

# Nazareth Area School District



**PortalGuard Password Management System  
User Guide  
2017**

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# PortalGuard User Guide

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## Overview

The PortalGuard password management system allows you to easily manage your NASD District password that you use to log into Windows, Schoology, email, and other District systems and programs. It is a commercially supported system that has many features. Using the PortalGuard password management system will reduce the time and effort needed to maintain your District password. Features include:

- Ability to reset your password either before or after it has expired without the aid of Technology staff. This allows resetting your password even when there are no Technology Help Desk staff on duty, such as when the District is closed.
- Ability for anyone to reset their password from virtually anywhere in the world using their computer, tablet or smartphone.
- Automated alert emails when a password has been changed, to help thwart imposters.
- Ability for Technology Help Desk staff to provide password reset assistance without the user having to reveal sensitive information.

## What's covered in this User Guide?

This document shows District technology users how to take advantage of the most important features that PortalGuard offers. Those features include registration, password reset and password recovery. It also discusses good password practices, using one-time passcodes and other related information.

## Password Basics

In order to ensure that our faculty and staff have full access to the technology resources they need, while at the same time preventing inappropriate access, the NASD District network employs the combination of a user name (also referred to as a user ID or network ID) and a password. Combined, they form the security credentials needed to authenticate you to the network. For example, when logging into District computers, you must enter both a user ID and password.

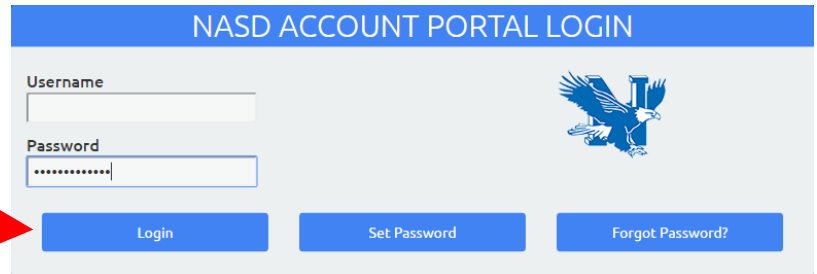
Your security credentials are only as strong as the weakest link, so it's vital to provide as much strength as possible in each link, from the length of the password to how often it must be changed. To help keep your credentials strong and prevent imposters and others from gaining unauthorized access, certain guidelines must be followed. These guidelines include:

- **Never sharing your password with anyone, including NASD Technology Staff.** You should never give your password to anyone, ever. You are the only person who should know your password. If you have trouble remembering your password, keep a copy of it in a location that only you have access to. Do not leave your password in any location where it will be visible to other people. Do not write your password down and leave it hidden at your desk. If you give your password to anyone, you will be held responsible for any damage that they might do with it.

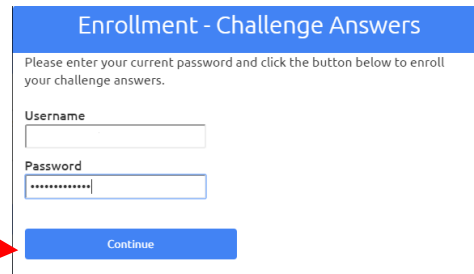
- **Keeping passwords reasonably complex so that they are not easily guessed.** NASD passwords must be at least 8 characters long. They must contain a mix of upper case, lower case, numbers, and select special characters. Do not use your user ID as part of your password.
- **Changing your password frequently.**
- **No reusing old passwords.** You must use a new password—one you’ve not used in the past—when changing your password. The new password must differ from the last password by at least 3 characters.

## How do I enroll in PortalGuard?

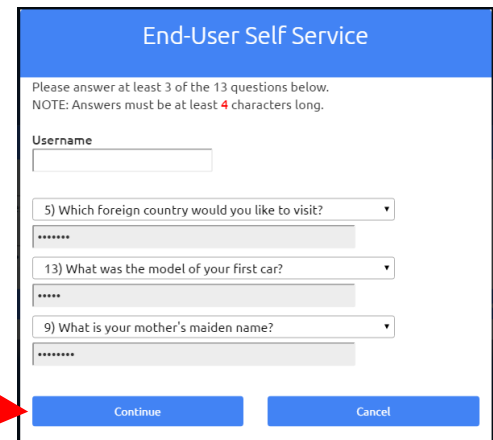
1. Go to the NASD Account Portal Login:  
<https://passwordreset.nazarethasd.org>
2. Enter your NASD username and password.
3. Click “Login”.



