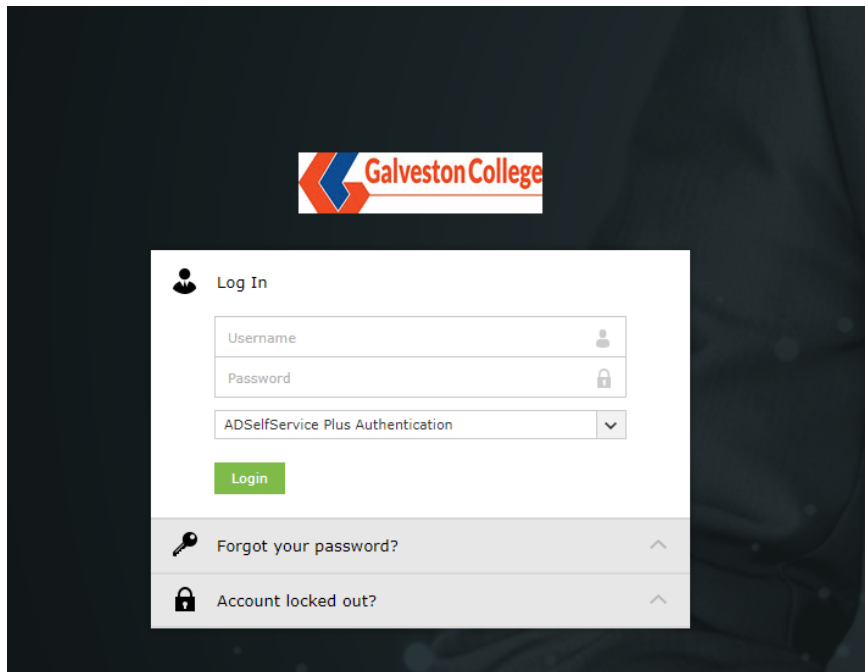
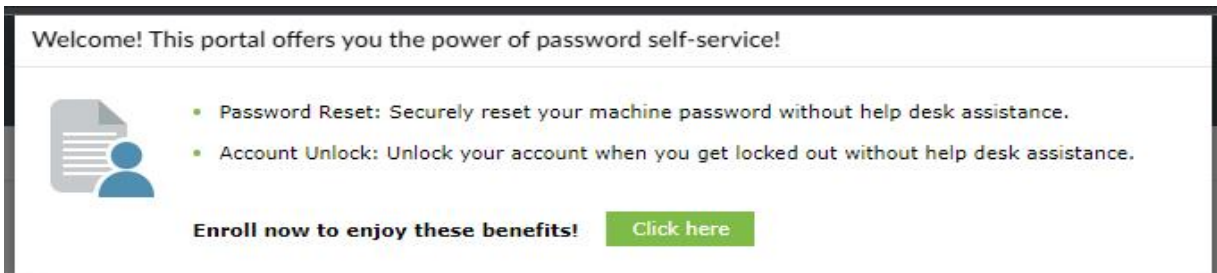


Section I – Self Service Initial Enrollment

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> to open the Password Reset site directly.
2. Login with your current domain credentials (Windows login):

A screenshot of the Galveston College login portal. At the top center is the Galveston College logo. Below it is a white login box with a dark background. The box is titled "Log In" with a person icon. It contains three input fields: "Username" with a person icon, "Password" with a lock icon, and "ADSelfService Plus Authentication" with a dropdown arrow. Below the fields is a green "Login" button. At the bottom of the box are two links: "Forgot your password?" with a key icon and an upward arrow, and "Account locked out?" with a lock icon and an upward arrow.


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

A screenshot of a welcome pop-up message. The message is titled "Welcome! This portal offers you the power of password self-service!". Below the title is a document icon with a person silhouette. To the right of the icon are two bullet points: "Password Reset: Securely reset your machine password without help desk assistance." and "Account Unlock: Unlock your account when you get locked out without help desk assistance." At the bottom of the pop-up is the text "Enroll now to enjoy these benefits!" followed by a green button labeled "Click here".

