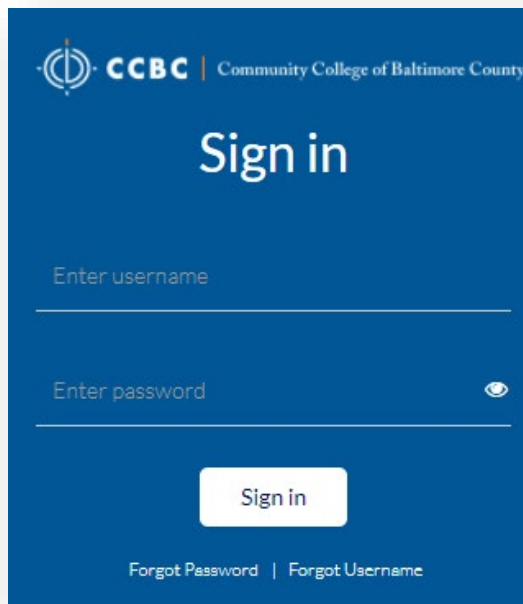


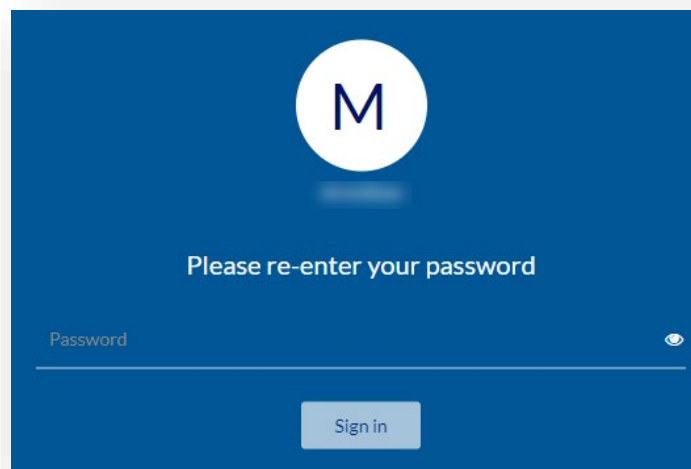
Verify/QuickLaunch Password Recovery and MFA Creation

1. Type in your CCBC username and password. Click Sign In.



The image shows the CCBC sign-in interface. At the top left is the CCBC logo and the text "Community College of Baltimore County". The main heading is "Sign in". Below it are two input fields: "Enter username" and "Enter password". The password field has an eye icon to toggle visibility. A "Sign in" button is centered below the fields. At the bottom, there are links for "Forgot Password" and "Forgot Username".

2. The first time you log in, you will receive a prompt to re-enter your password. Type it in again and click Sign in.



The image shows a screen with a blue background. At the top center is a white circle containing the letter "M". Below it is the text "Please re-enter your password". There is a "Password" input field with an eye icon to its right. A "Sign in" button is centered below the input field.

3. The first time you log in, you will be taken to the **Account Recovery Settings** where you will need to setup at least 2 of the recovery methods identified in the tabs. These options are:
 1. Security Questions – 5 questions
 2. Email Recovery – secondary/alternate email account
 3. Phone Recovery – cell phone to send text messages for verification code
 4. Authenticator – connect a Google Authenticator account

CCBC | Community College of Baltimore County

mrondeau

Account Recovery Settings

Verification methods can be used to make sure it's really you signing in or to reach you if suspicious activity is detected in your account.

1 2 3 4

* Security Questions Email Recovery Phone Recovery Authenticator

Set up your security questions and answers to recover your password.

