

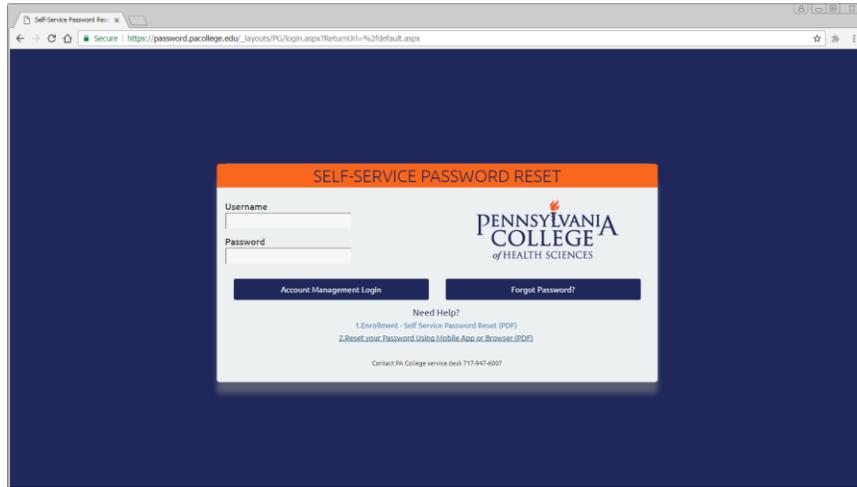
How to use the PA College Password Self-Service Tool

The PA College Password Self-Service Tool empowers users to reset their password, unlock their account or update their password at any time, on their own and without contacting the IT Service Desk for assistance.

Before you can reset your password or unlock your account, you must first set up an account. You can set up an account using your mobile phone number or personal (non-PAcollege.edu) email address, or both. We recommend using both options.

The first few pages of this guide will walk you through the account set-up process. If you've already set up your account, proceed to [page 7](#) for guidance on how to unlock your account or change your password.

- 1) First go to <https://password.PAcollege.edu> within any browser, including mobile browsers for Android and iOS.



- 2) Enter your PA College username and current password, then select Account Management Login.



- 3) The next screen will prompt you for your mobile phone information. While not required, providing this information will make it much easier to reset your password from your mobile device in the future. Please enter your phone number, including area code, with no dashes or parenthesis. Select the appropriate option on whether or not your phone is able to receive text messages and select your phone provider from the dropdown list. (Some providers are not supported.) Click continue. If your provider is not supported, or you would prefer not to provide this information, click skip and proceed to [step 6](#).

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
getready

Password

Country
United States

Phone Number (with area code)
|

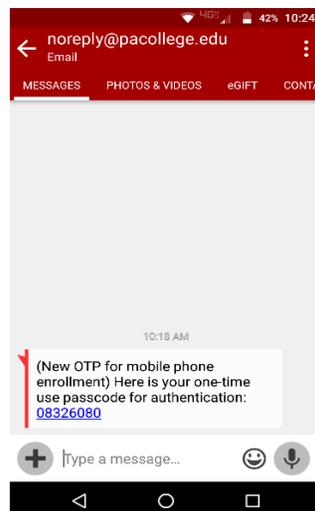
This phone can receive SMS/text messages
 This phone **cannot** receive SMS/text messages

