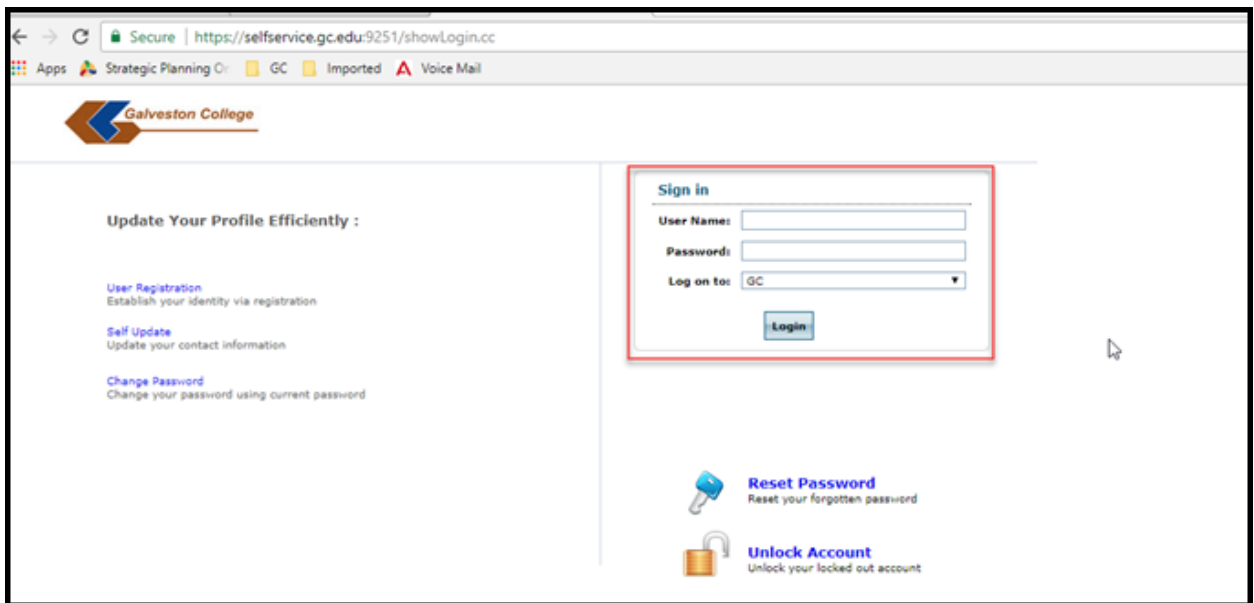


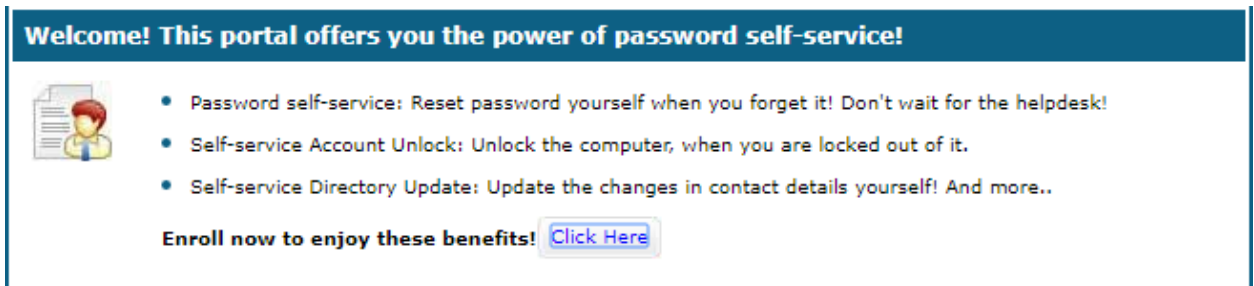
Section I – Self Service Initial Enrollment

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 shows a web browser window with the URL <https://selfservice.gc.edu:9251/showLogin.cc>. The page features the Galveston College logo at the top left. Below the logo, 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). To the right of this section is a "Sign in" box with a red border. Inside the box are fields for "User Name:", "Password:", and "Log on to:" (with a dropdown menu showing "GC"). A "Login" button is at the bottom of the box. Below the "Sign in" box are two links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account).

