

## FAQ – HOW DO I COMPLETE FIRST TIME ACCOUNT RECOVERY CONFIGURATION?

### Purpose

- This guide outlines the steps necessary to complete first time account recovery in the Wilkes Portal

### Requirements

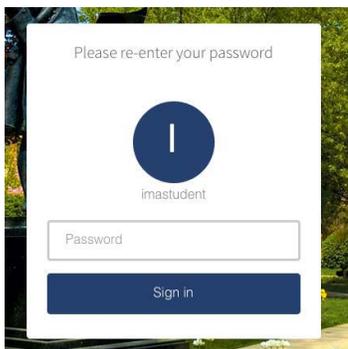
- Active Wilkes Account

### Notes

- You must know your current Wilkes username and password

### Process

1. Sign in to <https://portal.wilkes.edu>
2. You will be prompted to re-enter your current password and click **Sign in**



## FAQ – HOW DO I COMPLETE FIRST TIME ACCOUNT RECOVERY CONFIGURATION?

3. 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 'Account Recovery Settings' page. At the top right is a yellow button labeled 'Back to Account Security'. Below the header, there is a light blue box with the text 'Please enter your Username and click "Submit".'. The main section is titled 'Security Questions' and contains the instruction 'Set up your security questions and answers to recover your password.' followed by a link 'TIPS FOR CHOOSING A GOOD SECURITY QUESTION'. There are four question-answer pairs arranged in a 2x2 grid. Each pair consists of a question dropdown menu (currently showing '--Please select a question--') and an answer text input field. A yellow 'SUBMIT' button is located at the bottom left of the form area.

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
7. You will be taken back to the portal