Q	--Please select a question--	▼
A	Answer	👁

Q	--Please select a question--	▼
A	Answer	👁

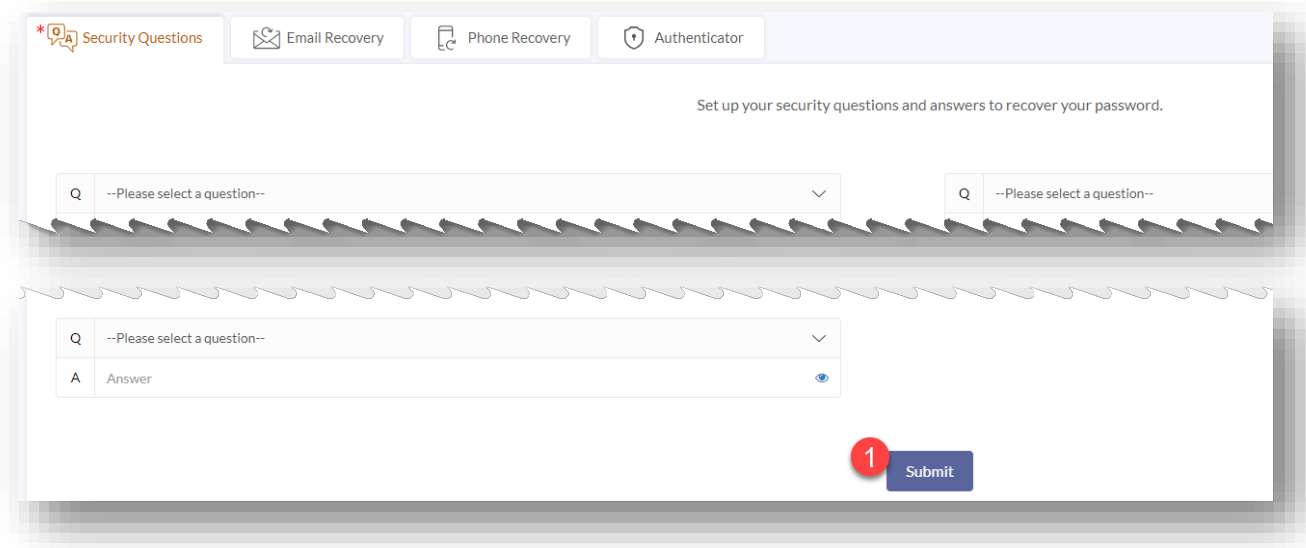
Q	--Please select a question--	▼
A	Answer	👁

Q	--Please select a question--	▼
A	Answer	👁

Submit

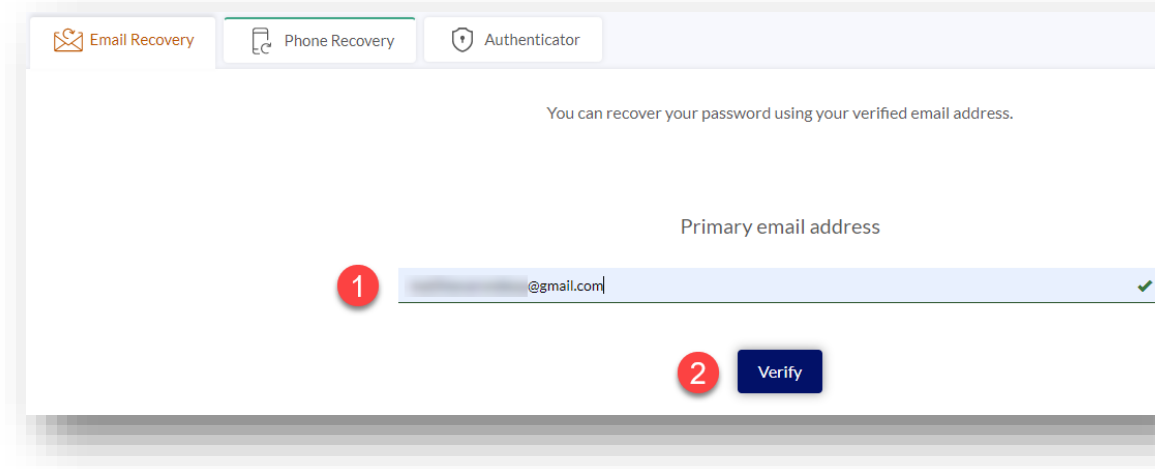
< Go to My Apps

- a. After choosing the 5 security questions and putting in the 5 answers, click on Submit. This will set the security questions for recovery. Click on another recovery method to setup the next one.



