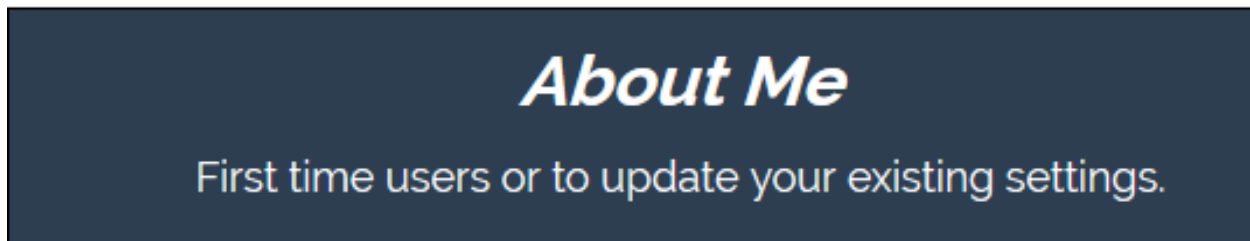


Setup Nervepoint Password Management Profile

Initial Setup

Navigate to <https://Nervepoint.coastalpines.edu>

Select the About Me button and login with your full email address and current CPTC password. If you are a new student, your initial password is CptcMMDDYY (the first C is capital) and MMDDYY is your date of birth. Kiosks are available outside of the Student Affairs/Financial Aid areas at each Coastal Pines site, the Nervepoint website is only available from on-campus at this time. Faculty and Staff members should use their USERNAME in place of the email address. USERNAMES are generally anything before the @coastalpines.edu part of your email address.



User Portal Login

To manage your personal information enter your Active Directory authentication credential

User Name:

Password:

Login

Follow through the User Setup Wizard to complete your profile:

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

You will now be guided through setting up your account so you may perform various self service actions, such as *Password Resets*.

The list below shows the steps where we need details from you.

Incomplete
Incomplete

Mobile Numbers
Answer Your Personal Questions

Show steps that are already completed

< Previous

Next >

Cancel

Finish

Enter your mobile number. If you don't have a mobile number click Next. Your mobile number will be used to send notifications about account changes. Your number will not be used for any other purpose and can't be seen by Coastal Pines faculty/staff members.

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

We occasionally need to send you messages and confirmations. Please provide your contact details here.

Mobile Numbers

Add Mobile Number

012xxxxxxx

x

Add

< Previous

Next >

Cancel

Finish

Answer the Personal Questions, these will be used for authentication purposes when you need to unlock or reset your password in the future. Remember these answers for future use.

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

Answer Your Personal Questions. You can create your own personal questions in the dashboard once this wizard is complete and your account is setup.

Where were you born?

What is your favourite TV show?

What was your first telephone number?

What was your first pets name?

Where was your first school?

Show answers on screen

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

Select Finish when you are through

This wizard walks you through the steps required to configure your account for our self service account features.

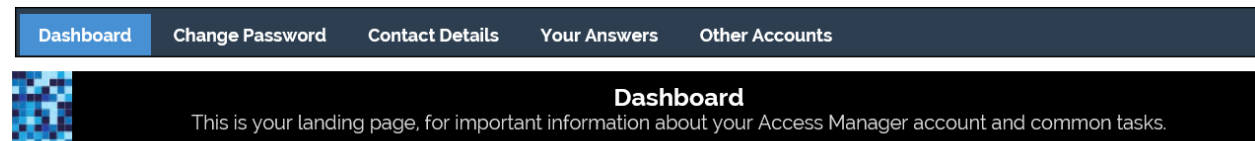
User Setup

The following is a summary of all changes that will be made. If any steps are not yet complete, please go back and provide the request details. Click on *Finish* to apply the new details.

Now Complete	Mobile Numbers
Now Complete	Answer Your Personal Questions

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

You can now manage your own Coastal Pines credentials without requesting help from Coastal Pines personnel. You will need to use a Kiosk or other public terminal in order to navigate to the website.



Welcome to your Nervepoint Access Manager home page. From here you can view and amend the personal information required to perform self-service password resets and account unlocks.

Tasks

No tasks, your account is completely configured.