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

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

Please enroll for the forced verification methods enabled for your account.

 Security Questions

Question :

Question :

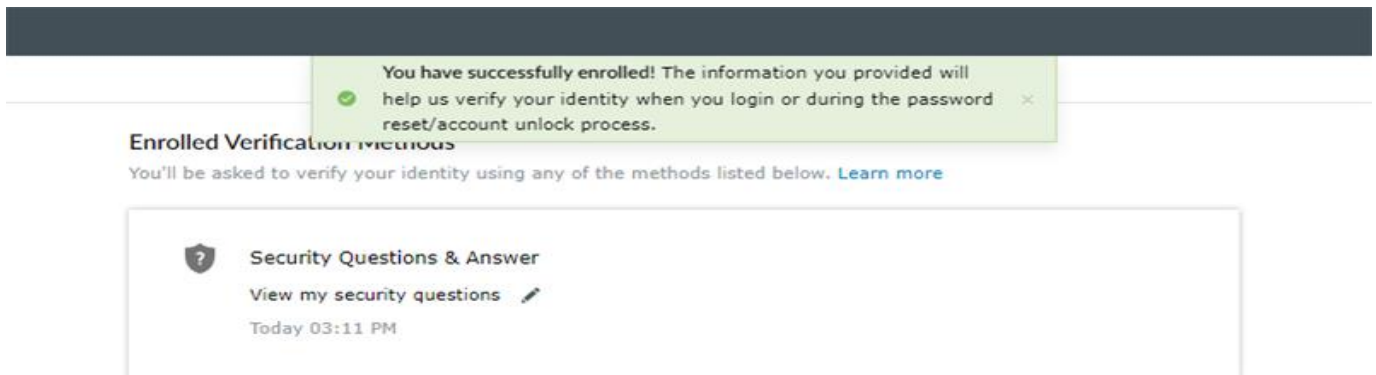
Hide Answer(s)

- The minimum length of the answer(s) should be 2 characters and maximum allowed is 255 characters

Step 1 of 1

Be sure to **confirm both answers** and click “**NEXT**”.

- If successful, the following window will display:

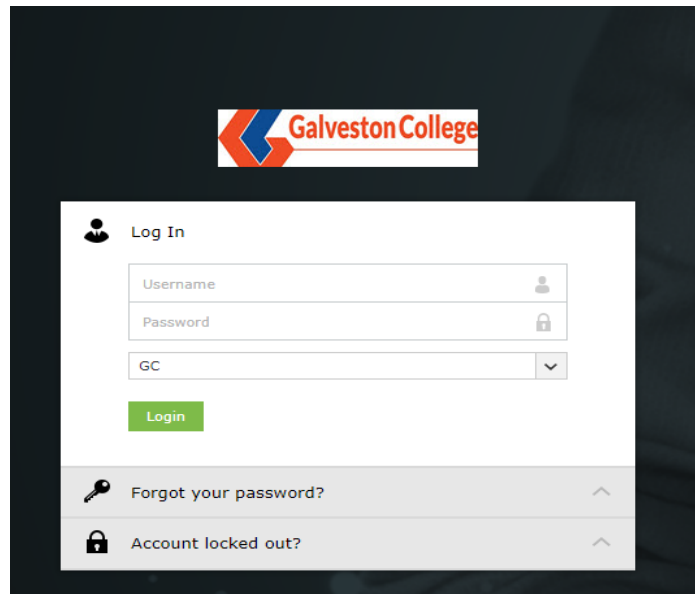


The screenshot shows a dark grey header bar at the top. Below it is a green notification box with a checkmark icon and the text: "You have successfully enrolled! The information you provided will help us verify your identity when you login or during the password reset/account unlock process." Below the notification is the heading "Enrolled Verification methods" and the text "You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)". At the bottom is a white box with a shield icon and the text "Security Questions & Answer", "View my security questions" with a pencil icon, and "Today 03:11 PM".

