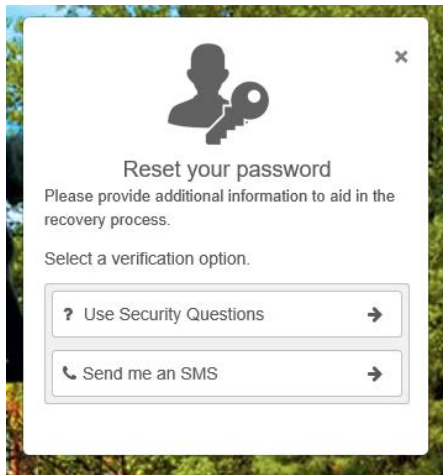
	Revision:	1.0		
	Effective Date:	3/2/20	Revision Date:	3/2/20
	Last Revised by:	Help Desk	Document Owner:	Help Desk
FAQ – How do I reset a forgotten Wilkes account password?				

Process

1. Browse to <https://portal.wilkes.edu>
2. Click the link for **Forgot Password**.
3. In the **Reset your password** pop up box, enter your username and click **Submit**.
4. In the **Reset your password** pop up box, select your desired method for resetting: **Use Security Questions** or **Send me an SMS**.



- a. If you selected **Use Security Questions**, answer the first question and click **Next**. Answer the second question and click **Submit**.
 - i. Note: You may click **Skip** to cycle through a list of several different questions.
 - ii. After successfully answering two questions, you may create and confirm a new password.

Please create your new password

I
imastudent

New Password

Confirm Password

SUBMIT

- b. If you selected **Send me an SMS**, click the arrow to the right of your phone number to send a verification code to the phone.
 - i. Enter the verification code into the **Reset your password** pop up box and click **Submit**.

Reset your password
Please provide additional information to aid in the recovery process.

The security code is sent to your phone number

SUBMIT

You can re-send new OTP after 53 secs.
[Resend Security Code](#) [Change Recovery Phone](#)

- ii. Create and Confirm and new password and click **Submit**.

Please create your new password

I
imastudent

New Password

Confirm Password

SUBMIT