Wilkes University

FAQ – HOW DO I RESET A FORGOTTEN WILKES ACCOUNT PASSWORD?

Purpose

- This guide outlines the steps necessary to reset a forgotten Wilkes Portal password

Requirements

- Active Wilkes Portal account

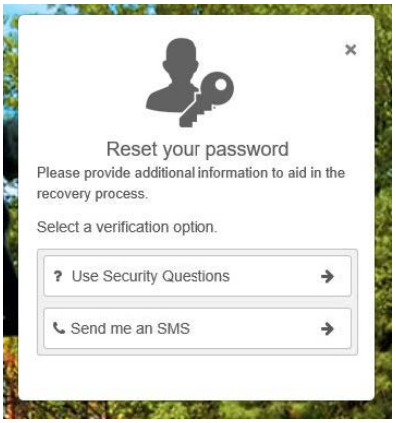
Notes

- Your old password is not needed. If you are able to login and would like to know how to change your password from within the Wilkes Portal, see the guide titled "How do I change my password?" on the ITS FAQ page

Process

1. Browse to https://portal.wilkes.edu
2. Click the **Forgot Password** link
3. In the **Reset your password** pop up box, enter your username and click **Submit**

4. In the **Reset your password** pop up box, select your desired method for resetting:



   a. Use Security Questions
   b. Send me an SMS

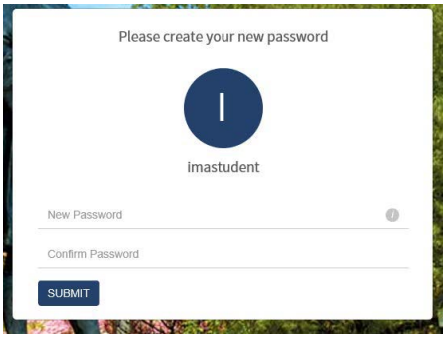
5. If you selected **Use Security Questions**:

   I. Answer the first question and click **Next**

   II. Answer the second question and click **Submit**

Note: You may click Skip to cycle through a list of several different questions

   III. After successfully answering two questions, you may create and confirm a new password



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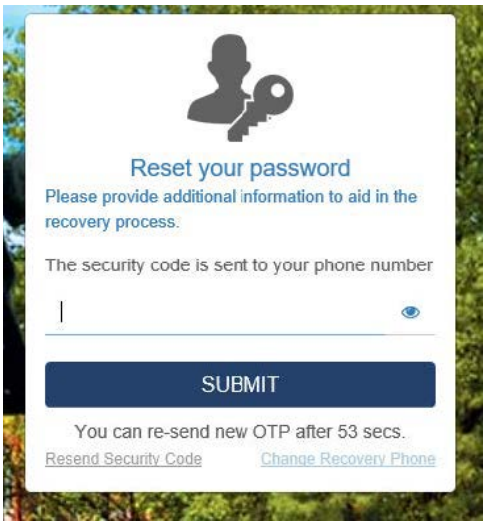
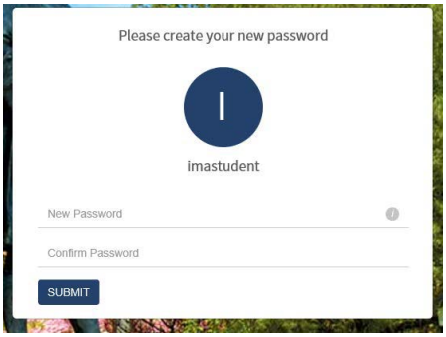
If you selected **Send me an SMS**:

I. Click the arrow to the right of your phone number to send a verification code to the phone

II. Enter the verification code into the **Reset your password** pop up box and click **Submit**



III. Create and confirm a new password and click **Submit**