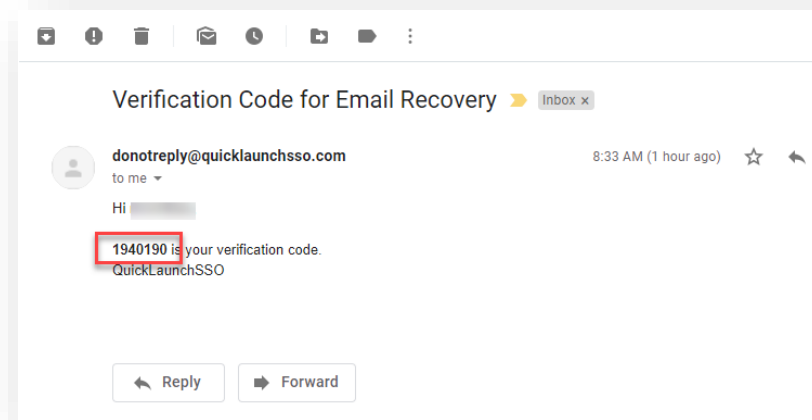
The screenshot shows the 'Security Questions' setup screen. At the top, there are four tabs: 'Security Questions' (selected), 'Email Recovery', 'Phone Recovery', and 'Authenticator'. Below the tabs, the instruction reads: 'Set up your security questions and answers to recover your password.' There are two rows of question selection. The first row shows two dropdown menus, each with the text '--Please select a question--'. The second row shows one dropdown menu with the same text, and below it, an 'Answer' field with a text input and a visibility toggle (an eye icon). A red circle with the number '1' is positioned over the 'Submit' button at the bottom right.

- b. For email recovery, type in an alternate email and then click on Verify.

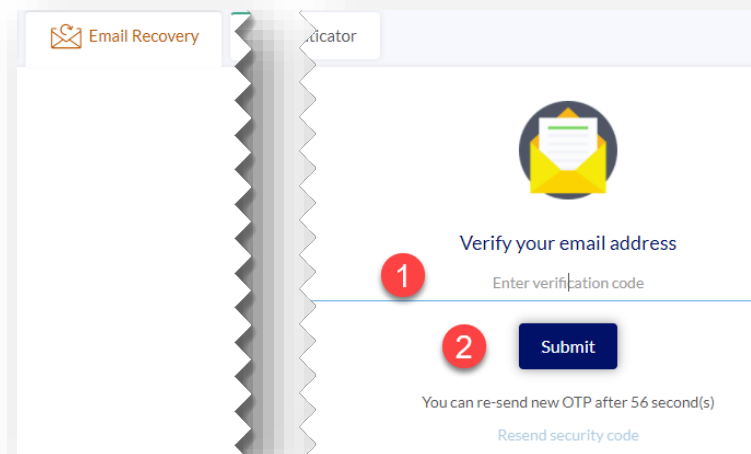


The screenshot shows the 'Email Recovery' setup screen. At the top, there are three tabs: 'Email Recovery' (selected), 'Phone Recovery', and 'Authenticator'. Below the tabs, the instruction reads: 'You can recover your password using your verified email address.' The label 'Primary email address' is centered above a text input field. A red circle with the number '1' is positioned to the left of the input field. The input field contains a partially obscured email address ending in '@gmail.com' and has a green checkmark on the right. Below the input field, a red circle with the number '2' is positioned to the left of the 'Verify' button.

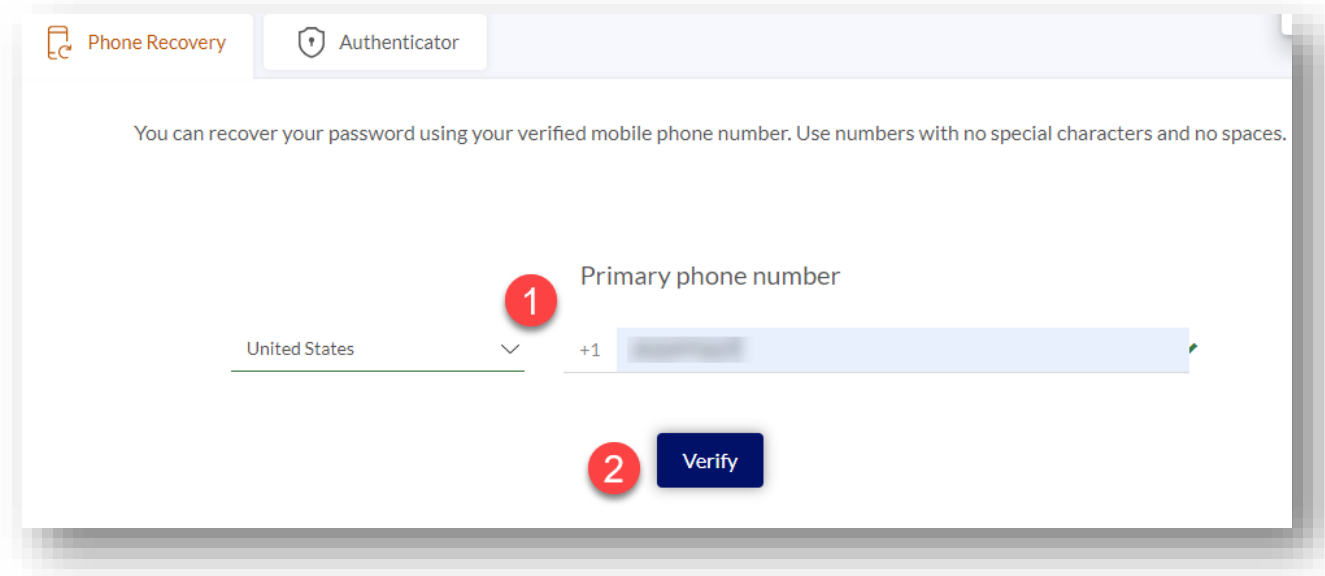
- c. You will receive an email at the alternate email that will provide you with a code. You will use this code to verify your alternate email.



