



## FAQ – HOW DO I RESET A FORGOTTEN WILKES ACCOUNT PASSWORD?

### Purpose

- x This guide outlines the steps necessary to reset a forgotten Wilkes Portal password

### Requirements

x

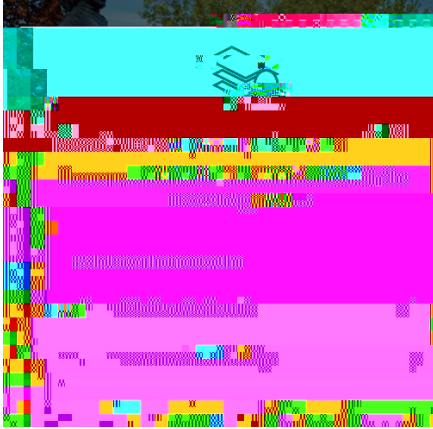
- x Your old password is not needed. If ~~are able to login and would like to know how to change your~~ you are able to login and would like to know how to change your password from within the Wilkes Portal, see the guide titled "How do I change my

### Process

1. Browse to <https://portal.wilkes.edu>
2. Click the **Forgot Password** link.
3. In the **Reset your password** pop up box, enter your username and click **Submit**

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4. In the **Reset your password** pop up box, select your desired method for resetting:



- a. **Use Security Questions**
- b. **Send me a Text Message**

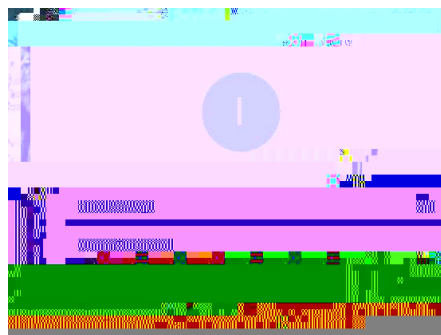
5. If you selected **Use Security Questions**:

- I. **Answer the first question and click **Next****

- II. **Click **Submit****

**Note:** You may click **Skip** to cycle through a list of several different questions.

- III. **After successfully answering two questions, you may create and confirm a new password.**





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If you selected **Send me a Text Message**:

- I. Click on the **Send me a text message with a verification code to the phone** button.
- II. Enter the verification code into the **Reset your password** pop up box and click **OK**.