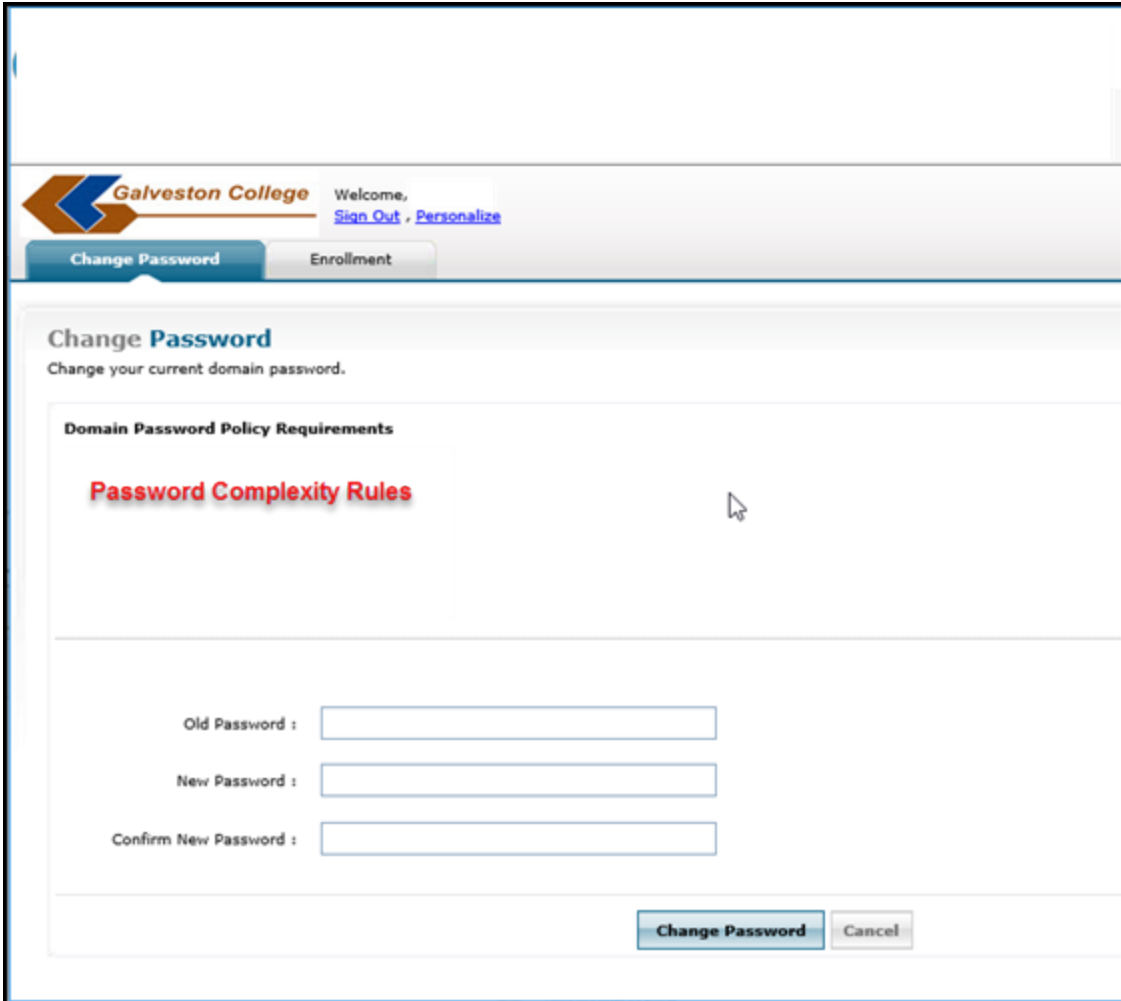
Log on to: GC

Login

Reset Password
Reset your forgotten password

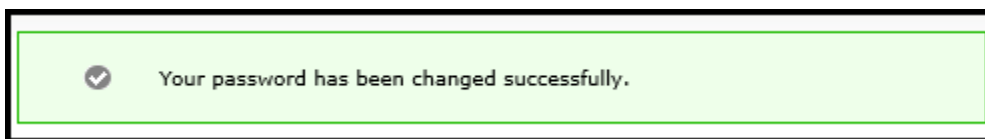
Unlock Account
Unlock your locked out account

3. On the “Change Password” screen, note the “Password Complexity Rules” page appears according to the school’s current policy. Type the “Old Password” (current password) and input the “New Password” in their respective fields and then click “***Change Password***”:



The screenshot shows a web interface for Galveston College. At the top left is the college logo. To its right, the text "Welcome," is followed by links for "Sign Out" and "Personalize". Below this is a navigation bar with two tabs: "Change Password" (which is active) and "Enrollment". The main content area is titled "Change Password" and includes the instruction "Change your current domain password." Below this is a section for "Domain Password Policy Requirements" with a sub-heading "Password Complexity Rules". The form contains three input fields: "Old Password", "New Password", and "Confirm New Password". At the bottom right of the form are two buttons: "Change Password" and "Cancel".

4. As confirmation the following window displays:



From here the user can simply logout of the "Password Reset" site and start using the new login credentials.