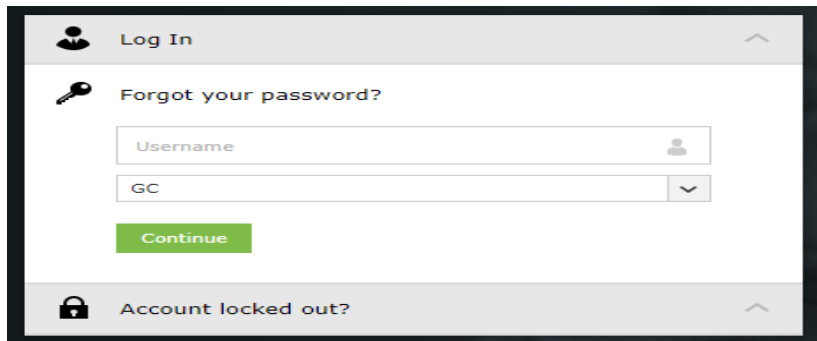
Users may close their session to the Password Reset site after successfully enrolling. The following sections explain how to reset or change users’ passwords using the enrollment information for verification.

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 “**FORGOT YOUR PASSWORD?**” link near bottom of the screen:

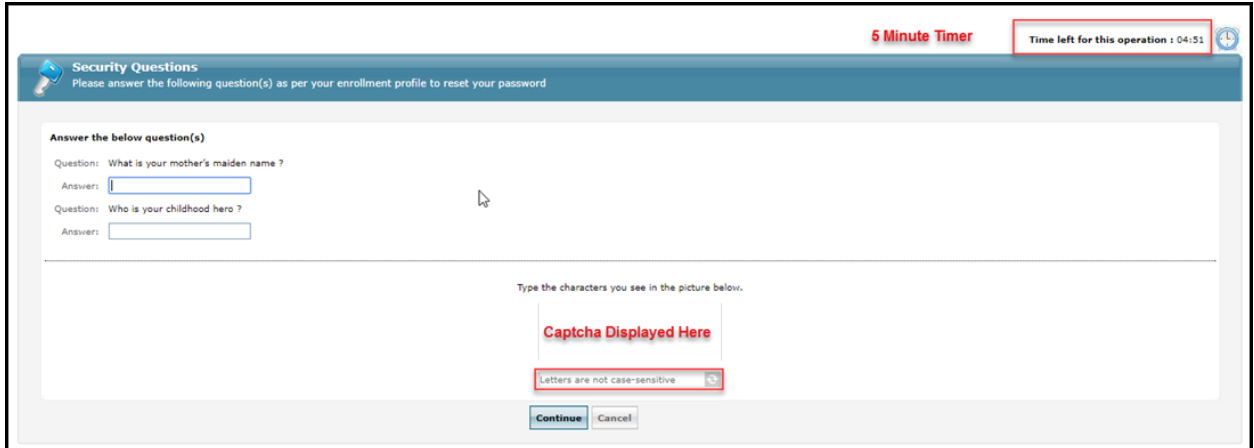


3. At the “Reset your Password” screen, input your user name in the “Domain User Name” field and leave the “Domain Name” field at default:

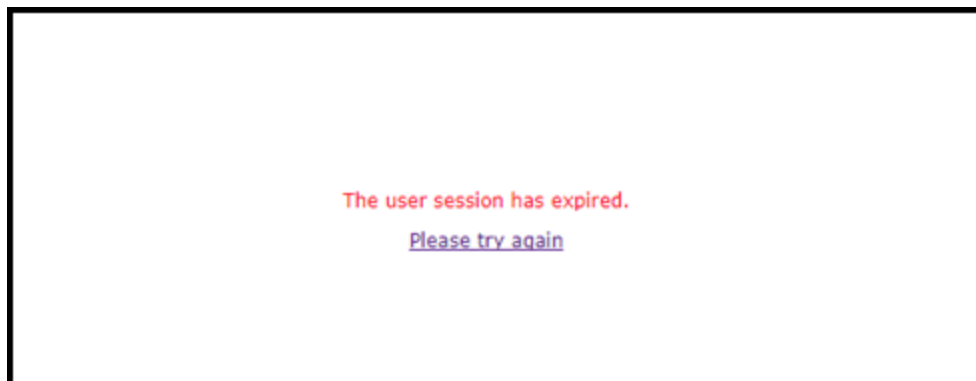


Click “***Continue***” to proceed.