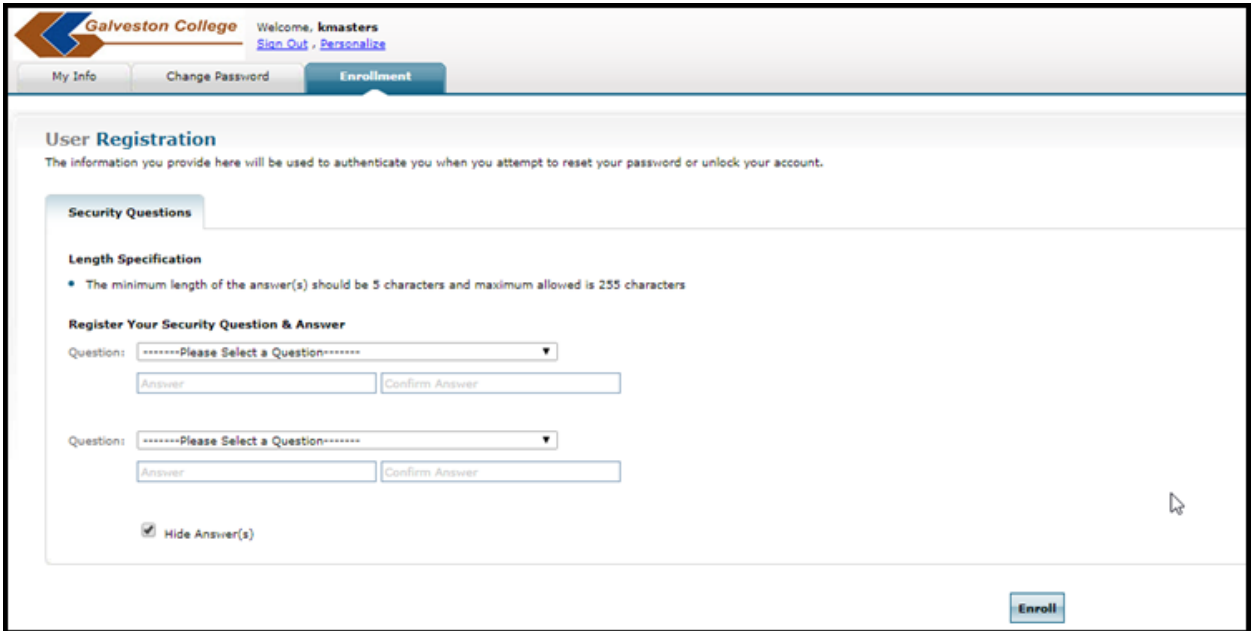
3. For new users, the following pop-up appears:



The screenshot shows a pop-up message with a blue header that reads "Welcome! This portal offers you the power of password self-service!". Below the header is a list of 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.", and "Self-service Directory Update: Update the changes in contact details yourself! And more..". At the bottom of the pop-up, it says "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.

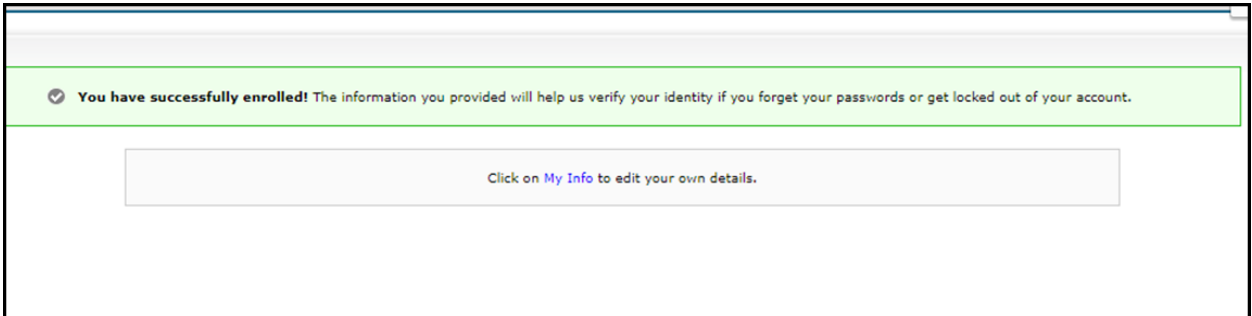
4. On the next screen, for both security questions, select the question and enter the desired answer for both:



The screenshot shows the Galveston College user registration interface. At the top, there's a header with the college logo, a welcome message for 'kmasters', and links for 'Sign Out' and 'Personalize'. Below this is a navigation bar with 'My Info', 'Change Password', and 'Enrollment' tabs. The main section is titled 'User Registration' and includes a sub-header 'Security Questions'. A note states: 'The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.' Under 'Length Specification', it says: 'The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters'. The 'Register Your Security Question & Answer' section contains two identical question-and-answer pairs. Each pair has a dropdown menu for the question, followed by 'Answer' and 'Confirm Answer' input fields. At the bottom left, there is a checkbox labeled 'Hide Answer(s)' which is checked. An 'Enroll' button is located at the bottom right.

