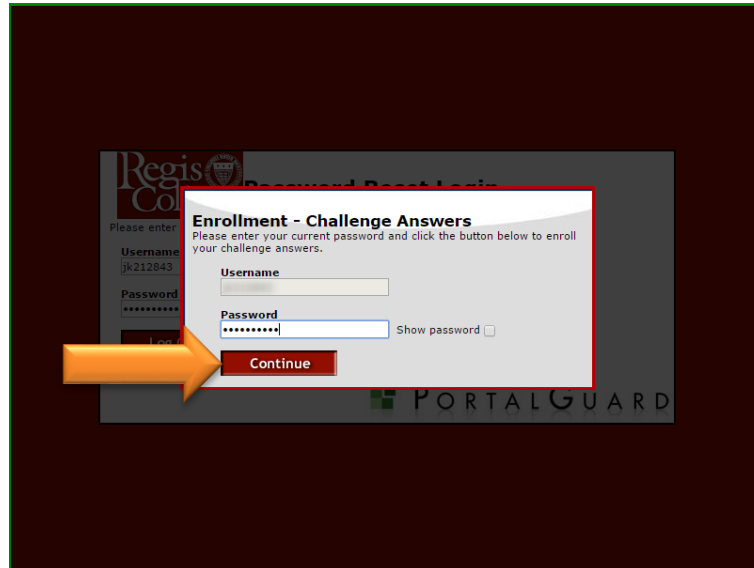


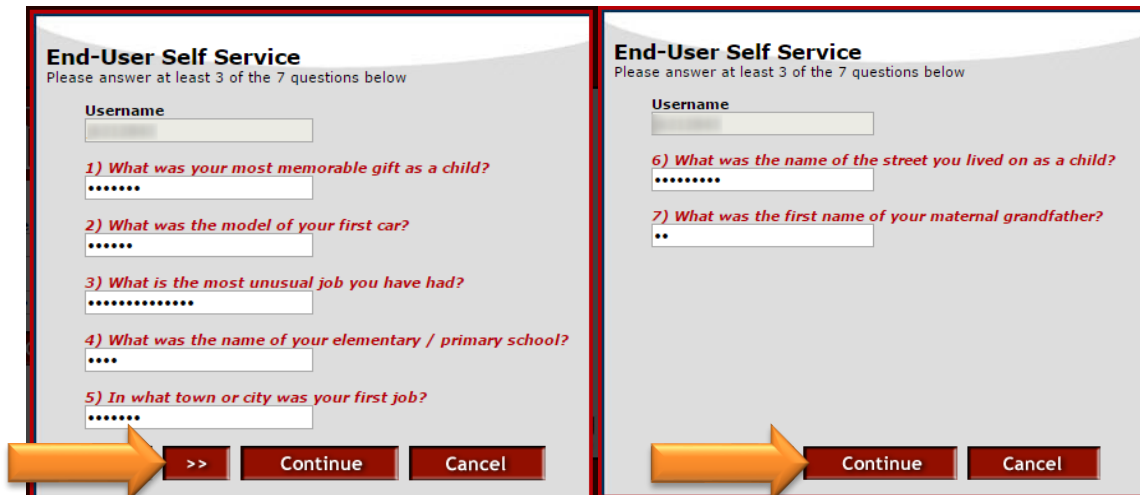
# Password Reset Enrollment

1. Log onto your Outlook email.
2. Once you see the screen below, click **Continue**.



Regis  
Col  
Please enter  
Username  
jk212843  
Password  
\*\*\*\*\*  
Show password   
**Continue**  
PORTALGUARD

3. Next, fill in the answers to at least three of the questions from **BOTH** pages using the >> button for question 6) and 7), then click **Continue**.



**End-User Self Service**  
Please answer at least 3 of the 7 questions below

Username  
\*\*\*\*\*

1) *What was your most memorable gift as a child?*  
\*\*\*\*\*

2) *What was the model of your first car?*  
\*\*\*\*\*

3) *What is the most unusual job you have had?*  
\*\*\*\*\*

4) *What was the name of your elementary / primary school?*  
\*\*\*\*

5) *In what town or city was your first job?*  
\*\*\*\*\*

>> Continue Cancel

**End-User Self Service**  
Please answer at least 3 of the 7 questions below

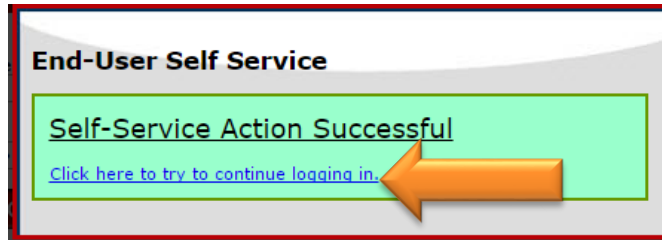
Username  
\*\*\*\*\*

6) *What was the name of the street you lived on as a child?*  
\*\*\*\*\*

7) *What was the first name of your maternal grandfather?*  
\*\*

Continue Cancel

4. Once you see the message below, click on the “**Click here to try to continue logging in**” link. This will send you to a page to enter your phone number.