- d. Add the verification code that you received from your alternate email account and then click Submit. Your email recovery option is now set.

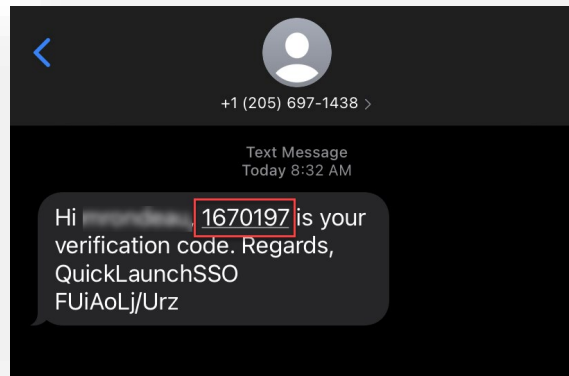


5. On the Phone Recovery tab, choose the country code for the phone number of the cell phone. Type in the phone number using the area code in the format: 0000000000 (using no symbols). Click on Verify

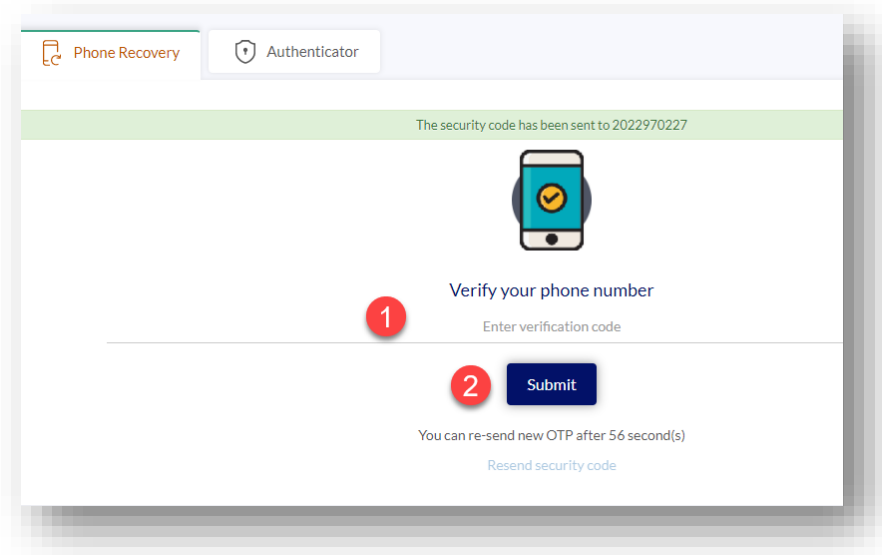


The screenshot shows the 'Phone Recovery' tab selected in a mobile application. Below the tab, there is a sub-tab labeled 'Authenticator'. A message reads: 'You can recover your password using your verified mobile phone number. Use numbers with no special characters and no spaces.' Below this, there is a form for entering a 'Primary phone number'. The form includes a dropdown menu for the country code, currently set to 'United States', and a text input field for the phone number, which is pre-filled with '+1' and a masked number. A red circle with the number '1' is placed over the country code dropdown. Below the input field, there is a blue 'Verify' button with a red circle containing the number '2' next to it.

