Wilkes University

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
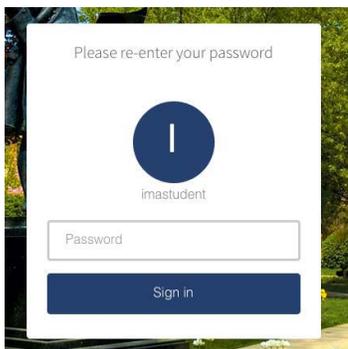
Requirements

- 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**

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

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