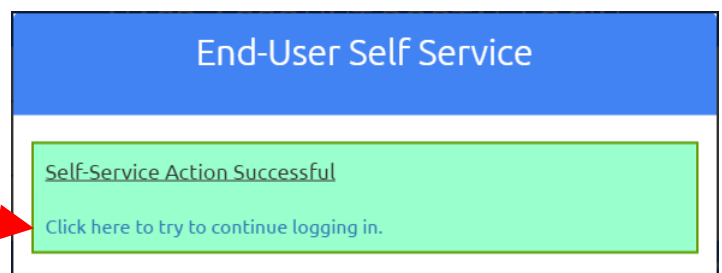
4. Click “Continue” to setup your Challenge Answers.



5. Select three Challenge Questions from the dropdown and enter the answers for each. NOTE: The answers must be at least 4 characters long.
6. Click “Continue” to complete the Challenge Answers process.

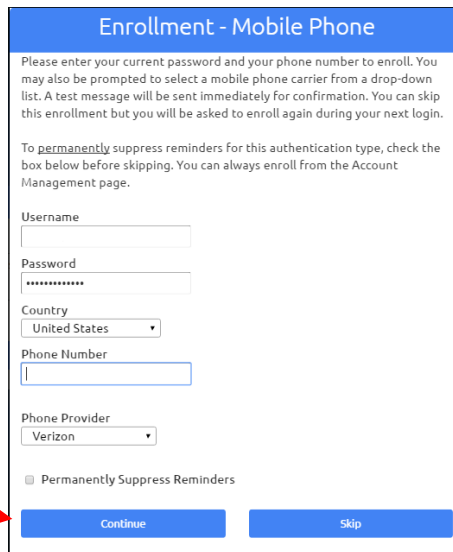


7. Click “Click here to try to continue logging in.” to continue.



The next steps require that you enter a mobile phone number **and/or** a personal email address, so that you can receive notification if/when you have to reset your password. Using a personal email address will allow you to recover your NASD account on your own in the event that you become locked out of your NASD email account. Your personal information, including email and phone number, are used solely for the purpose of managing your PortalGuard account, and will not be shared with anyone.

8. If you wish to use your mobile phone, enter your phone number, phone provider and click "Continue." You will receive a One-Time Password (OTP) on your phone. Enter the number and hit "Continue." NOTE: If you don't wish to use your mobile phone, click "Skip" on this step.



**Enrollment - Mobile Phone**

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To permanently suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Username

Password

Country  
United States

Phone Number

Phone Provider  
Verizon

☐ Permanently Suppress Reminders

[Continue](#) [Skip](#)



**End-User Self Service**

A One-Time Password (OTP) has been sent to your phone. It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

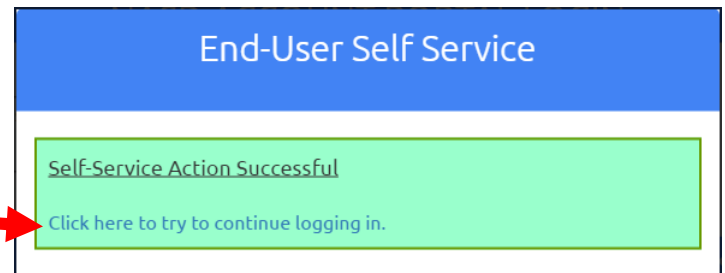
Username

One-Time Password

Problems with the OTP?

[Continue](#) [Cancel](#)

9. Click "Click here to try to continue logging in." to continue.

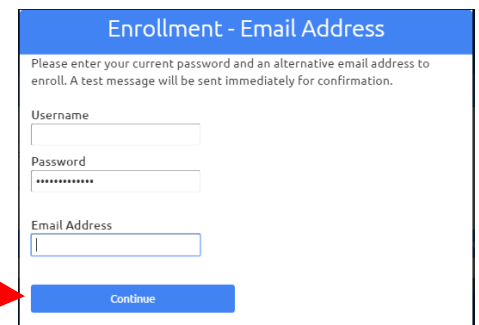


**End-User Self Service**

**Self-Service Action Successful**

[Click here to try to continue logging in.](#)

10. Enroll your personal email address by entering the email address and click "Continue".



**Enrollment - Email Address**

Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation.