6. A text message will be sent to the cell phone with a verification code.

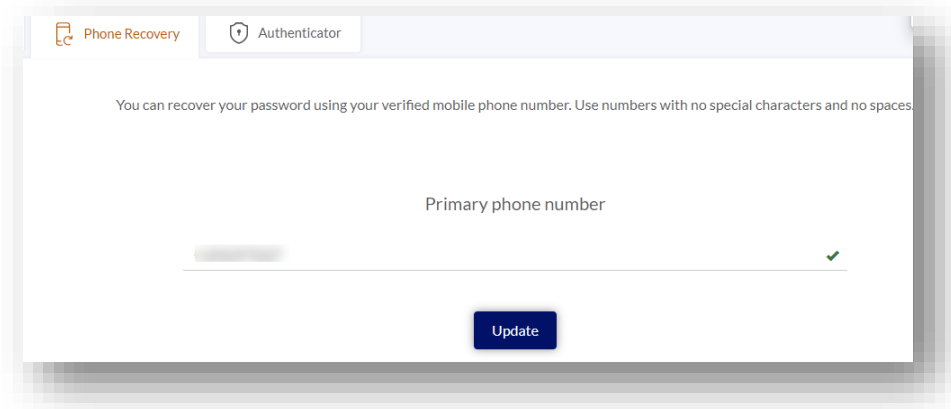


7. You will type in the verification code that you received via text message into the verification code field and then hit Submit.



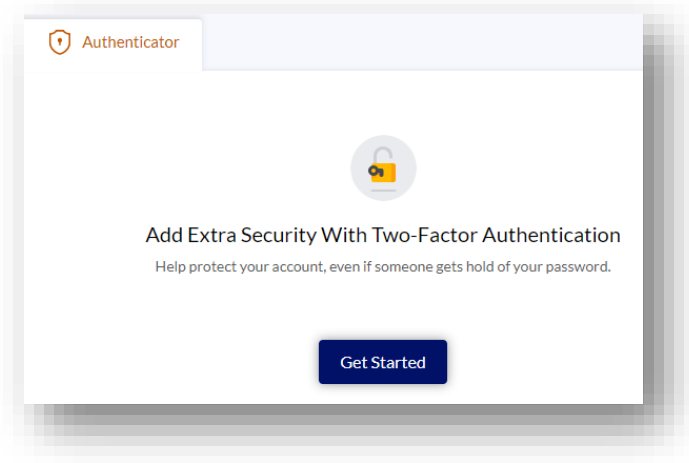
The screenshot shows a web interface for 'Phone Recovery' with a sub-tab for 'Authenticator'. A green notification bar at the top states 'The security code has been sent to 2022970227'. Below this is a smartphone icon with a checkmark. The main heading is 'Verify your phone number'. A red circle with the number '1' points to an input field labeled 'Enter verification code'. A second red circle with the number '2' points to a blue 'Submit' button. Below the button, it says 'You can re-send new OTP after 56 second(s)' with a blue link for 'Resend security code'.

8. Once it is verified, you will see a screen that shows your phone number and the option to update. This means you have successfully setup your phone number for a recovery option.