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:

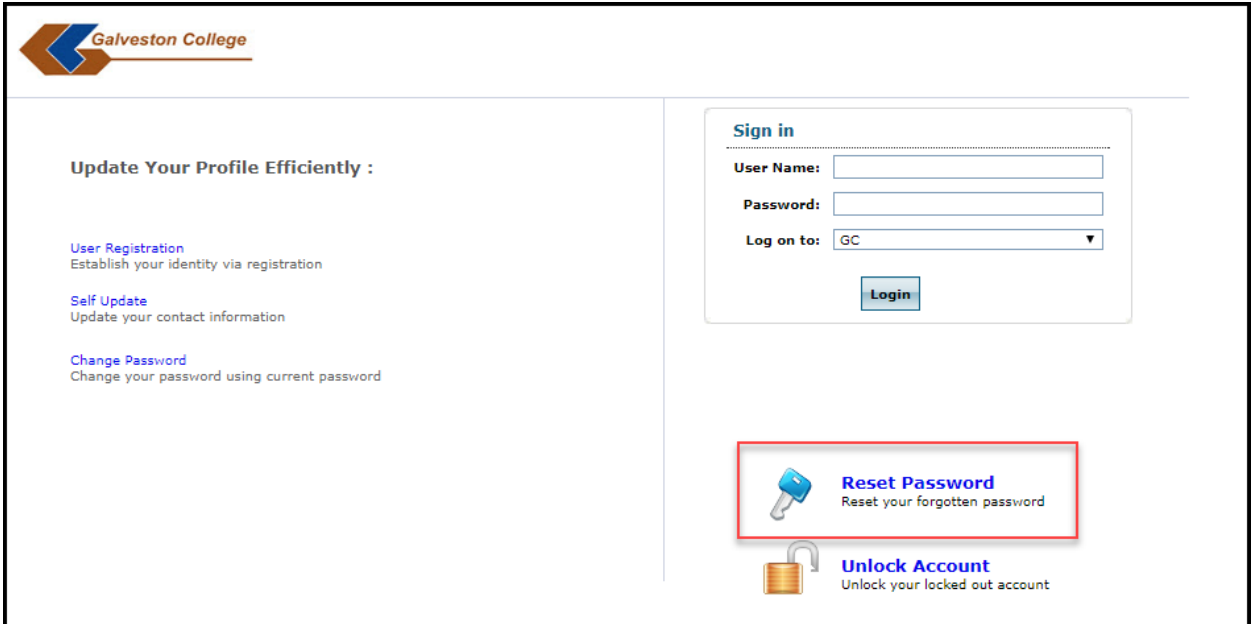


The screenshot shows the successful enrollment confirmation page. It features a green banner at the top with a checkmark icon and the text: 'You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.' Below the banner is a light gray 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:

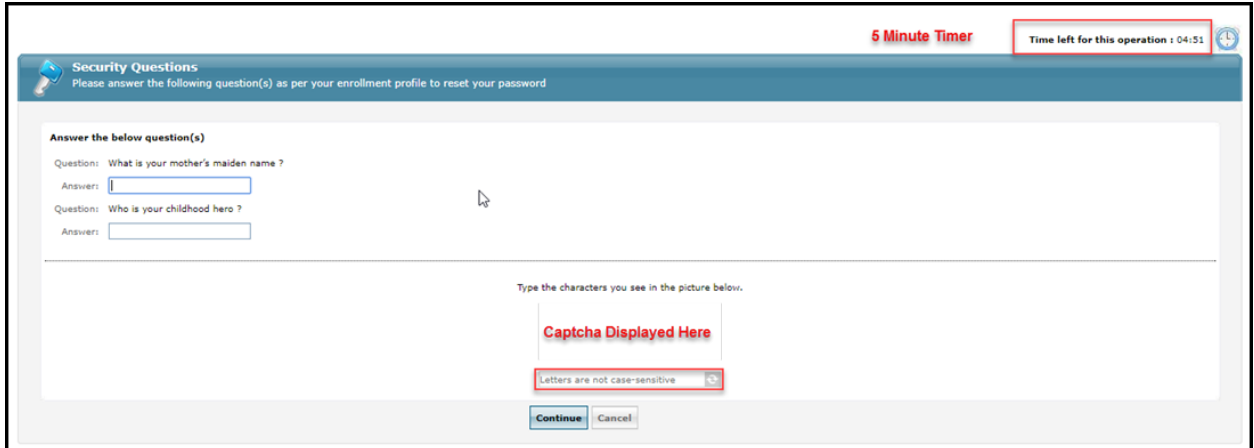


3. At the “Reset your Password” screen, input your user name in the “Domain User Name” field and leave the “Domain Name” field at default:



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:



Security Questions
Please answer the following question(s) as per your enrollment profile to reset your password

5 Minute Timer Time left for this operation : 04:51

Answer the below question(s)

Question: What is your mother's maiden name ?
Answer:

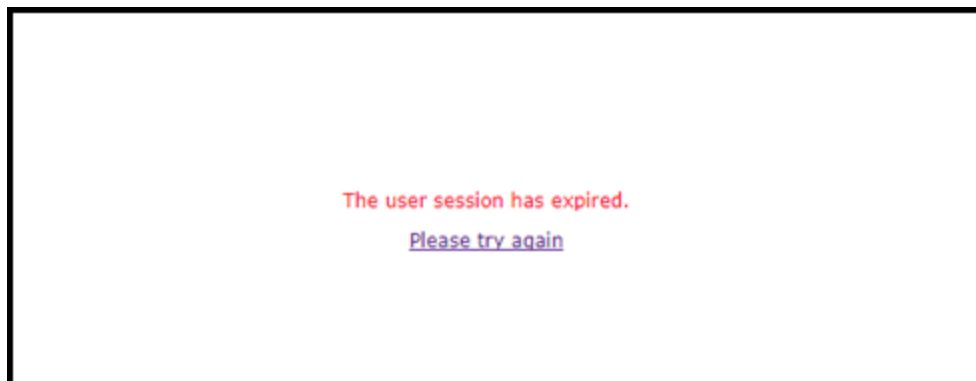
Question: Who is your childhood hero ?
Answer:

Type the characters you see in the picture below.

Captcha Displayed Here

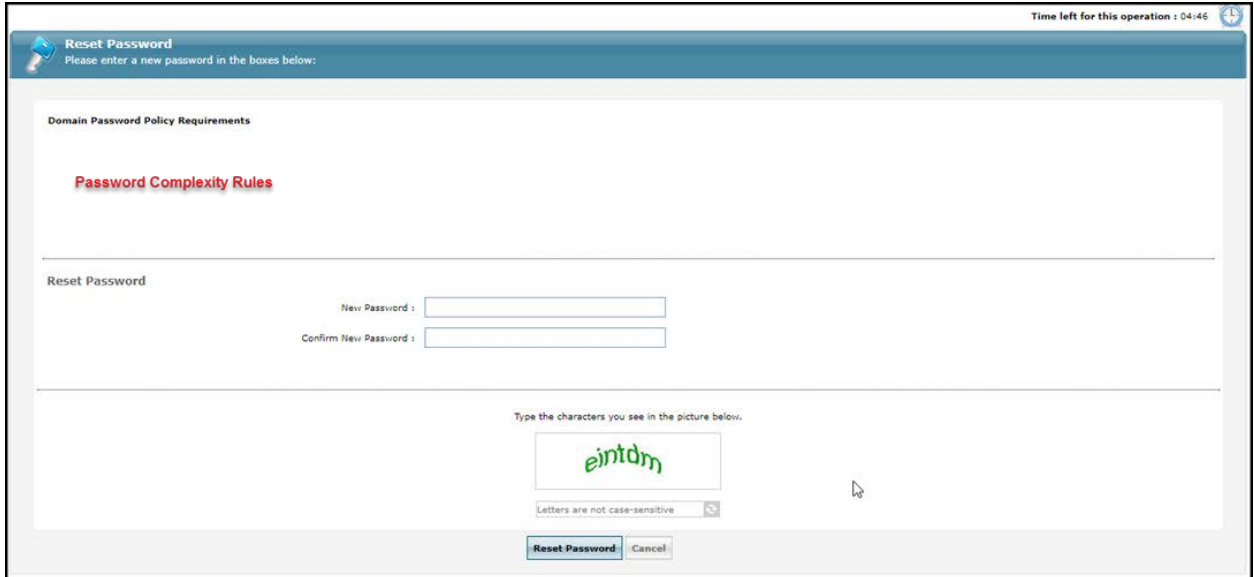
Letters are not case-sensitive

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:



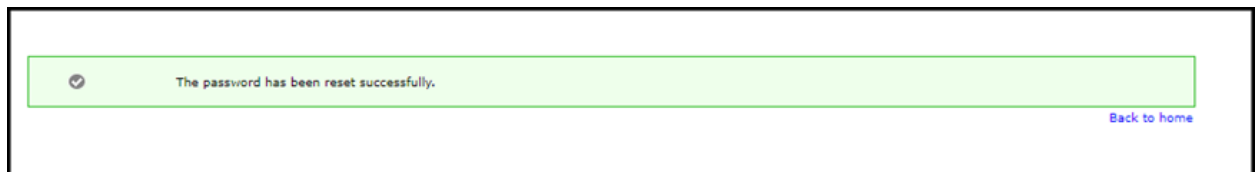
Once all fields are complete, click “*Continue*”.

- 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:

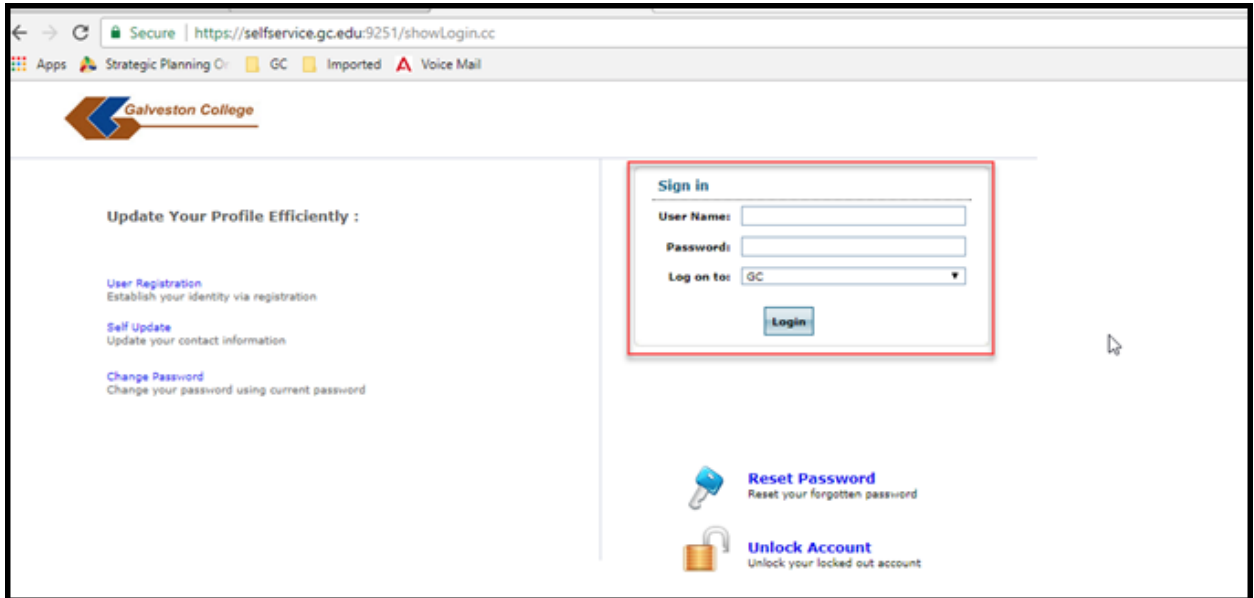


The user should now be able to login to the Whitecaps Portal, workstations, email, etc. with the new password.