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:

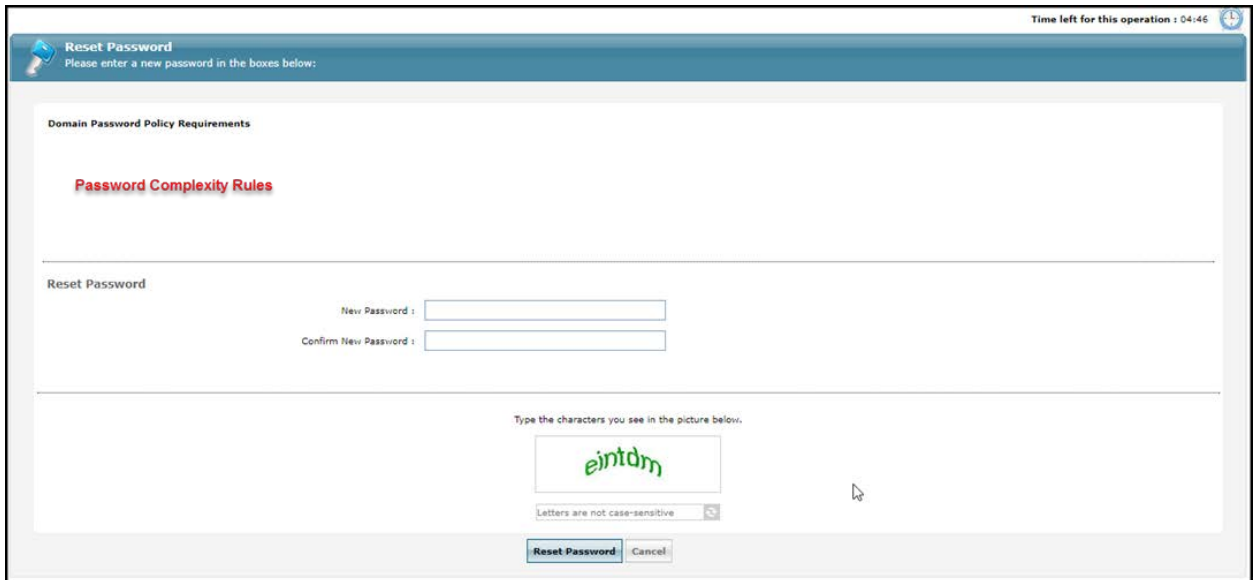


Note there is a 5 minute limit before the session times out and the user must retry the process again (see below example “Time Out” screen:



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:



Reset Password
Please enter a new password in the boxes below:

Domain Password Policy Requirements


Password Complexity Rules

Reset Password

New Password :

Confirm New Password :

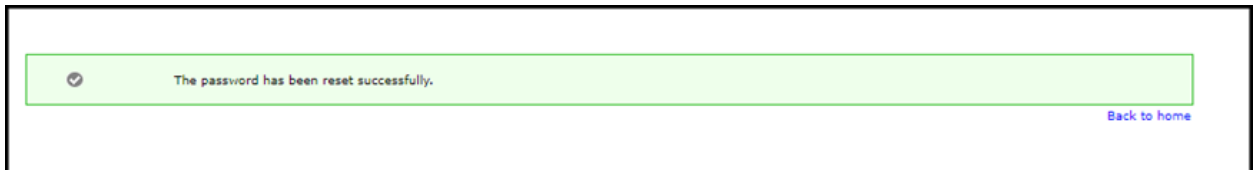
Type the characters you see in the picture below.



Letters are not case-sensitive

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.