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			Owner:		
FAQ – How do I complete the first time account recovery configuration?					

## Process

Following the release of the new password management system, you will need to configure your account recovery information immediately after logging in to the portal.

- 1. Sign in at <u>https://portal.wilkes.edu</u>
- 2. You will be prompted to re-enter your password and click Sign in.



- 3. On the Account Recovery Settings page, in the Security Questions section, set up all four questions and answers. Click Submit.
  - a. If you would like, you may also add a recovery phone number in the **Phone Recovery** section below the **Security Questions** section.

ccount Recovery Settin	Back to Account Security		
	Please enter your Us	ername and click "Submit".	
Security Questions			
Set up your security questions and answers to n TIPS FOR CHOOSING A GOOD SECURITY C	ecover your password.		
Q Please select a question	·	QPlease select a question	•
A Answer		A Answer	
A Answer QPlease select a question	•	A Answer QPlease select a question	•

4. When finished, click the **Back to Account Security** button.

- 5. On the Account Security page, click the Back to My Apps button.
- 6. At the **Are you sure?** pop up, click **Yes** to save your settings and you will be taken back to the portal.