Phone Provider
Verizon

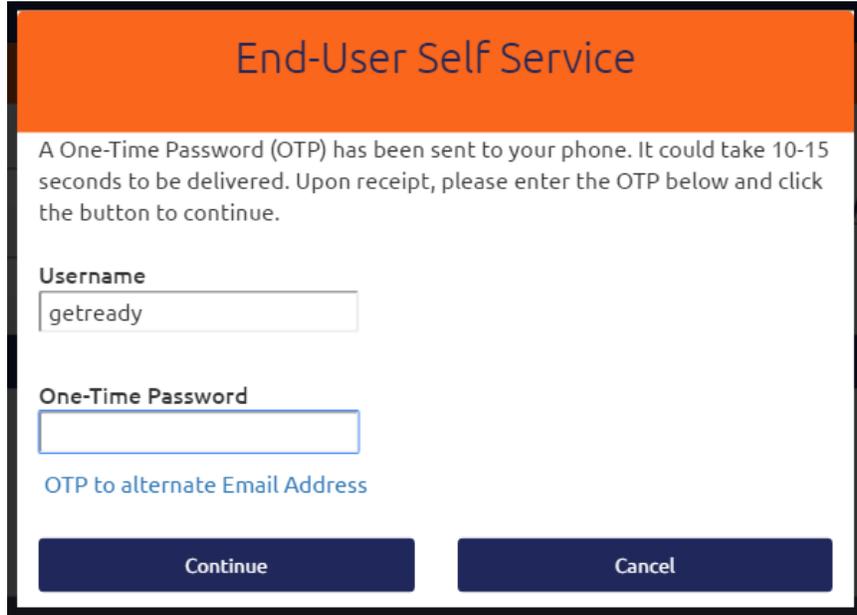
Do Not Remind Me Again

Continue Skip

- 4) The system will send a one-time password to the mobile number you just provided, which will be used in the next step.

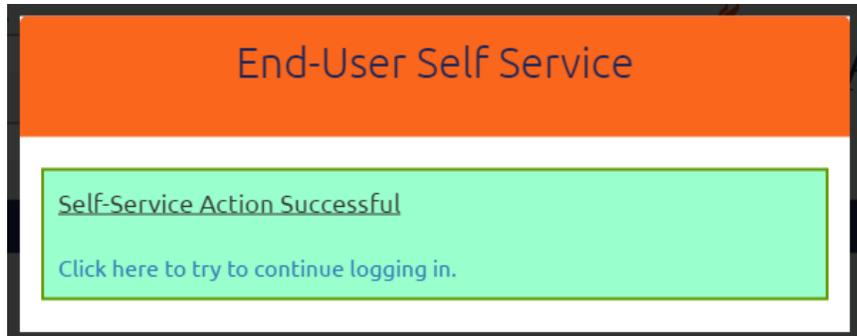


- 5) Enter your PA College username in the username box, and enter the one-time password from your mobile phone in the one-time password box.



The screenshot shows a web interface titled "End-User Self Service". Below the title, there is a message: "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." There are two input fields: "Username" with the text "getready" and "One-Time Password" which is currently empty. Below the "One-Time Password" field is a link that says "OTP to alternate Email Address". At the bottom of the form are two buttons: "Continue" and "Cancel".

The system will let you know that the one-time password was accepted, and you can now proceed with logging into the system.



The screenshot shows the same "End-User Self Service" interface. A green message box is displayed, containing the text "Self-Service Action Successful" and a link that says "Click here to try to continue logging in.".

- 6) You may also register with any email address other than your PAcollege.edu email. To enroll using this method, enter your personal (not PAcollege.edu) email address in the Email Address box. Click continue.

Enrollment - Email Address

Please enter your current password and an **alternative email address - please do not use pacollege.edu email address-** to enroll. 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
getready

Password

Email Address
|

Do Not Remind Me Again

Continue **Skip**

- 7) The system will send a one-time password to the personal email address you provided, which will be used in the next step.

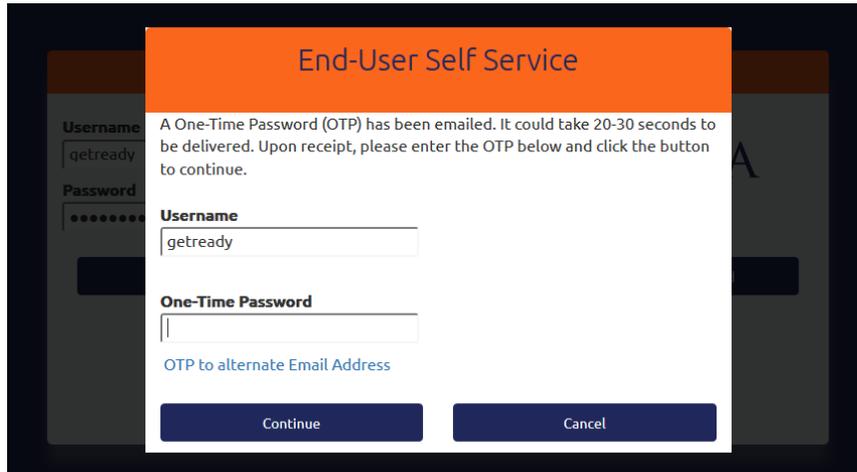
New OTP for email address enrollment Inbox x