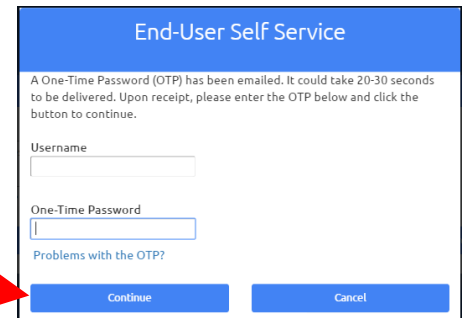
Username

Password

Email Address

[Continue](#)

11. You should receive an email containing a One-Time Password (OTP) to your personal email account. Enter the OTP and click "Continue".



End-User Self Service

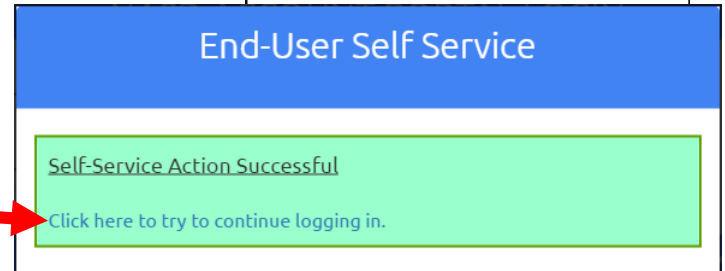
A One-Time Password (OTP) has been emailed. It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

One-Time Password

Problems with the OTP?

12. Click "Click here to try to continue logging in." to continue.

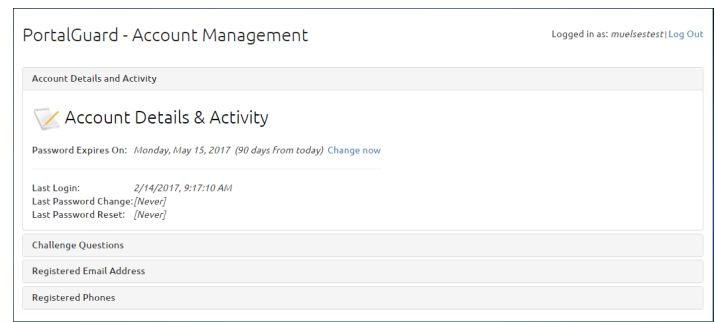


End-User Self Service

Self-Service Action Successful


[Click here to try to continue logging in.](#)

13. Congratulations, you are now enrolled into our Password Management System!



PortalGuard - Account Management Logged in as: muelsestest | Log Out

Account Details and Activity

 Account Details & Activity

Password Expires On: Monday, May 15, 2017 (90 days from today) [Change now](#)

Last Login: 2/14/2017, 9:17:10 AM  
Last Password Change: [Never]  
Last Password Reset: [Never]

Challenge Questions

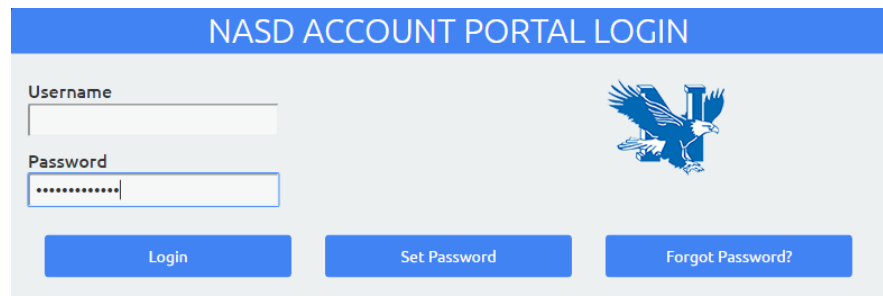
Registered Email Address

Registered Phones

## How do I change my password with PortalGuard?

Use this method if you need to change your password before it expires.


