Wilkes University

FAQ – HOW DO I CHANGE MY ACCOUNT RECOVERY INFORMATION?

Purpose

- This guide outlines the steps necessary to change 2-factor authentication information for the Wilkes Portal
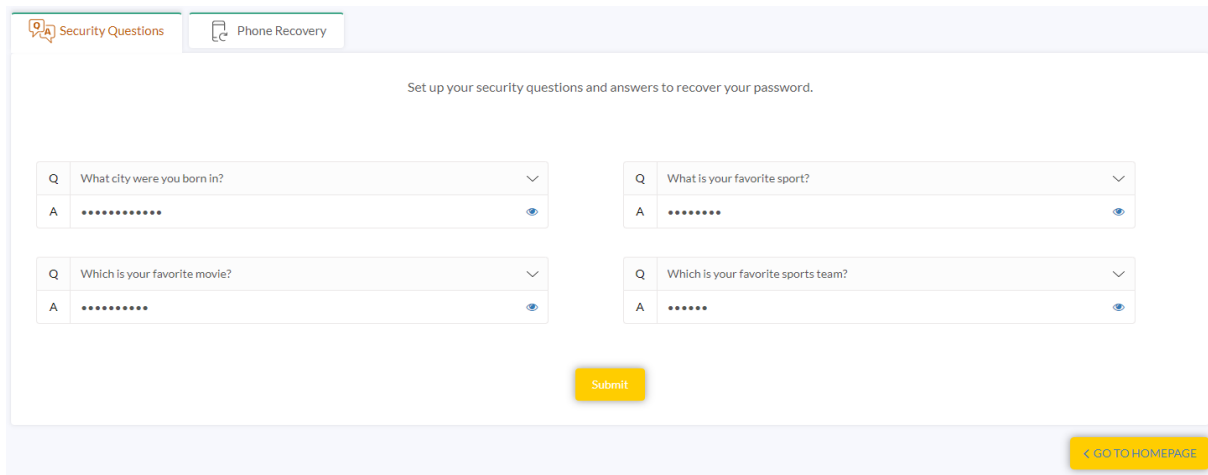
Requirements

- Active Wilkes Account

Notes

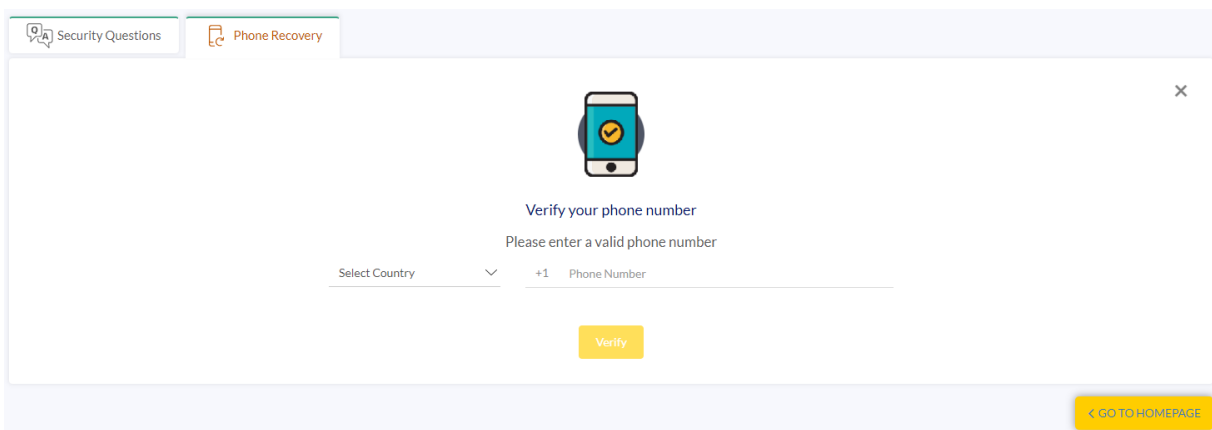- You must be able to login successfully with your password, security questions, and/or text verification

Process

1. Log in to https://portal.wilkes.edu

2. In the **Wilkes Quick Links** section on the left, click the **Password Manager** link

3. When prompted, re-enter your password and click **Sign in**

4. On the **Account Recovery Settings** page, in the **Security Questions** section, set up all four questions and answers. Click **Submit** when done
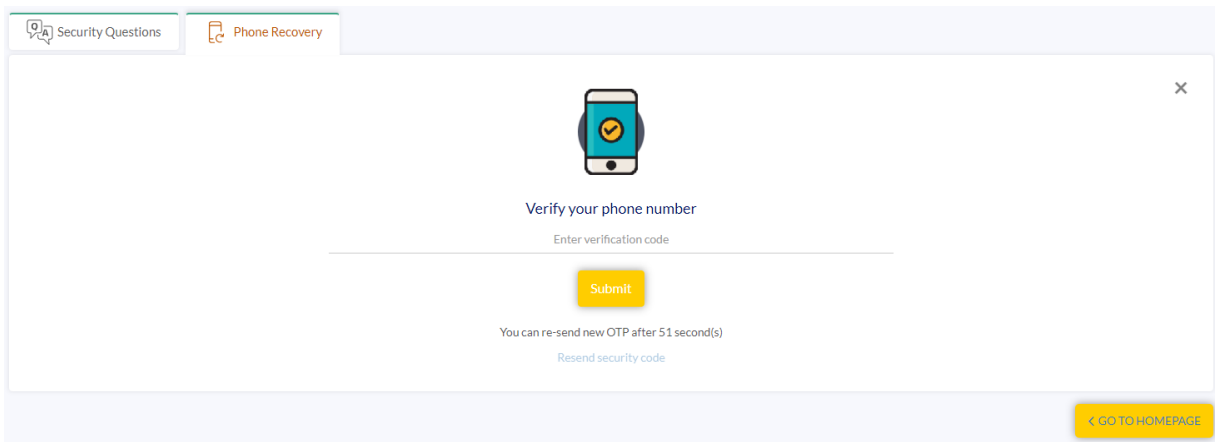
5. To change the current saved phone number, open the **Phone Recovery** section, and select **Update**

6. Inside **Verify your phone number**, select the country your mobile phone is from, enter your mobile number inside **Phone Number**, and click **Verify**

7. After, enter the code sent to your mobile device inside the **Enter verification code** box and click **Submit**

8. Once done, to return to the Portal, click **Go to Homepage**