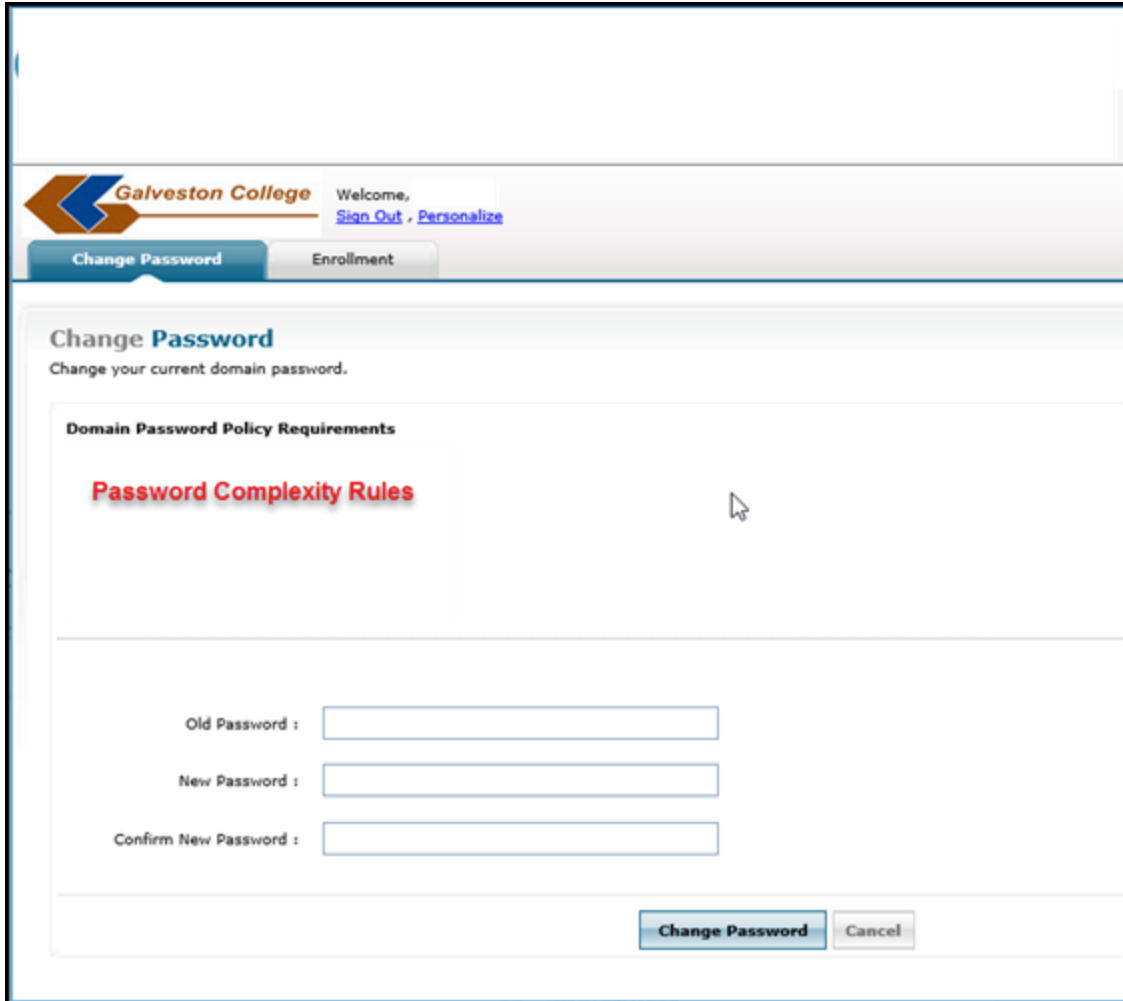
Section III – Change Password

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:

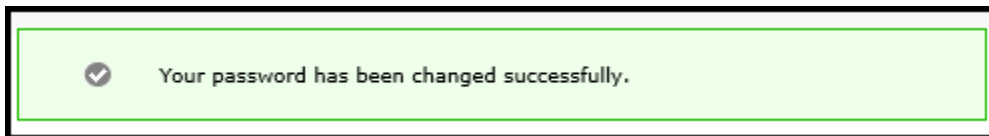


3. On the “Change Password” screen, note the “Password Complexity Rules” page appears according to the school’s current policy. Type the “Old Password” (current password) and input the “New Password” in their respective fields and then click “***Change Password***”:



The screenshot shows a web interface for Galveston College. At the top, there is a header with the college logo, the text "Welcome," and links for "Sign Out" and "Personalize". Below the header, there are 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, there is a section for "Domain Password Policy Requirements" with a sub-section titled "Password Complexity Rules". At the bottom of the form, there are three input fields labeled "Old Password:", "New Password:", and "Confirm New Password:". To the right of these fields are two buttons: "Change Password" and "Cancel".

4. As confirmation the following window displays:



The screenshot shows a confirmation message box with a green background. It contains a checkmark icon and the text "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.