Change your password – Changes your current CPTC Password; for unlocks, see Account Management section

Contact Details – Change your email address or cell phone number

Your Answers – Change the answers from your original questions

Account Management

Navigate to <https://Nervepoint.coastalpin.es.edu>

Forgot My Password – Will allow you to change your password if you have forgotten it

Unlock My Account – Will allow you to unlock your account if you know the password hasn't expired

About Me – will allow you to change your contact details along with your answers to the security questions created during initial account creation

Reset Password

Forgot Your Password? Set a New One Here

Unlock Account

If Your Account is Locked Unlock it Here

About Me

First time users or to update your existing settings.

[Forgot My Password](#)

Student Reminder: Email will not be available until 30 minutes after you change your password!

If you have forgotten your password, use this option.

Select Forgot My Password from the main menu, enter your full email address for students or your username for faculty/staff, then click Next.



Password Reset

Reset the password on your Active Directory account

Enter Your User Name

To be able to reset your password, your user account name is required. Please type it in below.

User Name:

< Previous

Next >

Cancel

Finish

Answer the questions, these are random from the questions you answered during initial account setup.



Password Reset

Reset the password on your Active Directory account

Answer Your Personal Questions

You must now provide correct answers to all 2 of the following questions.

Show answers on screen

① What was your first pets name?

② What is your favourite TV show?

< Previous

Next >

Cancel

Finish

Create a new password, bear in mind that the password must be 8 characters long, contain at least one Capital letter, digits and a special character !@#\$%^&*()_+; for example: Gr@du4t3



Password Reset

Reset the password on your Active Directory account

Your New Password

Please choose your new password. It must match

New Password

Confirm New Password

Password Rules

Minimum length:8
Maximum length:127
Dictionary words are allowed
May not contain your username

And must comply with at least 3
of the following rules :-

Digits required:1
Minimum lower case:1
Minimum upper case:1
Symbols required:1

< Previous

Next >

Cancel

Finish

If completed successfully you should receive a confirmation from the web, via text and email. For confidentiality purposes, the notifications will not contain your new password.

Resetting Password

Show detailed progress



Completed

- i** Primary password for bigbob@student.coastalpines.edu on Directory student.coastalpines.local reset
- i** New credentials applied for bigbob@student.coastalpines.edu on Directory student.coastalpines.local
- i** Emailing password change confirmation
- i** Emailing password change confirmation
- ✓** Password reset completed successfully