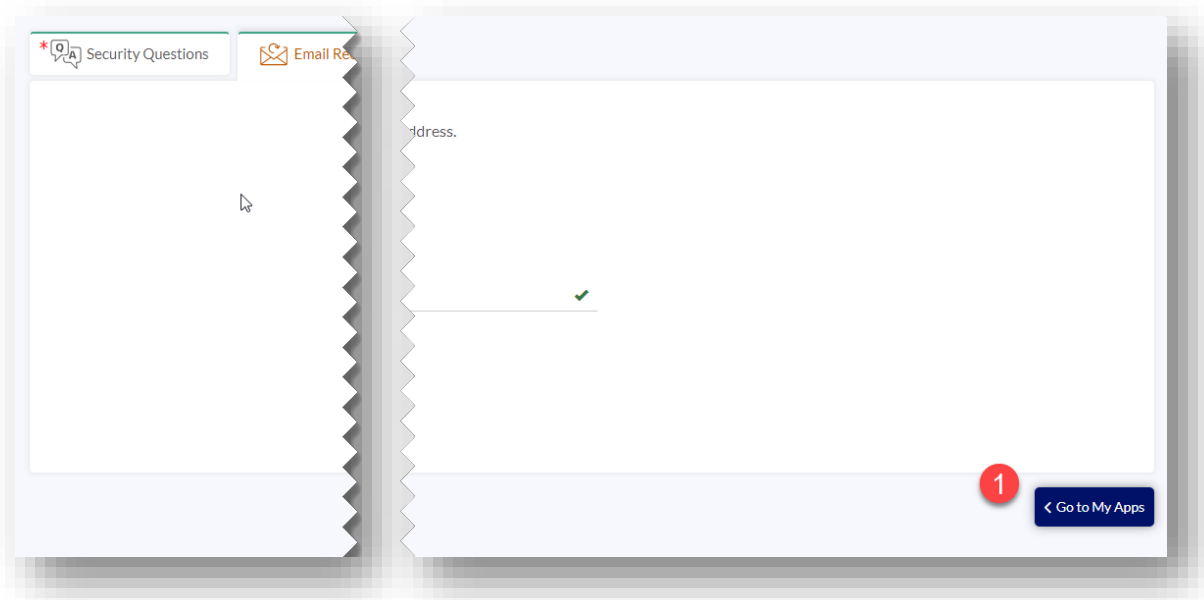


The screenshot shows the same 'Phone Recovery' interface. A message at the top reads: 'You can recover your password using your verified mobile phone number. Use numbers with no special characters and no spaces.' Below this is a field labeled 'Primary phone number' containing a blurred phone number and a green checkmark on the right. A blue 'Update' button is centered at the bottom.

9. If you have Google Authenticator, you can connect your account with that authenticator using the Authenticator tab. Click on the Get Started button to start that process.



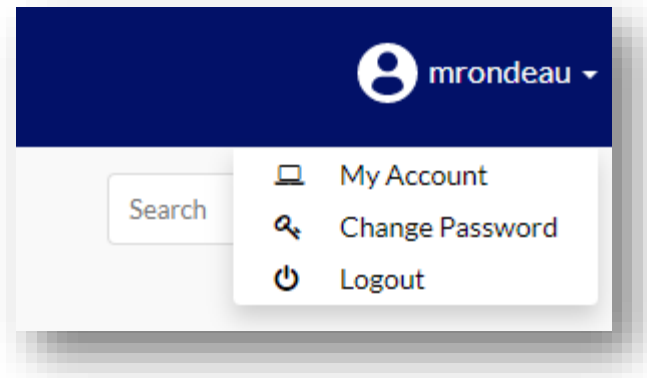
- Once you have setup at least 2 of the recovery options, the Go to My Apps button in the bottom right corner will become active. Click on this button to complete the recovery process and go to your apps page.



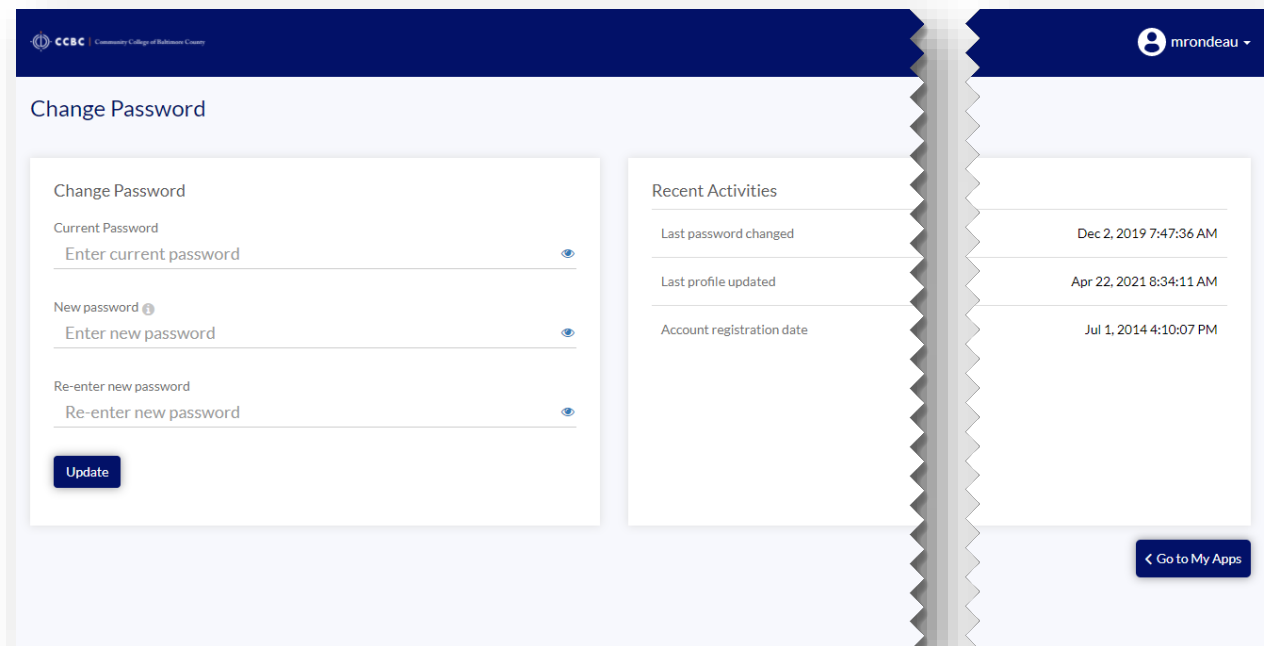
- After clicking on the Go to My Apps button, you will be taken to a page that lists the different applications that you can access through the portal, such as Brightspace. Click on the app to be taken to that site.