5. You have the option of enrolling your cellphone in the password reset tool. This will allow us to text you a onetime use password when you forget your password. This step is optional. If you choose not to enroll a cellphone click on the Permanently Suppress Reminders button so you will not be prompted again. Fill in the space for your **Phone Number**. Then click **Continue**. (If you choose that your phone cannot receive SMS/text messages, you will receive a voice call instead).

A screenshot of a web form titled "Enrollment - Mobile Phone". The form contains the following fields and options:

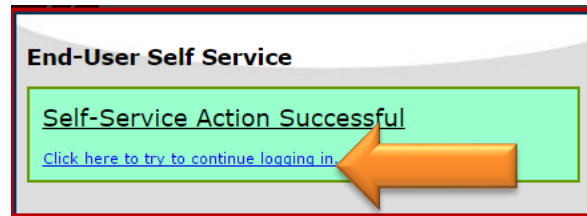
- Username**: A text input field.
- Password**: A password input field with a "Show password" checkbox.
- Country**: A dropdown menu currently showing "United States".
- Phone Number**: A text input field.
- Two radio buttons: "This phone can receive SMS/text messages" (selected) and "This phone cannot receive SMS/text messages".
- A checkbox labeled "Permanently Suppress Reminders".
- Two buttons at the bottom: "Continue" and "Skip".

6. Fill in the **One-Time Password** with the number you receive via text message. Then click **Continue**. If you did not enroll a cellphone then skip to step 8.

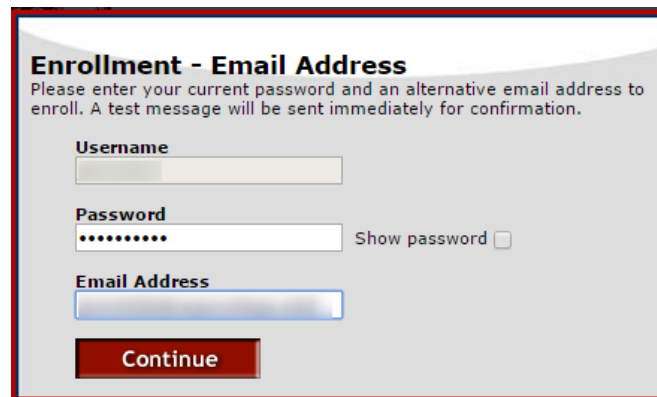
A screenshot of a web form titled "End-User Self Service". The form contains the following fields and options:

- Username**: A text input field.
- One-Time Password**: A text input field containing the number "71615728".
- A blue link "Problems with the OTP?" below the password field.
- Two buttons at the bottom: "Continue" and "Cancel".

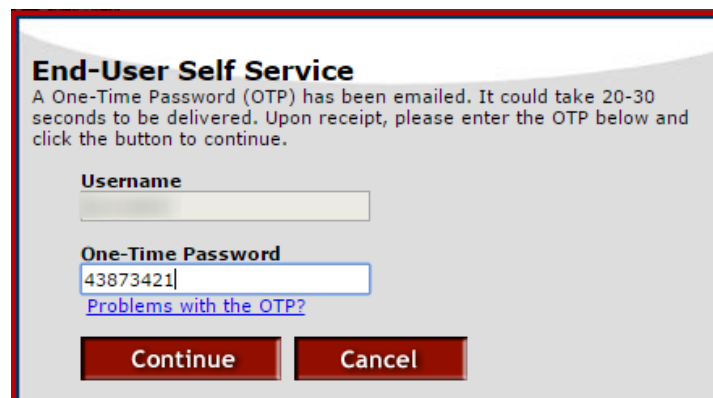
7. Go to the **Click here to try to continue logging in** link and this will take you to another page to enter an email address.



8. Enter an **ALTERNATE** email that is **not** your Regis email. Then click **Continue**.

A screenshot of a web form titled "Enrollment - Email Address". The form includes instructions: "Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation." Below the instructions are three input fields: "Username", "Password" (with a "Show password" checkbox), and "Email Address". At the bottom of the form is a red "Continue" button.

9. Enter the **One-Time Password** that you received via email, then click **Continue**.

A screenshot of a web page titled "End-User Self Service". It contains instructions: "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 the instructions are two input fields: "Username" and "One-Time Password" (containing the value "43873421"). There is also a link "Problems with the OTP?". At the bottom are two buttons: "Continue" and "Cancel".

10. Click on the **Click here to try to continue logging in** link. This is the last step.