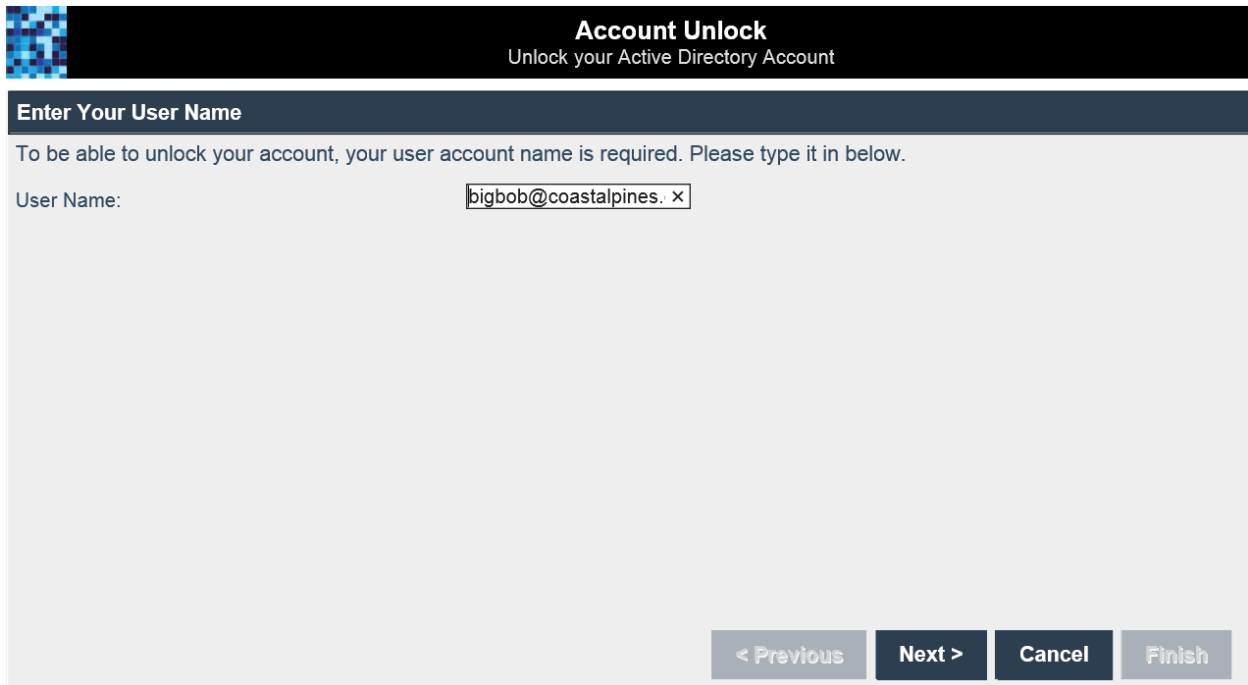
Close

Clicking Close will log you out of the session and return to the main page.

Unlock My Account

If you remember your password but you receive an “Account Locked” error when logging on, use this option to unlock your account.

Enter your full email address and click Next:



The image shows a dialog box titled "Account Unlock" with the subtitle "Unlock your Active Directory Account". The dialog has a dark header bar with a QR code icon on the left. Below the header, there is a section titled "Enter Your User Name" with the instruction "To be able to unlock your account, your user account name is required. Please type it in below." A text input field contains the email address "bigbob@coastalpines." followed by a small "x" icon. At the bottom right of the dialog, there are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

Account Unlock
Unlock your Active Directory Account

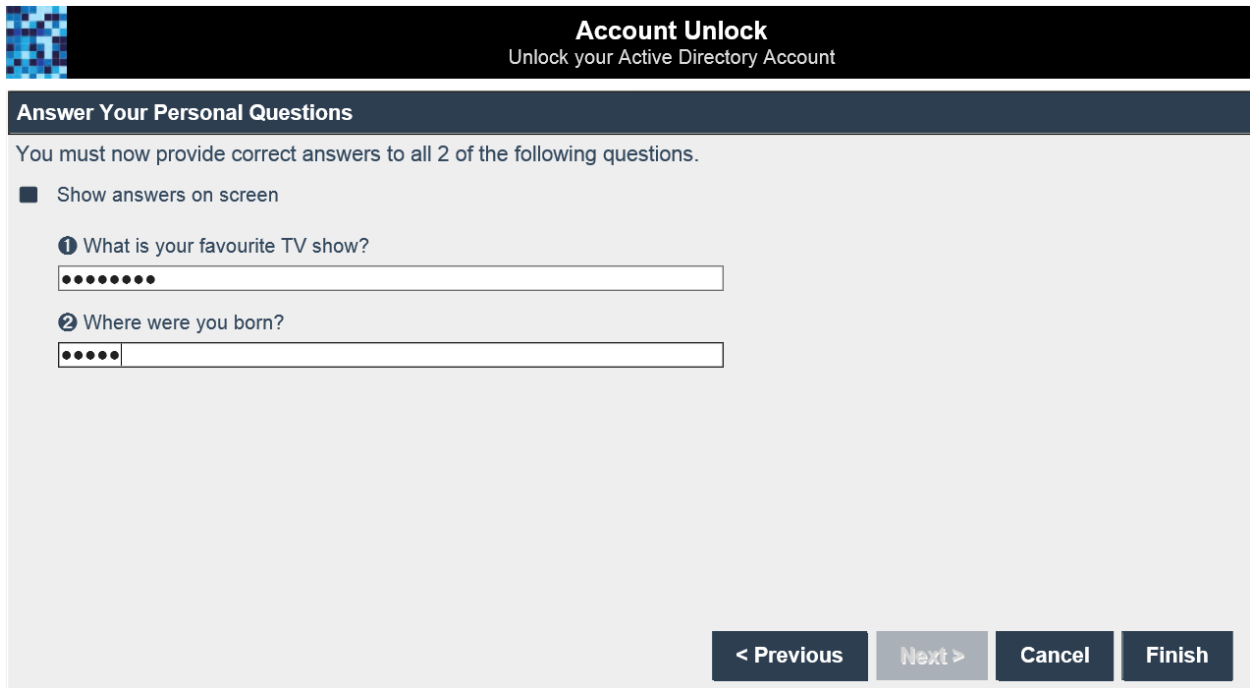
Enter Your User Name

To be able to unlock your account, your user account name is required. Please type it in below.

