Wilkes University

FAQ – HOW DO I ADD A TRUSTED DEVICE TO THE PORTAL?

Purpose

- This guide outlines the steps necessary to add a trusted device to the Wilkes Portal

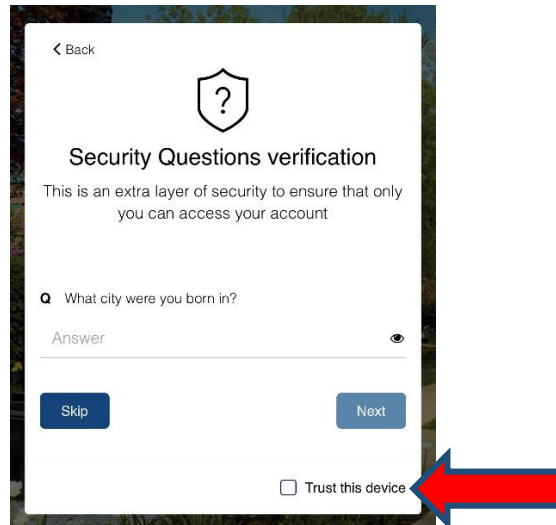## Requirements

- Active Wilkes Account

Notes

- You must be able to login successfully with your password, security questions, and/or text verification

Process

1. From the device, sign in to https://portal.wilkes.edu

2. You will be asked to choose between answering security questions or to be sent a text message

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

   I.   In the **Security Questions verification** pop up, check the **Trust this device** checkbox

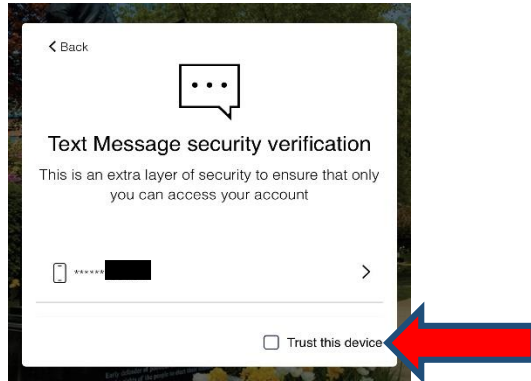II.   Answer the first security question and click **Next**

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

III.   Answer the second security question and click **Submit**

IV.   The device you used is now trusted and will login without a question prompt

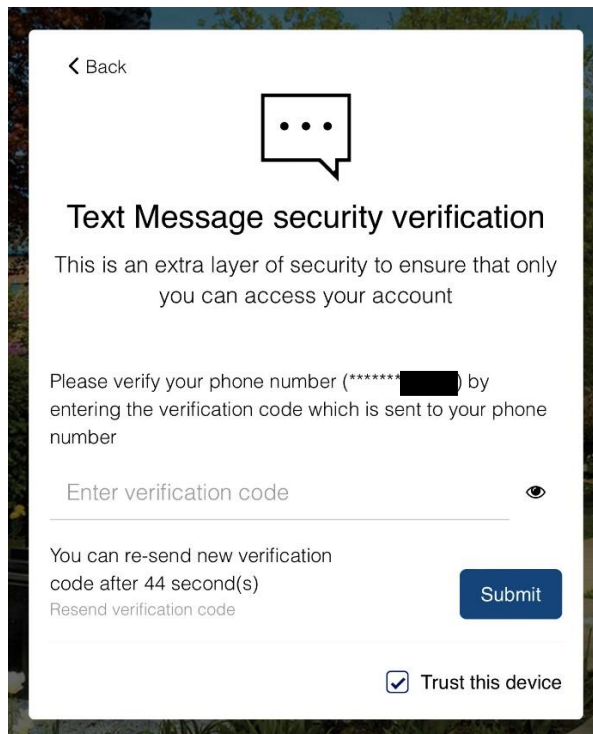If you selected **Send Me a Text Message:**

I.   Select your phone number from the **Text Message security verification** box and

check **Trust this device.**

II. On the **Text Message security verification** box, enter the code that was sent to your phone in the **Enter verification code** box, and click **Submit**

III. The device you used is now trusted and will login without a text message code prompt