

Canvas Password Reset Instructions for Glendale Portal Login

Please attempt to login to Canvas from the Canvas link at glendale.edu or <https://gcc.instructure.com/login/saml> with your login information and original password prior to any password reset over the past weekend.

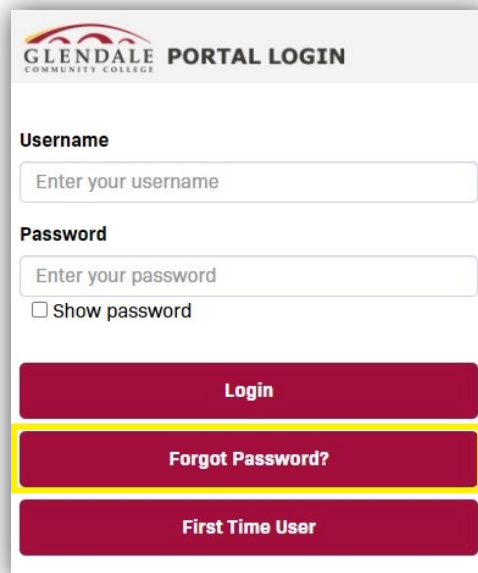
If you are unable to access Canvas or you have forgotten your MyGCC/Canvas password or need to reset it for any reason, follow these steps to regain access to your account:

1. Access the PortalGuard Password Reset Page:

Open your web browser and go to the PortalGuard Password Reset page. The URL for this page is <https://portal.glendale.edu>

2. Initiate the Password Reset:

On the Password Reset page, you will see a prompt to begin the password reset process. Click on the "Forgot Password?"



GLENDALE COMMUNITY COLLEGE PORTAL LOGIN

Username
Enter your username

Password
Enter your password
 Show password

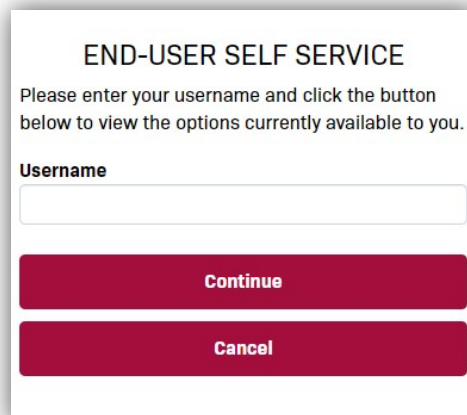
Login

Forgot Password?

First Time User

3. Enter Your User Information:

You will be prompted to enter your student ID to verify your identity. Fill in the required fields and click continue.



END-USER SELF SERVICE

Please enter your username and click the button below to view the options currently available to you.

Username

Continue

Cancel

- Under the Reset Forgotten Password section, select the Reset Password option. To ensure security, you may be asked to complete a CAPTCHA to deter any bots. Follow the on-screen instructions to complete this step and click Continue.

END-USER SELF SERVICE

Please choose an action and click the button below to continue.

Username

10308518

Recovery Actions Available

Unlock Account

Reset Forgotten Password

Please answer the CAPTCHA below

I'm not a robot

reCAPTCHA
Privacy - Terms

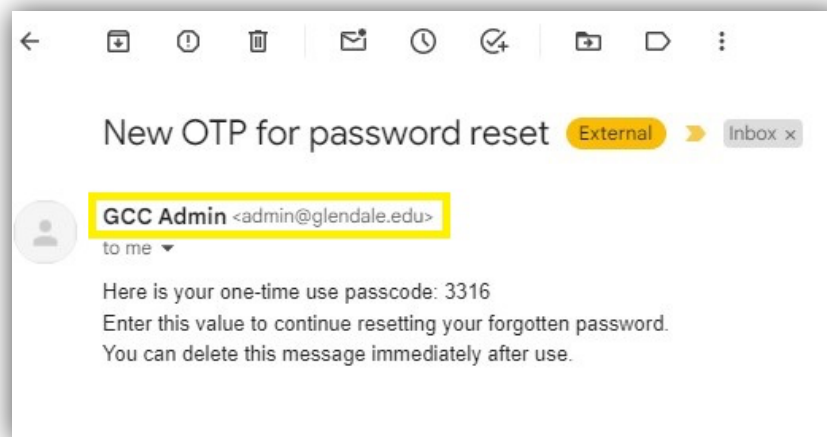
Continue

Cancel

- Receive a Verification Email

Once you have provided the necessary information, a verification email will be sent to the email address associated with your account. This email will contain a link or code to verify your identity.

Go to your email inbox and look for the password reset email from GCC Admin (admin@glendale.edu). If you don't see it in your inbox, please check your spam or junk folder.



- One Time Passcode (OTP)

Follow the instructions in the email to enter the passcode on the password reset page and click Continue.

END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed to:
lxxxx@lampietti.com

It could take 20 to 30 seconds to be delivered.
Upon receipt, please enter the OTP below and click the button to continue.

Username

Requested Action Reset Forgotten Password

2nd Factor / One Time Passcode

[Problems with this authentication option?](#)

Continue

Cancel

7. Create a New Password

After successfully verifying your identity, you will be directed to a page where you can create a new password. Follow the password requirements provided on the page, which typically include a minimum length and complexity.

END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must satisfy the following rules:

- At least **1** lowercase character
- At least **1** uppercase character
- At least **1** numeric character
- At least **8** characters long
- Not contain any parts of your name
- Contain characters from **3** of the following categories:
 1. Uppercase characters (A - Z)
 2. Lowercase characters (a - z)
 3. Base 10 digits (0 - 9)
 4. Non-alphanumeric (e.g. !, \$, @)
- Not contain the < char **&#**

Username

Requested Action Reset Forgotten Password

New Password

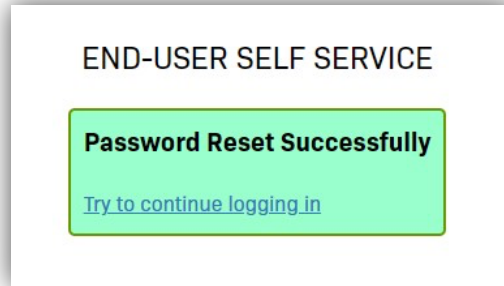
 Show password

Confirm Password

Continue

8. Password Successfully Reset:

You should receive a confirmation message that your password has been successfully reset.



9. Login with Your New Password:

Return to the login page for the service or application you were trying to access. Enter your username and your new password to log in.

Congratulations! You've successfully reset your password in PortalGuard. If you encounter any issues or have further questions, please reach out to one of the following areas:

- Admissions& Records – ext 5910; ardocs@glendale.edu; Zoom: 94989034462,
- Counseling - ext 5918; counseling@glendale.edu; Zoom: 7710306693
- Vaquero Success Center – ext 5329; vsc@glendale.edu; Zoom: 2927930793
- Welcome Center: ext 4767 (4SOS); welcomecenter@glendale.edu; Zoom: [6031885648#success](https://glendale.zoom.us/j/6031885648)