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:

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

   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:

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:

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:

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:

   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:

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The password has been reset successfully.
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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:

![Login Screen]

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”: 

![Change Password Screen]
4. As confirmation the following window displays:

![Password Change Confirmation]

Your password has been changed successfully.

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