1. Login into to PortalGuard by visiting:  
<https://passwordreset.nazarethasd.org>



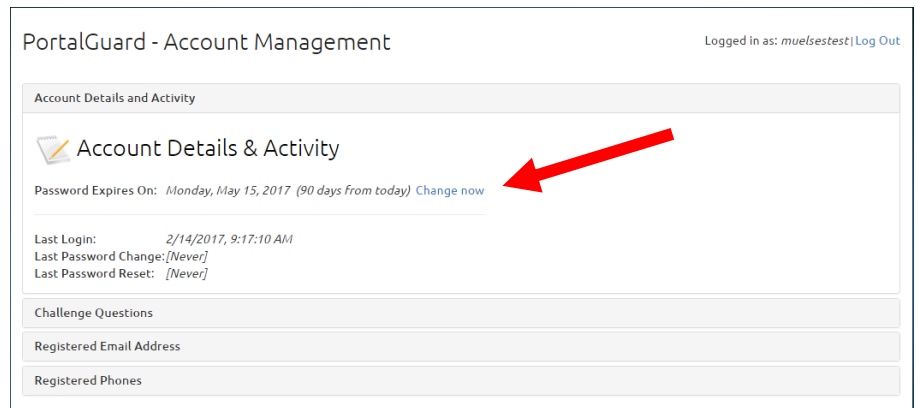
NASD ACCOUNT PORTAL LOGIN

Username

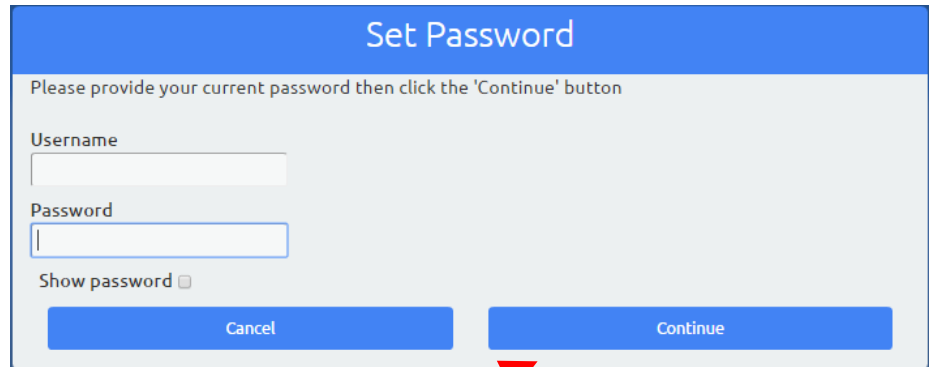
Password




2. Click on the “Change now” link.



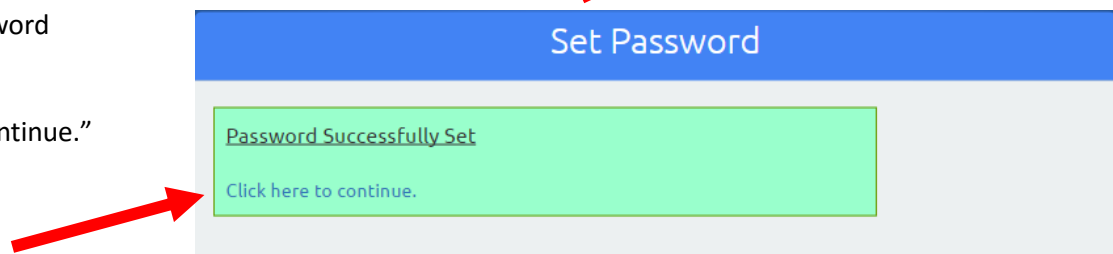
3. Provide your **current** password and click “Continue”.



