

FAQ – HOW DO I CHANGE MY WILKES ACCOUNT PASSWORD?

Purpose

- This guide outlines the steps necessary to change a Wilkes Portal account password

Requirements

- Active Wilkes Portal account

Notes

- You must be able to login to the Wilkes Portal. If you are unable to login, see the “How do I reset a forgotten password?” guide on the ITS FAQ page

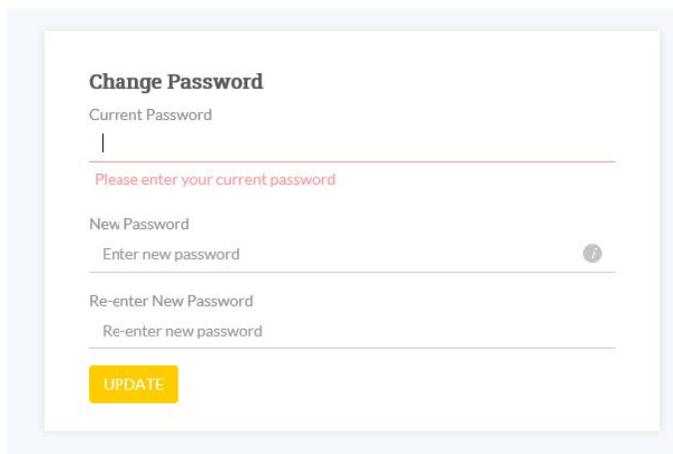
Process

1. Log in to <https://portal.wilkes.edu>
2. In the **Wilkes Quick Links** section on the left, click the link for **Password Manager**



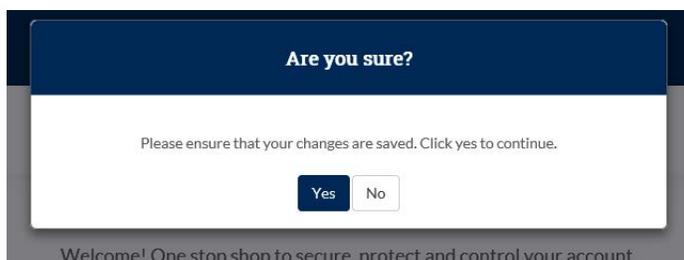
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3. When prompted to re-enter your password, type in your current password and click **Sign In**
4. In the **Change Password** box, click the **Change Now** button
5. In the **Change Password** box, enter your current password, create and confirm a new password and click **Update**



The screenshot shows a 'Change Password' form with three input fields: 'Current Password', 'New Password', and 'Re-enter New Password'. The 'Current Password' field has a red error message below it: 'Please enter your current password'. The 'New Password' field has a help icon (question mark) to its right. At the bottom of the form is a yellow 'UPDATE' button.

6. You will see a notice that the password was changed successfully
7. Click the **Back to Account Security** button, either at the top or bottom
8. Click the **Back to My Apps** button at the top
9. Click Yes to the “**Are you sure?**” pop-up to ensure that your new password change is saved



The screenshot shows a confirmation pop-up with a dark blue header containing the text 'Are you sure?'. Below the header, the text reads: 'Please ensure that your changes are saved. Click yes to continue.' At the bottom of the pop-up are two buttons: 'Yes' (dark blue) and 'No' (white with dark blue border). Below the pop-up, a footer message reads: 'Welcome! One stop shop to secure, protect and control your account.'

10. You will be taken back to the Wilkes Portal