User Name:

< Previous Next > Cancel Finish

Answer the questions, these are random from the questions you answered during initial account setup.



Account Unlock
Unlock your Active Directory Account

Answer Your Personal Questions

You must now provide correct answers to all 2 of the following questions.

Show answers on screen

1 What is your favourite TV show?
.....

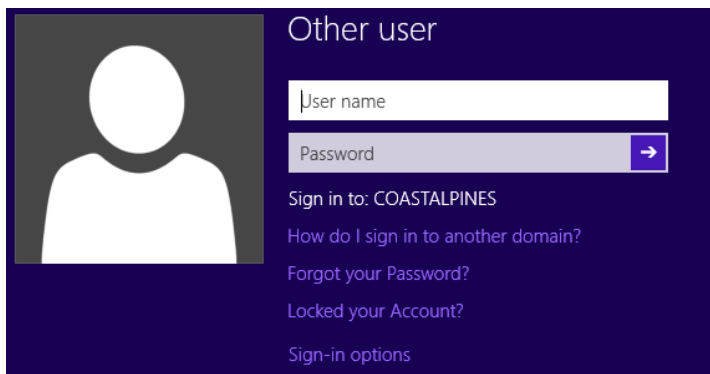
2 Where were you born?
.....

< Previous Next > Cancel Finish

After clicking finish your Coastal Pines Account will be unlocked and you can proceed to login to any Coastal Pines machine. Students, please bear in mind that your email account with Microsoft Office 365 may not be available for 30 minutes after you unlock your password.

Unlock Your Account From the Desktop

In the very near future we will be making available the ability to unlock or change your password at the login screen from any desktop. This ability will require that you have a Nervepoint profile already created by using the instructions above.



Other user

User name

Password →

Sign in to: COASTALPINES

How do I sign in to another domain?

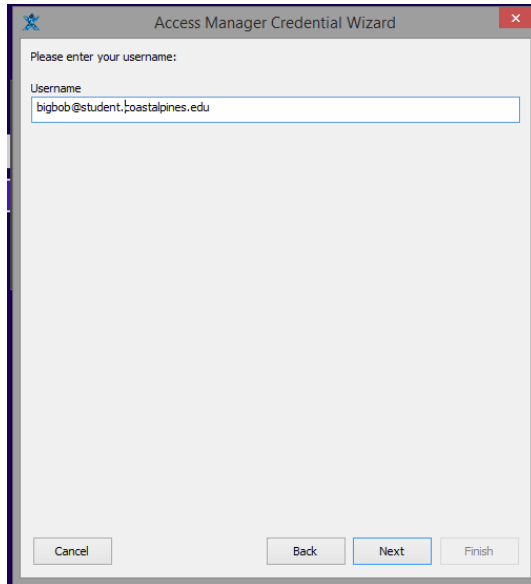
[Forgot your Password?](#)

[Locked your Account?](#)

[Sign-in options](#)

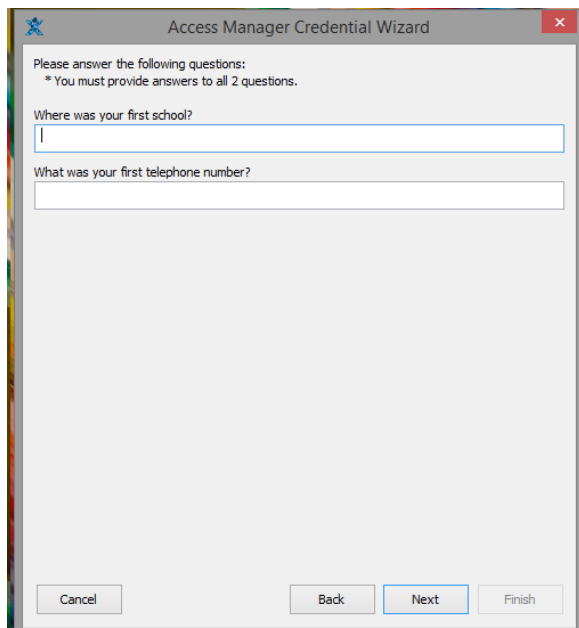
Forgot Your Password?