4. Type in your new password, confirm your new password, and click on “Set Password”.



1. You should see “Password Successfully Set”.
2. Click “Click here to continue.”

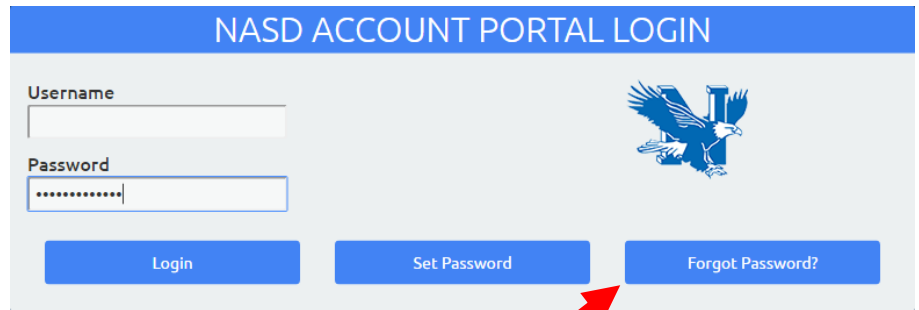


3. You’re done. How hard was that?!

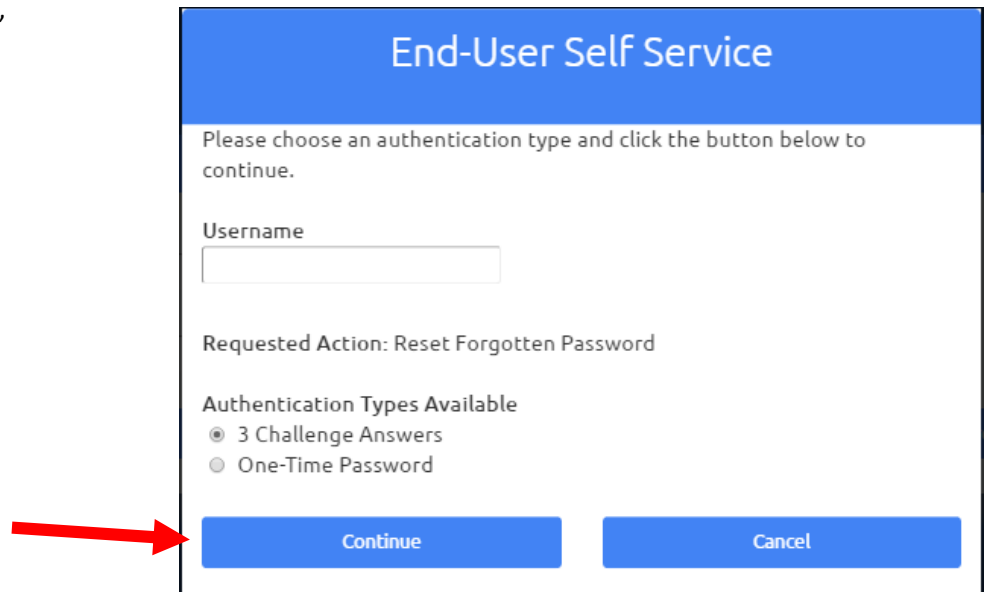
## My password has expired. How do I reset my password?

If your password expires and you wish to reset to a new password, follow this method.

1. Login into to PortalGuard by visiting:  
<https://passwordreset.nazarethasd.org>
2. Type in your username and click on the "Forgot Password" button.



3. Select "3 Challenge Answers" and click on Continue.





4. Type in answers to at least 3 of your Challenge Questions, and click the “Continue” button.

The screen has a blue header with the text "End-User Self Service". Below the header, it says "Please answer any 3 of the 5 questions below". There is a "Username" field. Below that, it says "Requested Action: Reset Forgotten Password". There are three challenge questions, each with a dropdown menu and a text input field: "1) What was your most memorable gift as a child?", "5) Which foreign country would you like to visit?", and "7) Who is your favorite athlete?". At the bottom, there are two blue buttons: "Continue" and "Cancel".

5. If successful it will say “Identity Verified”. Type in a new password and then confirm the new password. Click “Continue”.



The screen has a blue header with the text "End-User Self Service". Below the header, it says "Please enter your new password in the fields below.". A green banner with the text "Identity Verified" is at the top. Below that, there is a "Username" field. Below that, it says "Requested Action: Reset Forgotten Password". There are two password fields: "New Password" and "Confirm New Password". At the bottom, there are two blue buttons: "Continue" and "Cancel".

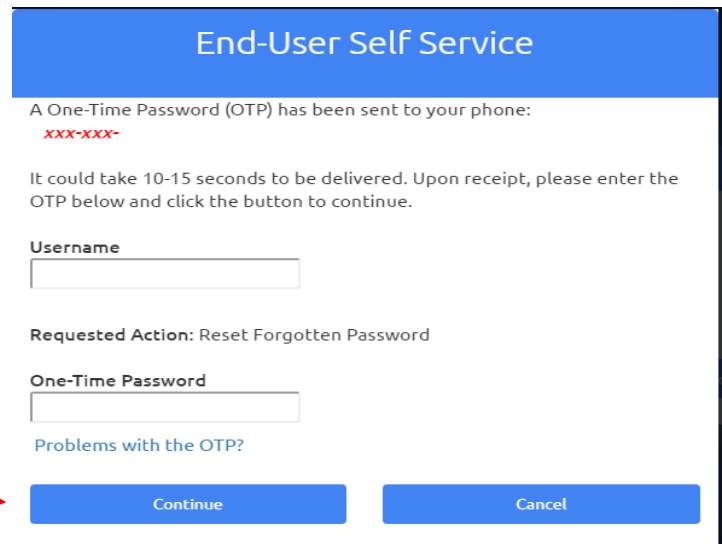


6. If you are unable to answer the challenge questions, click on “One-Time Password” on the previous screen and click “Continue”.