PA College Password Reset <NoReply@pacollege.edu>
to me ▾

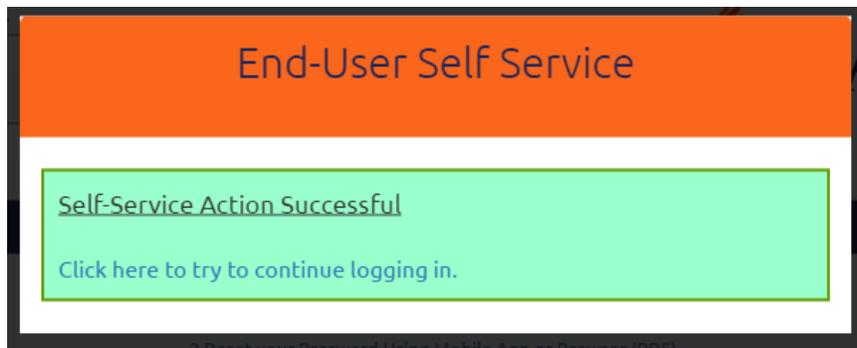
Here is your one-time use passcode: 42167893
Enter this value to continue enrolling your email address.
You can delete this message immediately after use.

- 8) Enter your PA College username in the username box, and enter the one-time password from your personal email in the one-time password box.



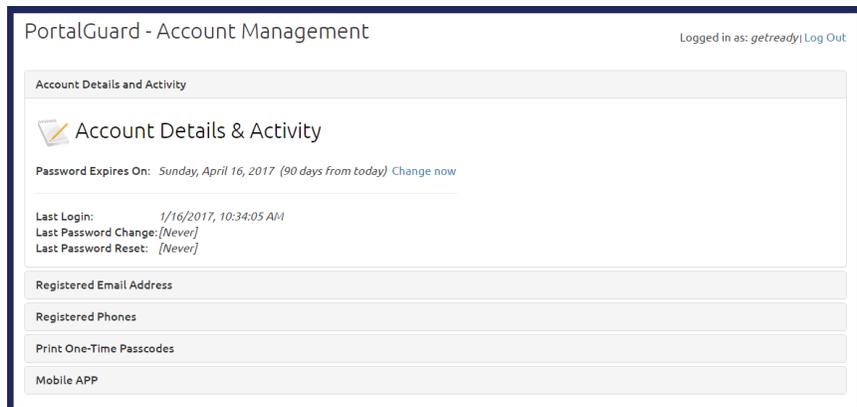
The image shows a dialog box titled "End-User Self Service" with an orange header. The main text reads: "A One-Time Password (OTP) has been emailed. It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue." Below this text are two input fields: "Username" containing the text "getready" and "One-Time Password" which is empty. A link "OTP to alternate Email Address" is positioned below the second field. At the bottom are two buttons: "Continue" and "Cancel".

The system will let you know that the one-time password was accepted, and you can now proceed with logging into the system.



The image shows a success message box titled "End-User Self Service" with an orange header. The main text is "Self-Service Action Successful" in green, with a link "Click here to try to continue logging in." below it.

- 9) At this point, the setup and configuration of your account is complete. After logging in, you will arrive at the landing page.



The image shows the "PortalGuard - Account Management" landing page. The page title is "PortalGuard - Account Management" and the user is logged in as "getready". The page content includes a section for "Account Details and Activity" with a sub-section "Account Details & Activity". The "Password Expires On" is "Sunday, April 16, 2017 (90 days from today)" with a "Change now" link. The "Last Login" is "1/16/2017, 10:34:05 AM", "Last Password Change" is "[Never]", and "Last Password Reset" is "[Never]". Below this are sections for "Registered Email Address", "Registered Phones", "Print One-Time Passcodes", and "Mobile APP".