Select Forgot Password if you have forgotten your password and need a new one generated. Students, enter your full email address, faculty/staff, enter your username and click Next.



The screenshot shows a dialog box titled "Access Manager Credential Wizard". The main text reads "Please enter your username:". Below this, there is a label "Username" and a text input field containing the email address "bigbob@student.coastalpin.es.edu". At the bottom of the dialog, there are four buttons: "Cancel", "Back", "Next", and "Finish". The "Next" button is highlighted with a blue border.

Complete the answers and click Next, the questions will be randomly generated from the list of questions you submitted during the registration process.



The screenshot shows the same dialog box, now at a different step. The main text reads "Please answer the following questions:" followed by a note "* You must provide answers to all 2 questions.". There are two questions with corresponding text input fields: "Where was your first school?" and "What was your first telephone number?". At the bottom, the buttons "Cancel", "Back", "Next", and "Finish" are visible, with the "Next" button highlighted.

Create a new password, passwords must comply with the statements noted in the dialog box. Students, please remember that your Microsoft Office 365 email will not be available until 30 minutes after you click Finish.

Access Manager Credential Wizard

Please enter a new password that...

- * Is no more than 127 character(s) long
- * Is at least 8 character(s) long
- * May not contain your username
- *
- * And must comply with 3 of the following 4 rules
- *
- * Has at least 1 numeric character(s)
- * Contains at least 1 lowercase character(s)
- * Contains at least 1 uppercase character(s)
- * Uses at least 1 symbol character(s)

New Password

Confirm Password

Cancel Back Next Finish

You may now login with your new password.

Locked My Account?

If your account is locked, select Locked My Account. This will allow you to unlock your account without resetting your password.

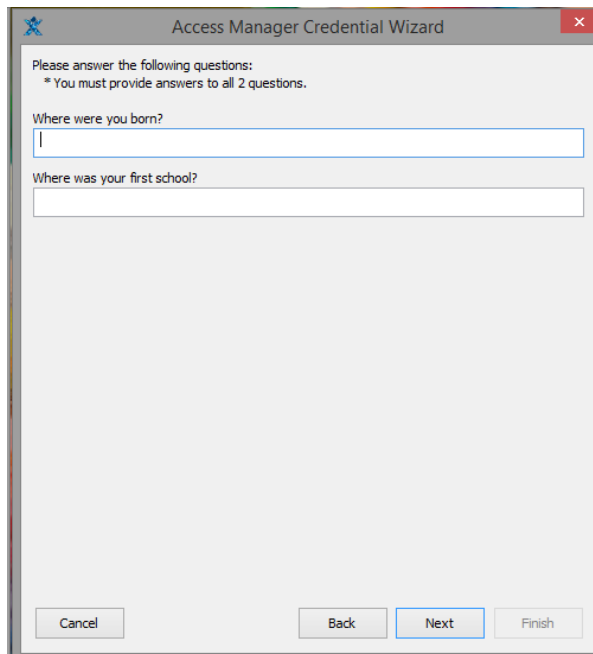
Access Manager Credential Wizard

Please enter your username:

Username

Cancel Back Next Finish

Complete the answers and click Next, the questions will be randomly generated from the list of questions you submitted during the registration process.



The image shows a screenshot of a software dialog box titled "Access Manager Credential Wizard". The dialog box has a standard Windows-style title bar with a close button (X) in the top right corner. The main content area contains the following text: "Please answer the following questions:" followed by a bullet point "* You must provide answers to all 2 questions." Below this, there are two text input fields. The first field is labeled "Where were you born?" and the second is labeled "Where was your first school?". At the bottom of the dialog box, there are four buttons: "Cancel", "Back", "Next", and "Finish". The "Next" button is highlighted with a blue border, indicating it is the current step in the wizard.

If successful, you should get a statement showing that your account has been unlocked. When you click Exit you will be able to login with your current password.

Students: If you have issues with Nervepoint or need your password reset by an IT member, please use the Email Problems and Password Reset form located on the Student Email section under My CPTC. A technician will respond as soon as possible.

<http://www.coastalpines.edu/mycptc/student-email/>