- To update your recovery options, change your password, or logout, click on your username in the upper right corner and select the appropriate option.

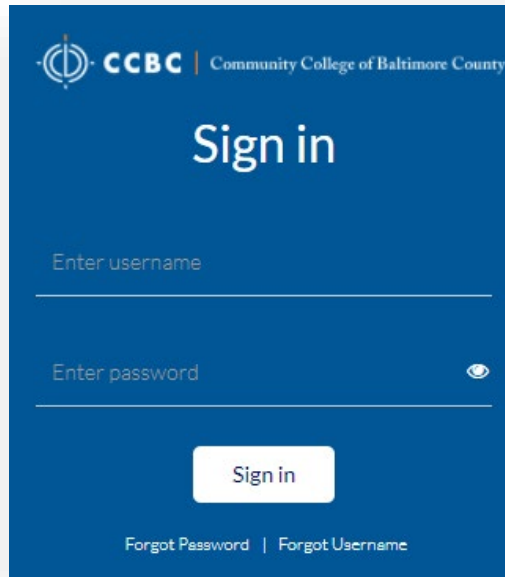


- When choosing Change Password, you will be taken to a screen that allows you to enter your current password and enter your new password. You will need to enter your new password twice before clicking on Submit. You will also see the last time your password has been changed, when the last time your profile information has been updated (password recovery methods), and when your account was created.



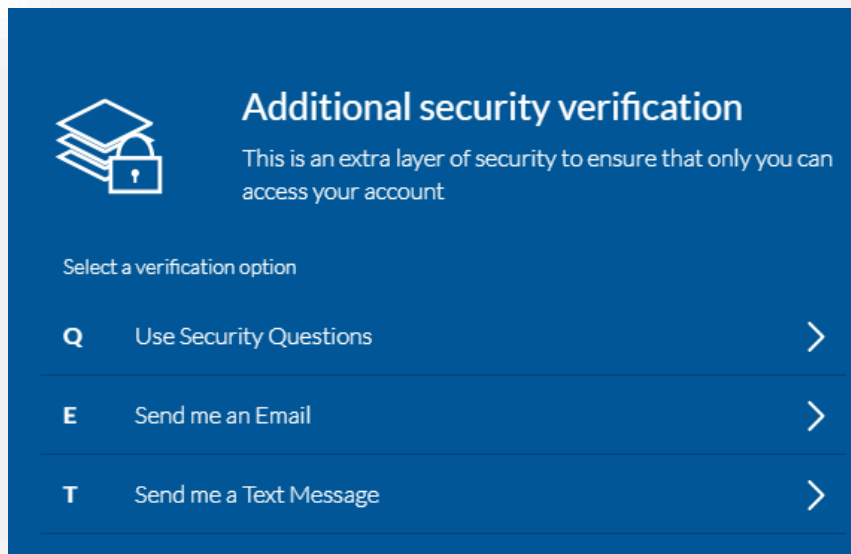
Multi-Factor Authentication Login

1. The information you setup for your recovery methods will be used for multi-factor authentication when signing into the portal. This means that after you have typed your username and password into the sign in screen and hit Sign In, you will be prompted to choose a second method for receiving a verification code.



