Wilkes University

FAQ – HOW DO I USE THE WILKES ALUMNI PASSWORD MANAGER?

Purpose

- This guide details the steps to change or reset your password using the Wilkes University Alumni Password Manager

Requirements

- An active Wilkes alumni account (@alumni.wilkes.edu)
- A computer with internet connectivity

Process

1. To access the Alumni Password Manager, browse to https://alumni-password.wilkes.edu/pwreset/en_default.htm

2. On the Password Reset page, you will see 4 options to select from:

👤⁺ **Enroll**

You must enroll into this system before you can use it to reset your password or unlock your account.

↺ **Reset**

You will need to reset your password if you have forgotten it. You must be enrolled to use this option.

🔓 **Unlock**

You will need to unlock your account if you entered the wrong password too many times. You must be enrolled to use this option.

⤬ **Change**

You can change your password if you know your current password. You do not have to be enrolled to use this option.

a. **Enroll**: Use **Enroll** to set up verification questions for the first time. These questions can be used to reset your password or unlock your account. You must know your current Wilkes password to use this option.

b. **Reset**: Use **Reset** to reset your Wilkes password using the verification questions that you have previously set up.

c. **Unlock**: Use **Unlock** to unlock your Wilkes account using the verification questions that you have previously set up.

d. **Change**: Use **Change** to change your Wilkes password. You must know your current Wilkes password to use this option.

Enroll

1. Use **Enroll** to set up verification questions for the first time. These questions can be used to reset your password or to unlock your account. To get started, click on the **Enroll** link

Enroll

Enter your username, domain and password to confirm your identity. You cannot enroll if you have forgotten your password, or if your account is locked.

Select some questions and enter your answers to the questions. Choose questions that only you know the answers to. You will need to enter the same answers whenever you reset your password or unlock your account.

Username	[ ]
Domain	alumni.wilkesu.wilkes. ▾
Password	[ ]
Question 1	--- Select --- ▾
Answer	[ ]
Question 2	--- Select --- ▾
Answer	[ ]
Question 3	--- Select --- ▾
Answer	[ ]

Next   Cancel

2. On the **Enroll** page, to set up security questions, first enter your Wilkes username

3. Leave the **Domain** field as the default selection

4. Enter your current password in the **Password** field

5. Set up all 3 security questions and answers. Once done, click **Next**

6. On the next screen, you will receive a notice that your account has been enrolled successfully

⊘ **Finished**

You can now use this system to reset your password and unlock your account.

OK

Reset Password

1. Use **Reset** if you do not know your current password. To get started, click on the link for **Reset**

2. On the Reset screen, enter your Wilkes username and leave the **Domain** field as the default selection. Once done, click **Next**

   ↺ **Reset**

   Enter your username and domain, and then click Next to continue.

   Use the reset feature if you have forgotten your password. If you know your password and would like to change it, then use the change feature instead.

   Username | user.name

   Domain | alumni.wilkesu.wilkes. ▼

   Next   **Cancel**

3. On the next screen, answer all 3 of your security questions to be brought to the password reset option

4. Once security questions have been successfully answered, create your new password and confirm it by entering your new password again in the **Confirm Password** field. Once done, click **Next**

↺ **Reset**

Enter your new password in the text boxes below.

Do not leave your computer until your password is reset. If you must leave your computer, click Cancel first.

Username [redacted]

Domain   ALUMNI

New Password   [ ]

Confirm Password   [ ]

[Next]   [Cancel]

5. On the next screen, you will receive a notice that your password has been successfully changed

⊘ **Finished**

You can now logon with your new password.

[OK]

Unlock Account

1. Use the **Unlock** option to unlock your account using security questions you have previously set up. To get started, click on the **Unlock** link

2. On the Unlock screen, enter your Wilkes username and leave the **Domain** field with the default selection. Once done, click **Next**

🔓 **Unlock**

Enter your username and domain, and then click Next to continue.

Use the unlock feature if you know your password and your account is locked. If you have forgotten your password and would like to change it, then use the reset feature instead. Resetting your password will also unlock your account.

Username	user.name
Domain	alumni.wilkesu.wilkes. ∨

Next   Cancel

3. On the next screen, answer all 3 of your security questions to unlock your account

4. Once done, you will receive a notice that your account is successfully unlocked

⊘ **Finished**

You can now logon.

You can also reset your password if you have forgotten it.

OK

Change Password

1. **Use** the **Change** option to change your password. This will require you to know your current password. To get started, click the link for **Change**

2. On the Change page, enter your Wilkes username and click **Next**

3. On the next screen, first, enter your current password in the **Old Password** field. Second, enter your new password you would like to use in the **New Password** field. Lastly, enter your new password again in the **Confirm Password** field. Once done, click **Next**

4. Once done, you will be informed your password has been successfully changed and able to log in with your new password

✓ **Finished**

You can now logon with your new password.

OK