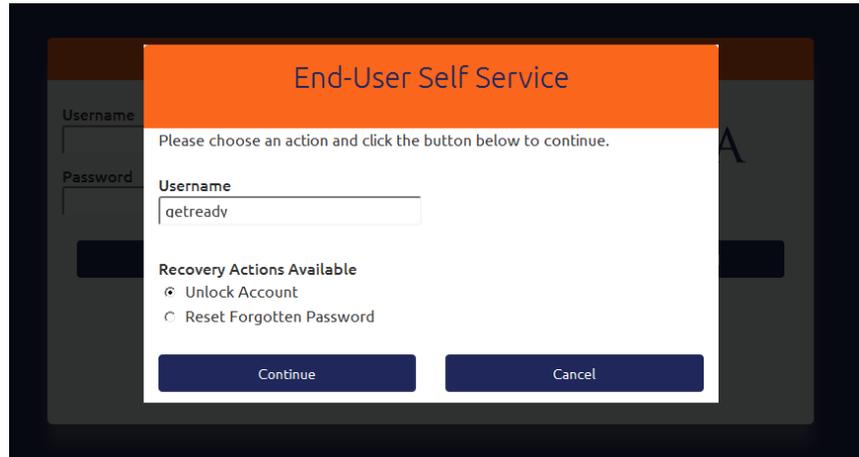
10) If you forget your password or are locked out of your account, go to <https://password.PAcollege.edu> and click the Unlock/Forgot Password button.

The screenshot shows the 'SELF-SERVICE PASSWORD RESET' page for Pennsylvania College of Health Sciences. It features a header with the college's name and logo. Below the header are two input fields for 'Username' and 'Password'. To the right of these fields are two buttons: 'Account Management Login' and 'Unlock Account / Forgot Password'. Below the buttons, there is a 'Need Help?' section with two links: '1.Enrollment - Self Service Password Reset (PDF)' and '2.Reset your Password Using Mobile App or Browser (PDF)'. At the bottom, there is a contact number: 'Contact PA College service desk 717-947-6007'.

11) Enter your PA College username and click continue.

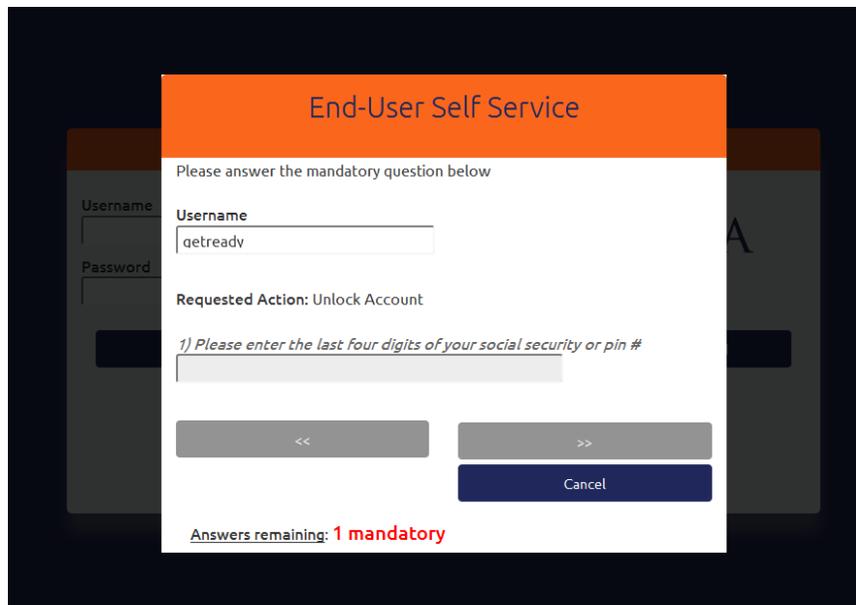
The screenshot shows a dialog box titled 'End-User Self Service' overlaid on the password reset page. The dialog box contains the text: 'Please enter your username and click the button below to view the options currently available to you.' Below this text is a 'Username' input field with the text 'qetready' entered. At the bottom of the dialog box are two buttons: 'Continue' and 'Cancel'. The background page is dimmed, showing the 'Username' and 'Password' fields from the previous screenshot. At the bottom of the dialog box, there is a contact number: 'Contact PA College service desk 717-947-6007'.

12) The system will prompt you to either unlock your account or reset a forgotten password. Select the appropriate option and click continue.



