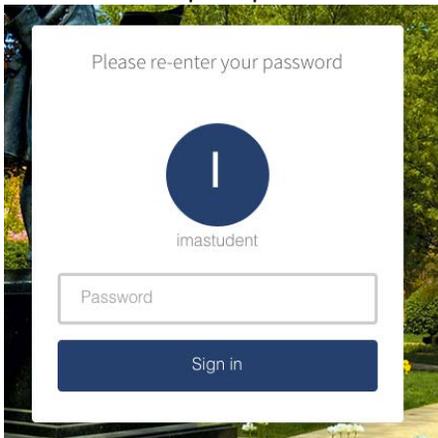


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FAQ – How do I complete the first time account recovery configuration?				

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 <https://portal.wilkes.edu>
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.

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.