The screen has a blue header with the text "End-User Self Service". Below the header, it says "Please choose an authentication type and click the button below to continue.". There is a "Username" field. Below that, it says "Requested Action: Reset Forgotten Password". Below that, it says "Authentication Types Available". There are two radio buttons: "3 Challenge Answers" and "One-Time Password". At the bottom, there are two blue buttons: "Continue" and "Cancel".

7. If you have enrolled your phone number, a One-Time Password (OTP) will be sent to your phone. Otherwise the OTP will be sent via email. If you do not get the OTP, click on “Problems with the OTP?” and you will be presented with more options.



**End-User Self Service**

A One-Time Password (OTP) has been sent to your phone:  
**xxx-xxx-**

It could take 10-15 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 Password

[Problems with the OTP?](#)

[Continue](#) [Cancel](#)

8. If successful, it will say “Identity Verified”. Type in a new password and then confirm the new password. Click “Continue.”



**End-User Self Service**

Please enter your new password in the fields below.

**Identity Verified**

Username

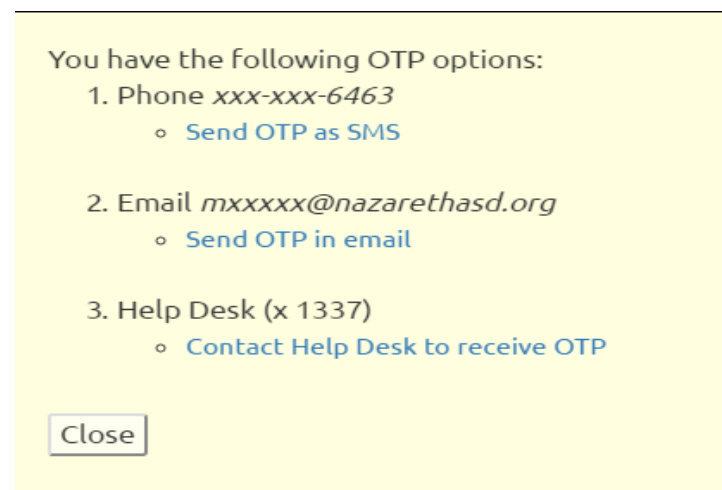
Requested Action: Reset Forgotten Password

New Password

Confirm New Password

[Continue](#) [Cancel](#)

9. If you do not receive the OTP, click on “Problems with the OTP?” and you will be presented with more options.
10. Option 1 will send you a One-Time Password via text message. Option 2 will send the One-Time Password via email. If you are unable to receive an OTP, please contact our helpdesk during school hours at Extension 1337.



**You have the following OTP options:**

1. Phone **xxx-xxx-6463**
  - [Send OTP as SMS](#)
2. Email **mxxxxxx@nazarethasd.org**
  - [Send OTP in email](#)
3. Help Desk (x 1337)
  - [Contact Help Desk to receive OTP](#)

[Close](#)

## What are Challenge Questions and why should I use them?

Challenge questions are a way of verifying your identity to the PortalGuard system. When your password expires or your account becomes locked, you can use challenge questions combined with one-time passcodes (OTPs) to allow you to reset your password via the PortalGuard system without the assistance of NASD Technology staff.

In order to make use of challenge questions in the future, you need to take time in the present to prepare them for use in the future. If you don't set them up before they're actually needed, you won't be able to reset your password without the assistance of the Technology staff. Responses to challenge questions are normally provided as part of the initial registration process. However, you may reset and reenter your challenge question responses at any time.

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## How do I reset my Challenge Questions?