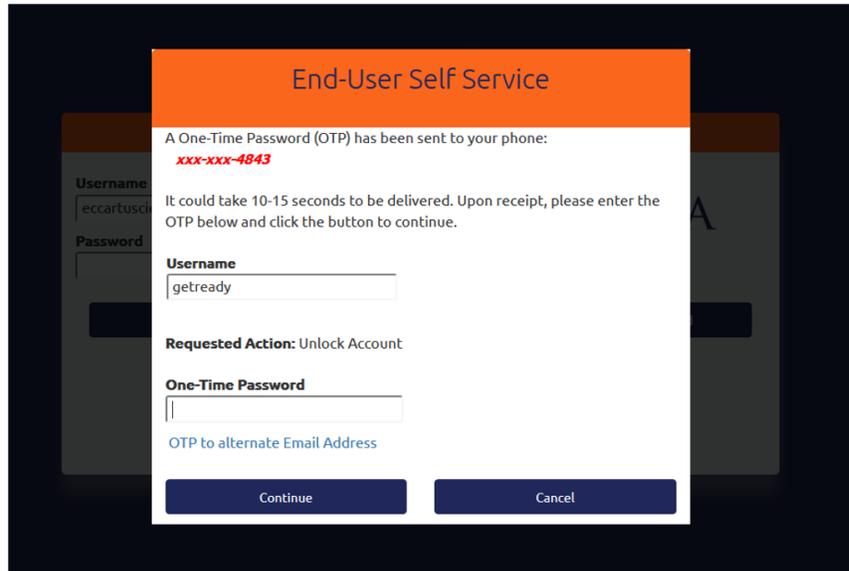
The screenshot shows a dialog box titled "End-User Self Service" with an orange header. The main text reads "Please choose an action and click the button below to continue." Below this is a "Username" field containing the text "qetreadyv". Underneath is a section titled "Recovery Actions Available" with two radio button options: "Unlock Account" (which is selected) and "Reset Forgotten Password". At the bottom of the dialog are two buttons: "Continue" and "Cancel".

13) The system may prompt you to enter the last four of your Social Security number. Enter this information and click the two right-pointing arrows (>>) to continue.

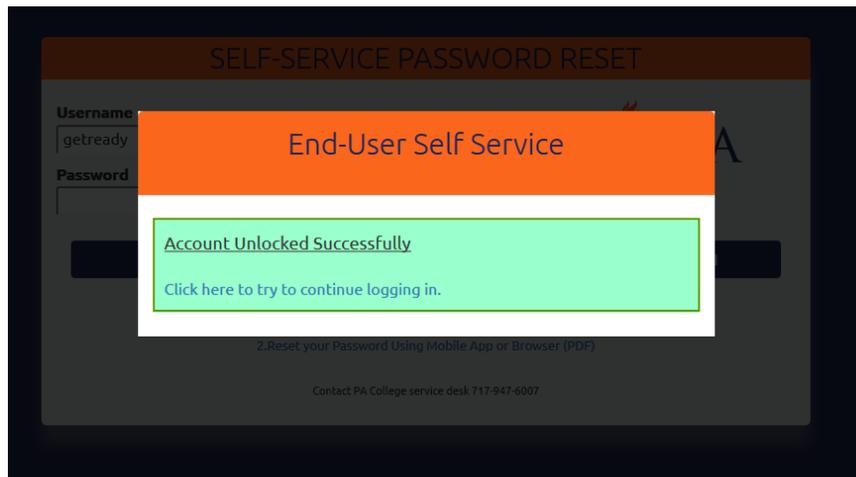


The screenshot shows a dialog box titled "End-User Self Service" with an orange header. The main text reads "Please answer the mandatory question below". Below this is a "Username" field containing the text "qetreadyv". Underneath is a section titled "Requested Action: Unlock Account". Below that is a mandatory question: "1) Please enter the last four digits of your social security or pin #". There is an empty text input field for the answer. At the bottom of the dialog are three buttons: a left-pointing arrow (<<), a right-pointing arrow (>>), and a "Cancel" button. At the very bottom of the dialog, it says "Answers remaining: 1 mandatory".

