<u>GCC Cyber Incident Statements</u>

Monday, Nov. 13, 2023; Sent 3:11pm

Cyber Security Incident Update (STAFF/STUDENT MESSAGE)

<u>CANVAS UPDATE FROM GCC ADMINISTRATION</u>

We appreciate your patience while we work to restore information technology services affected by Friday's cyber security incident. For those having trouble logging into Canvas, please refer the instructions attached to this email and also listed below.

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 by using 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?"

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.

4. 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.

5. 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.
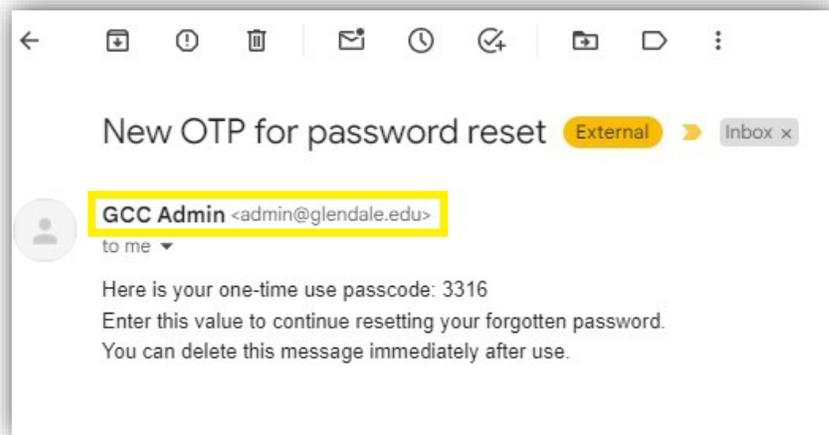
6. One Time Passcode (OTP)

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

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.

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 818-240-1000 x5918 or email counseling@glendale.edu