1. Login into to PortalGuard by visiting:  
<https://passwordreset.nazarethasd.org>  
and click on "Clear my answers."

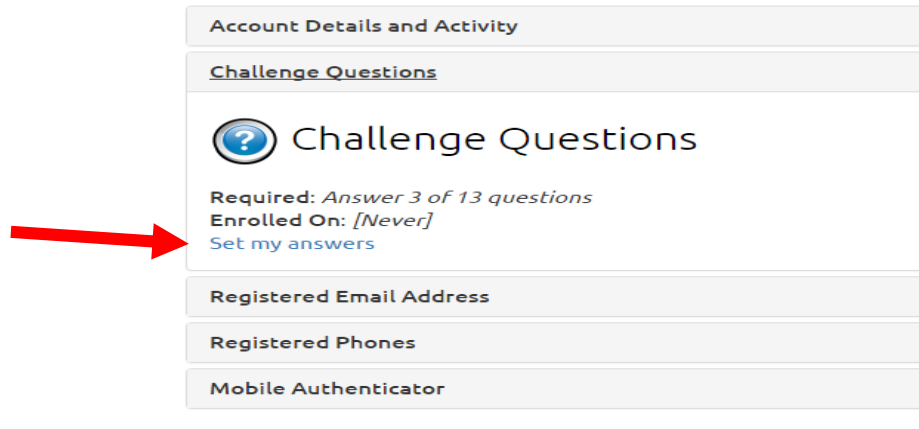
The screenshot shows the 'PortalGuard - Account Management' page. It has a sidebar with links: 'Account Details and Activity', 'Challenge Questions', 'Registered Email Address', 'Registered Phones', and 'Mobile Authenticator'. The 'Challenge Questions' section is active and shows a question mark icon, the title 'Challenge Questions', and the following text: 'Required: Answer 3 of 13 questions', 'Number Answered: 3', and 'Enrolled On: 12/14/2016, 10:53:01 AM'. Below this text are two links: 'Change my answers' and 'Clear my answers'. A red arrow points to the 'Clear my answers' link.

2. PortalGuard will ask you "Are you are sure you want to clear your challenge answers? Click "OK".

The screenshot shows a confirmation dialog box with the title 'passwordreset.nazarethasd.org says:'. The text inside the box reads: 'Are you sure you want to clear your challenge answers?' and 'You may be asked to set them on next login.' At the bottom right of the dialog are two buttons: 'OK' and 'Cancel'. A red arrow points to the 'OK' button.


3. Click on “Set my answers” to start over.

## PortalGuard - Account Management



Account Details and Activity

Challenge Questions

 Challenge Questions

Required: Answer 3 of 13 questions  
Enrolled On: [Never]  
[Set my answers](#)

Registered Email Address

Registered Phones

Mobile Authenticator

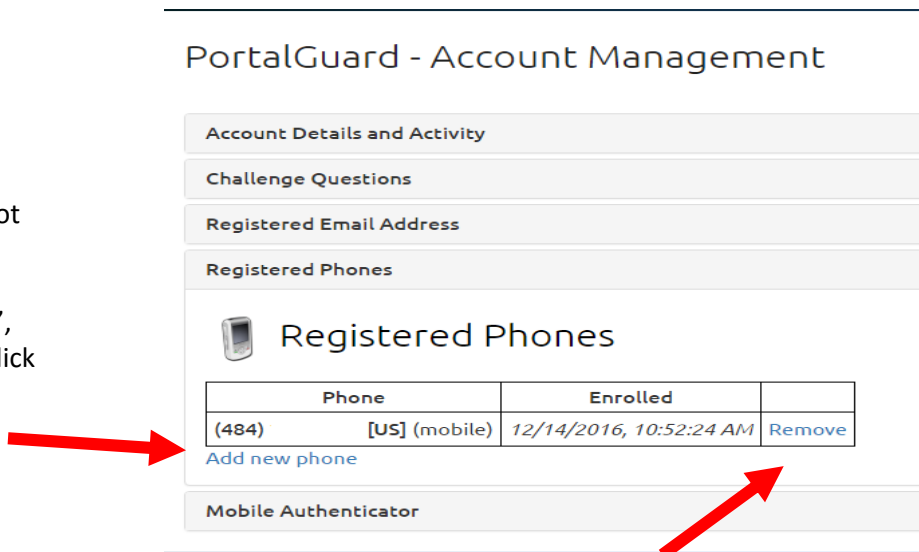
## What are One-Time Passcodes?

One-time passcodes (OTPs) are a temporary numeric codes used, in combination with your challenge question responses, to validate your identity to the PortalGuard system. PortalGuard provides a couple methods of delivering OTPs, including using an alternate email account and sending a text message to your mobile phone. These methods are collectively referred to as Multi-Factor Settings and Devices in the PortalGuard system. The use of a mobile phone as a way to get an OTP is optional but recommended.