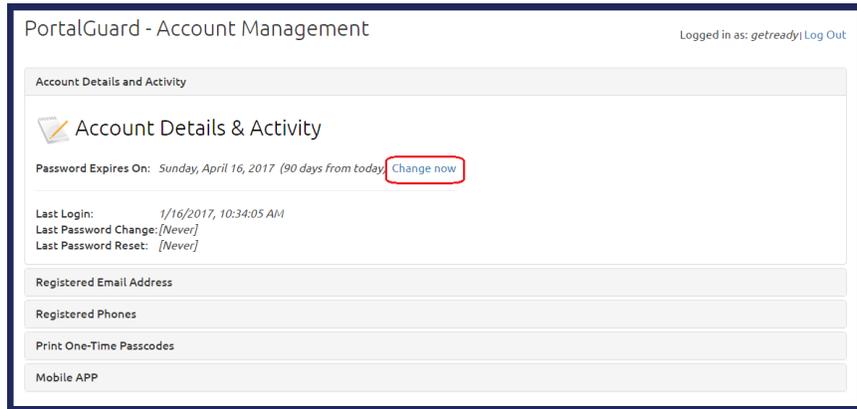
- 14) The system will send a one-time password to your mobile device or personal email address, whichever option you used to set up your account. If you'd prefer that the one-time password be sent to your personal email address instead of your mobile phone, click the "OTP to alternate Email Address" link. Once you have received the one-time password, enter it in the One-Time Password box and click Continue.



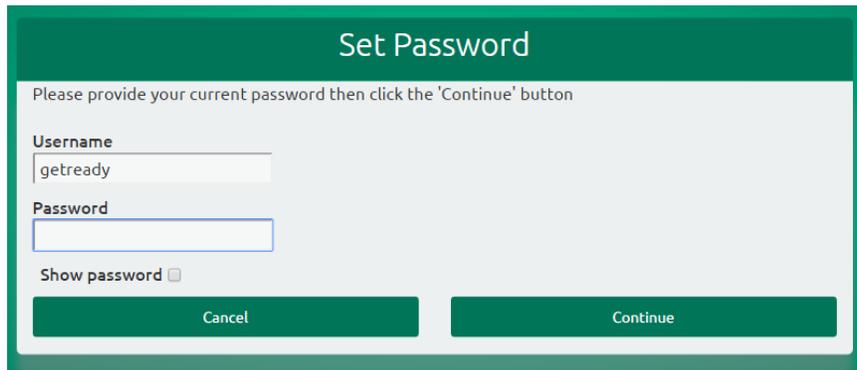
- 15) The system will let you know that the one-time password was accepted. Please note that the dialog boxes will be related to either unlocking your account or resetting your password, depending on which option you selected.



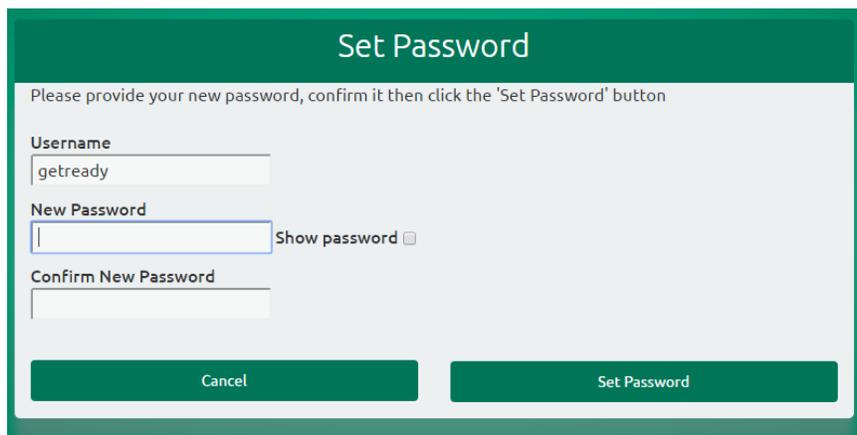
16) This tool also gives you the ability to update your password at any time. To update your password, click “Change now” under Account Details & Activity.



17) To change your password, first enter your current username and password, and click continue.



18) Enter your new password in the New Password box, and enter it again in the confirm New Password box to confirm. Click Set Password.



The system will confirm that you have successfully changed your password.