



Help Desk: <https://bit.ly/JCC-Student-Help> (submit a ticket, call, or chat)

Call: 919-464-2260 (after hours\* call 866-829-9266)

*\*After hours support cannot assist with OTP's*

# Logging into Portal Guard and Setting Details

**IMPORTANT: IF THIS IS THE FIRST TIME LOGGING IN, THE STUDENT MUST CALL THE JOLT (JAGUAR OFFICE OF LEARNING TECHNOLOGIES) HELP DESK DURING REGULAR HOURS – 919-464-2260 BEFORE PROCEEDING.**

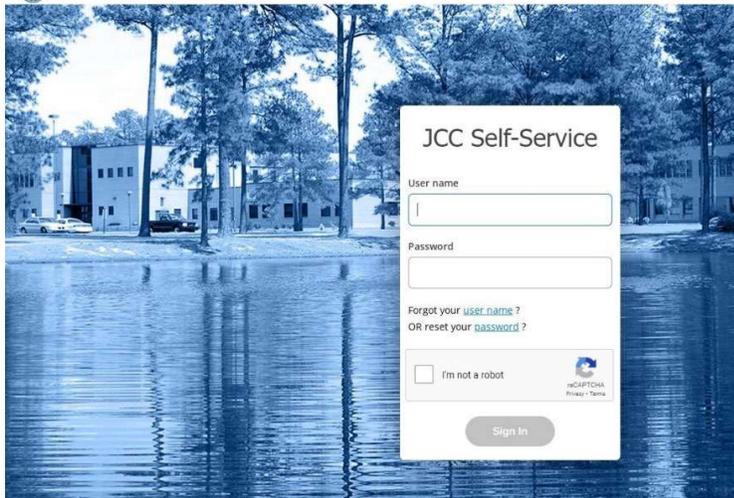
This document is to explain the process for students to sign into Portal Guard and the new Student Password Reset. This is broken down into three sections: Retrieving Username and Password, Completing Portal Guard Registration, and Update Email Address.

## Sections:

- [SECTION A: Retrieve Username and Password](#)
- [SECTION B: Completing PortalGuard Registration](#)
- [SECTION C: Update Email Address](#)

## SECTION A: Retrieve Username and Password

1. This section walks the student through obtaining their Username. This is essential for students to set their password and log into all aspects of JCC.
2. Navigate to Self-Service home screen. ( <https://selfserv.johnstoncc.edu/student> )
3. Click on **Forgot your username?**





4. Enter First Name, Last Name, and Email address. Complete CAPTCHA. Click **Submit**.

JOHNSTON COMMUNITY COLLEGE Self-Service

### Forgot User Name

[Back to Login Page](#)

Enter the following information. If your account can be identified, an email will be sent with your user name information. For additional information, please contact Jolt at 919-464-2260

First Name

Last Name \*

Email Address \*

I'm not a robot

Submit

5. After clicking Submit you should see:

JOHNSTON COMMUNITY COLLEGE Self-Service

### User Name Recovery Request

✓ Please check your email for information. If you do not receive an email shortly please try again. If still no success, please contact Jolt at 919-464-2260

[Return to the Login Page](#)

6. The system will send an email if the email address matches what is in your Self-Service user profile (Primary, Secondary (Info Only), or Webpage (Info Only) email).



Your JCC User Name has been sent via a Self-Service request and is [Redacted]

If you did not request this information or have any further questions you should contact JOLT at 919-934-3051. Otherwise, please return to your web browser and Log In. <https://selfserv.johnstoncc.edu/Student>

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official. ( NCGS.Ch.132)

7. On the JCC Self-Service home screen, click on **“Reset your password?”**
8. You will now be taken to Portal Guard on a new tab. Click on **“Forgot Password”**



## PORTAL ACCESS

**Username**

**Password**

 **JOHNSTON  
COMMUNITY  
COLLEGE**

9. Type in the username that you obtained from the previous steps. Then click **Continue**
10. You will now have a new window appear asking for a One-Time Passcode (OTP). This OTP will be sent to **your JCC email address until you change it**. If you have changed your email previously, please wait 20 to 30 seconds for the OTP code to be sent to your email. If you do not receive your code, please contact JOLT during regular hours at 919-464-2260.

## END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed to:  
**xxxxxxxxxx@gmail.com**

It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

**Username**

**Requested Action** Reset Forgotten Password

**One Time Passcode**

[Problems with the OTP?](#)

After you have put in the OTP, you will now have the chance to create a brand-new password for your account. Your password must include the following:



## Password Complexity Rules

Your new password must **always** satisfy the following rules:

1. **Must not** contain your name (first, middle, or last)
2. **Must be** at least **8** characters long
3. **Must not** include your first, middle or last name
4. **Must not** include the following characters: @\$%^&

It **must** also satisfy at least **3 of the 4** rules below:

1. **Must** have at least 1 lowercase character
2. **Must** have at least 1 uppercase character
3. **Must** have at least 1 numeric character
4. **Must** have at least 1 special character

## SECTION B: Completing Portal Guard Registration

Once you have created a new password, you will now have to provide more details to Portal Guard. This is to have alternative methods of resetting your password on your own and give you the ability to receive an OTP from both your personal email and a cell phone number, as well as a set of challenge questions and answers that are unique to you.

### Phone Number Registration:

**Phone Enrollment**

Please enter your phone number below to enroll. A test OTP will be sent immediately for confirmation.

Country

Phone Number

When you submit a phone number, you will be sent an OTP to validate the phone. Once you validate your phone number, it will then ask you to supply Challenge Questions.

### Challenge Questions:

**End-User Self Service**

Please answer at least 3 of the 10 questions below.  
NOTE: Answers must be at least 4 characters long.

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --



Choose questions and answers that you can remember. Then, you will want to change your email address.

After completing your registration, you will now be logged into Portal Guard. This username and password you used will also be used for the following services:

- **Blackboard**
- **Office 365**
- **Self-Service** – will not be able to access if your password contains your name.



## SECTION C: Update Email Address

Since you cannot access your JCC email until after receiving this code, you will want to change the email address associated with Portal Guard.

1. Click on your **Username** in the top right corner of Portal Guard.
2. Select **Edit Profile**.
3. Click on **Registered Email Address**.
4. Select **Change my email**.
5. Enter the **email address** you would like your OTP sent to.
6. Click **Continue**.
7. You will be sent an OTP to validate the email address.

**Account Details & Activity** ▾

**Challenge Questions** ▾

**Registered Email Address** >

 **Registered Email Address**

**Email Address:** @mail.johnstoncc.edu  
**Confirmed On:** 4/09/2023, 3:57:44 PM  
[Change my email](#)

**Email Enrollment**  
Please enter your email address below to enroll. A test OTP will be sent immediately for confirmation.

**Email Address**

**Continue** **Cancel**

**AFTER COMPLETING THESE THREE SECTIONS, YOU WILL BE ABLE TO USE ANY OF THEM TO RECOVER YOUR OTP.**