

FAQ – HOW DO I

Purpose

- x This tool is used to complete first time account recovery in the Wilkes Portal

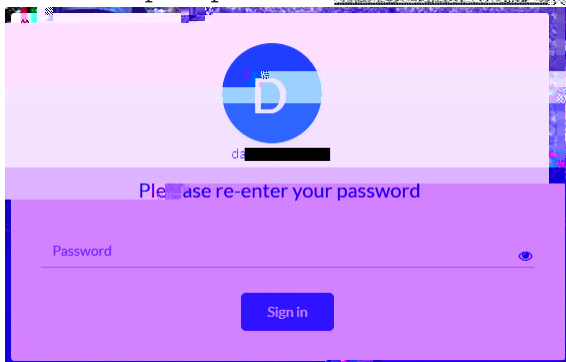
Requirements

- x Active Wilkes Account

- x You must know your current Wilkes username and password

Process

1. Sign in to _____
2. You will be prompted to re-enter your current password and click **Sign in**



3. On the **Account Recovery Settings** page, in the **Questions** tab, enter questions and answers. Click **Submit** when done.

Questions tab

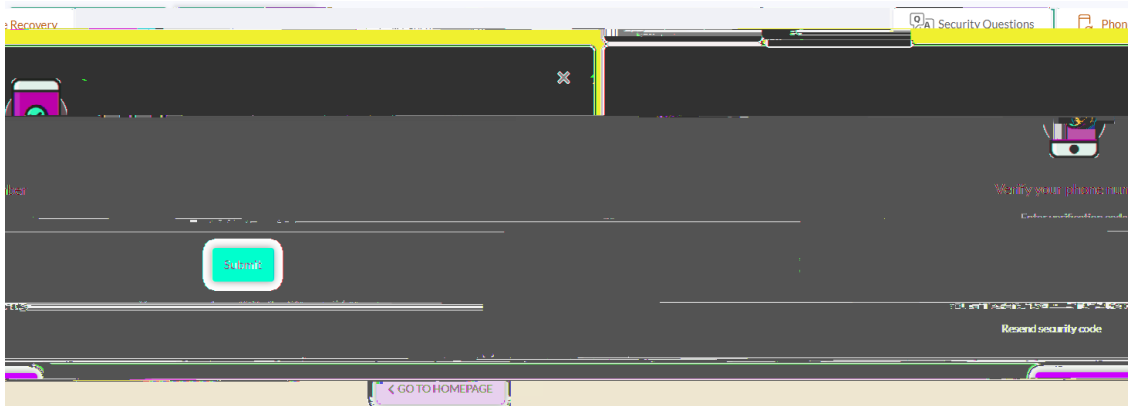
The screenshot shows the 'Set up your security questions' section of the Account Recovery Settings page. It features two columns of input fields. The left column is labeled 'Q' and contains a dropdown menu with the text 'Please select a question--'. The right column is labeled 'A' and contains a text input field for the answer. There are eye icons to toggle visibility for the answer fields. At the bottom of the form is a purple 'Submit' button.

4. To set up phone recovery, on the **Account Recovery Settings** page, click on the **Phone Recovery** tab.

5. Inside **Verify**, select the country your mobile phone is from, enter your mobile number inside **Phone Number**, and click **Verify**.

The screenshot shows the 'Verify your phone number' page. It includes a dropdown menu for selecting a country, a text input field for the phone number, and a purple 'Verify' button. A barcode is visible on the right side of the page. The text 'Please enter a valid phone number' is displayed below the input field.

6. Enter verification code box and click **Submit**



7. Once done, to return to the Portal, click the **Go to Homepage** button