

FAQ – HOW DO I CHANGE MY ACCOUNT RECOVERY INFORMATION?

Purpose

- This guide outlines the steps necessary to change 2-factor authentication information for the Wilkes Portal

Requirements

- Active Wilkes Account

Notes

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

Process

1. Log in to <https://portal.wilkes.edu>
2. In the **Wilkes Quick Links** section on the left, click the **Password Manager** link
3. When prompted, re-enter your password and click **Sign in**
4. On the **Account Security** page, in the **Account Recovery Settings** box, click the **Get Started** button

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5. On the **Account Recovery Settings** page, in the **Security Questions** section, set up all four questions and answers. Click **Submit** when done
 - a. If you prefer, you may add a recovery phone number in the **Phone Recovery** section

The screenshot shows the 'Security Questions' section of the account recovery settings. It features a yellow header with a document icon and the text 'Security Questions'. Below the header, there is a sub-header 'Set up your security questions and answers to recover your password.' followed by a link 'TIPS FOR CHOOSING A GOOD SECURITY QUESTION'. The main area contains four question-answer pairs, each with a question dropdown, an answer input field with a toggle eye icon, and a question dropdown. The questions are: 'What is the name of your first car?', 'What is your favorite sport?', 'What is the name of your favorite book?', and 'What were the last five digits of your childhood telephone number?'. Below the questions is a yellow 'SUBMIT' button. At the bottom of the form is a yellow header for 'Phone Recovery' with a phone icon. To the right of the 'Phone Recovery' header are two buttons: 'Back to Account Security' and 'My Applicat'.

6. When finished, click the **Back to Account Security** button
7. On the **Account Security** page, click the **Back to My Apps** button
8. At the **Are you sure?** Pop up, click **Yes** to save your settings
9. You will be taken back to the portal