

FAQ – HOW DO I ADD A TRUSTED DEVICE TO THE PORTAL?

Purpose

- This guide outlines the steps necessary to add a trusted device to the Wilkes Portal

Requirements

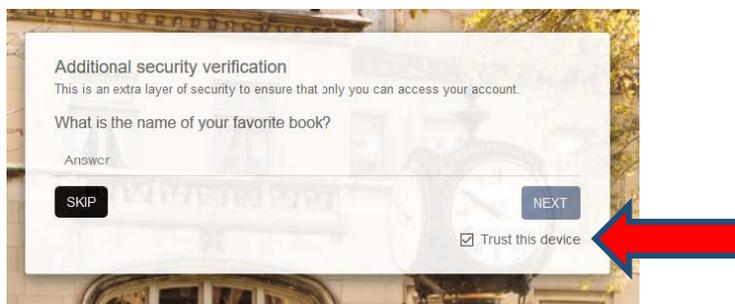
- Active Wilkes Account

Notes

- You must be able to login successfully with both password and security questions

Process

1. From the device, sign in to <https://portal.wilkes.edu>
2. You will be asked to answer two of your security questions.
3. In the **Additional security verification** pop up, check the **Trust this device** checkbox



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4. Answer the first security question and click **Next**
5. Answer the second security question and click **Submit**
6. The device you used is now trusted and will login without a question prompt