## How Do I Add or Delete a Mobile Phone?

To add or change a mobile phone entry, you **must have access** to the mobile phone at the time of registration. Be sure your phone is turned on and connected to the service provider before proceeding.

1. Login to PortalGuard at  
Error! Hyperlink reference not valid.
2. Click on “Registered Phones”, then click on “Remove” or click on “Add new phone”.




PortalGuard - Account Management

Account Details and Activity

Challenge Questions

Registered Email Address

Registered Phones

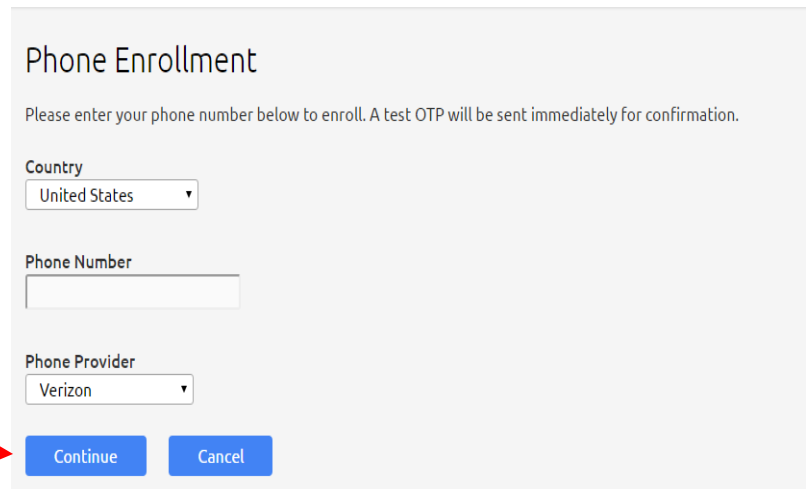
 Registered Phones

Phone	Enrolled	
(484) [US] (mobile)	12/14/2016, 10:52:24 AM	<a href="#">Remove</a>

[Add new phone](#)

Mobile Authenticator

3. Enter in your phone number including area code and select your phone provider. Click "Continue".




Phone Enrollment

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

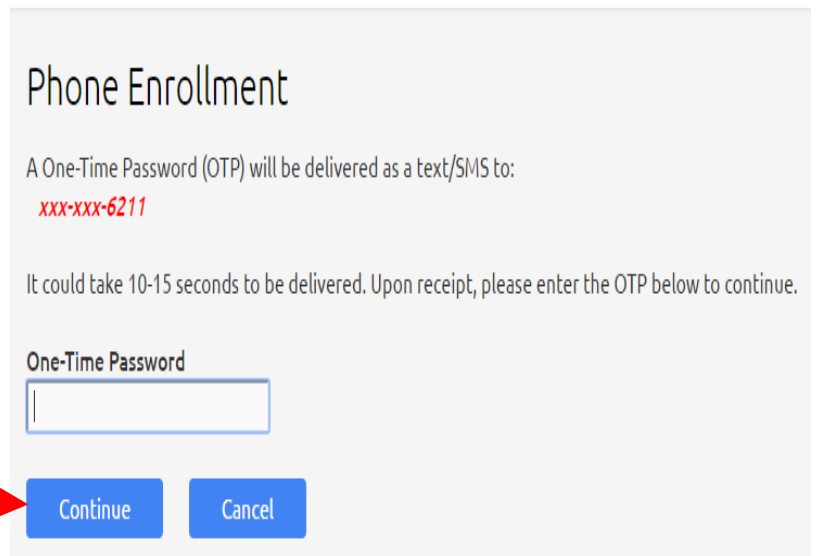
Country  
United States ▼

Phone Number

Phone Provider  
Verizon ▼



4. You will receive the OTP on your phone; upon receipt, enter it into the enrollment screen and click "Continue".




Phone Enrollment

A One-Time Password (OTP) will be delivered as a text/SMS to:  
**xxx-xxx-6211**

It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

One-Time Password



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## How to Get Additional Help

If you still have questions about using PortalGuard, please contact the Technology Help Desk by sending an email to [helpdesk@nazarethasd.org](mailto:helpdesk@nazarethasd.org) or calling Ext 1777 internally or 610-759-1170 Ext 1777.

## Feedback

We welcome your feedback about this change. Please send your feedback to [mfahey@nazarethasd.org](mailto:mfahey@nazarethasd.org)