The screenshot shows the CCBC (Community College of Baltimore County) Sign in page. At the top left is the CCBC logo and name. The main heading is "Sign in". Below it are two input fields: "Enter username" and "Enter password" with a toggle eye icon. A "Sign in" button is centered below the fields. At the bottom, there are links for "Forgot Password" and "Forgot Username".

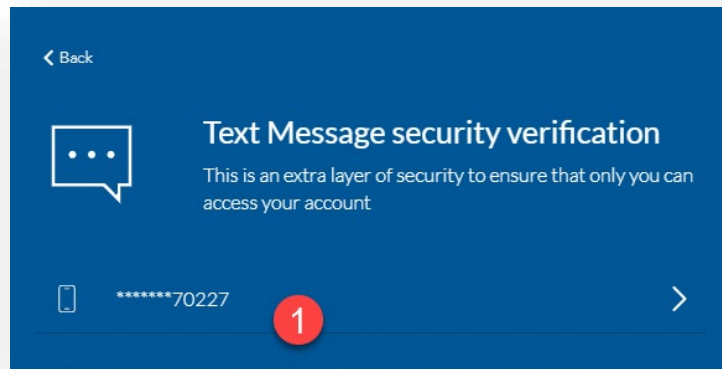
2. When prompted for the additional security verification, you will have a choice to use one of the options that you have setup. Choose one of the security verification options by clicking on it.



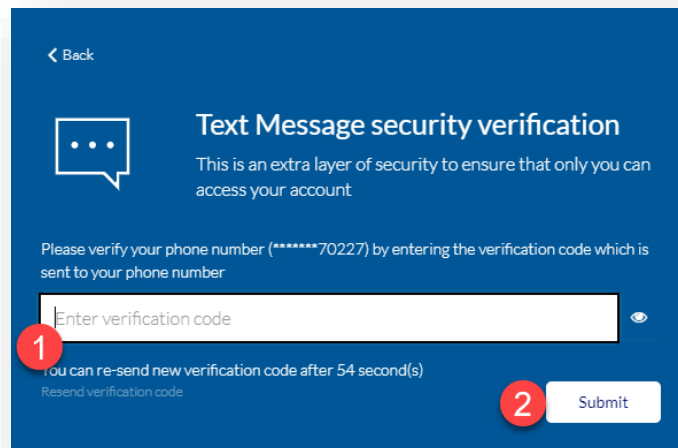
The screenshot shows the "Additional security verification" screen. It features a lock icon with a keyhole and the text "Additional security verification". Below this is a sub-heading "This is an extra layer of security to ensure that only you can access your account". A prompt "Select a verification option" is followed by three selectable options, each with a right-pointing chevron:

- Q** Use Security Questions
- E** Send me an Email
- T** Send me a Text Message

3. For the text message or email verification, a verification code will be sent to you. After clicking that verification option, you will be prompted to choose either the email or the phone number that you have on file. A message will then be sent to that option.

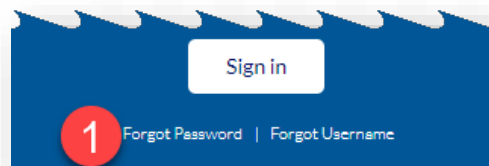


4. You will then be prompted to type in the verification code that was sent to either your phone or alternative email. Enter the verification code and click on Submit.



Forgot Your Password

1. If you have forgot your password, you can click on the Forgot Password link below the Sign In button on the portal login page.



2. You will be prompted to type in your username and then click on Submit.

A blue form titled "Reset your password" with the subtitle "Please provide additional information to aid in the recovery process". It contains a text input field labeled "Enter username" and a "Submit" button. A red circle with the number "1" is placed over the input field, and another red circle with the number "2" is placed over the "Submit" button.

3. You will be prompted to go through the password recovery options you setup previously. If you set the security questions, you will be prompted to answer security questions if you set those up. Click the Next button to go through each question.

A blue form titled "Reset your password" with the subtitle "Please provide additional information to aid in the recovery process". It features an icon of a stack of books and a padlock. Below the icon is a question: "Q What was your favorite subject in high school?". There is an "Answer" input field, a "Skip" button, and a "Next" button. A red circle with the number "1" is placed over the "Answer" field, and another red circle with the number "2" is placed over the "Next" button.