

## GCC Cyber Incident Statements

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

### **Cyber Security Incident Update (STAFF/STUDENT MESSAGE)**

#### **CANVAS UPDATE FROM GCC ADMINISTRATION**

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](https://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?"

**GLENDALE** PORTAL LOGIN  
COMMUNITY COLLEGE

**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

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.

## END-USER SELF SERVICE

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

**Username**

**Recovery Actions Available**

Unlock Account

Reset Forgotten Password

**Please answer the CAPTCHA below**

I'm not a robot   
reCAPTCHA  
Privacy · Terms

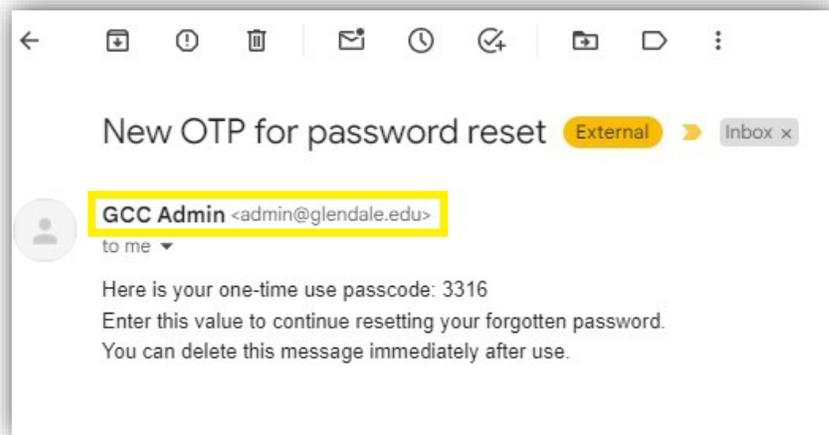
Continue

Cancel

### 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.

The screenshot shows a web form titled "END-USER SELF SERVICE". The text on the page reads: "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." Below this text, there is a "Username" field containing "10308518". Underneath is a "Requested Action" field with the text "Reset Forgotten Password". The next field is labeled "2nd Factor / One Time Passcode" and is currently empty. A blue link below the field says "Problems with this authentication option?". At the bottom of the form are two red buttons: "Continue" and "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 OR **&#**

**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.

**END-USER SELF SERVICE**

**Password Reset Successfully**

[Try to continue logging in](#)

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](mailto:counseling@glendale.edu)