

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

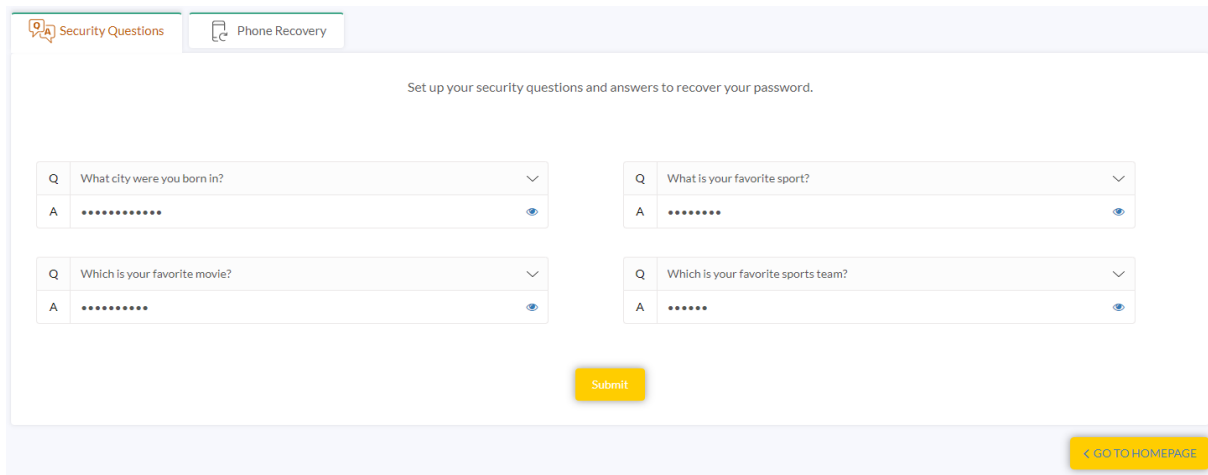
Notes

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

Process

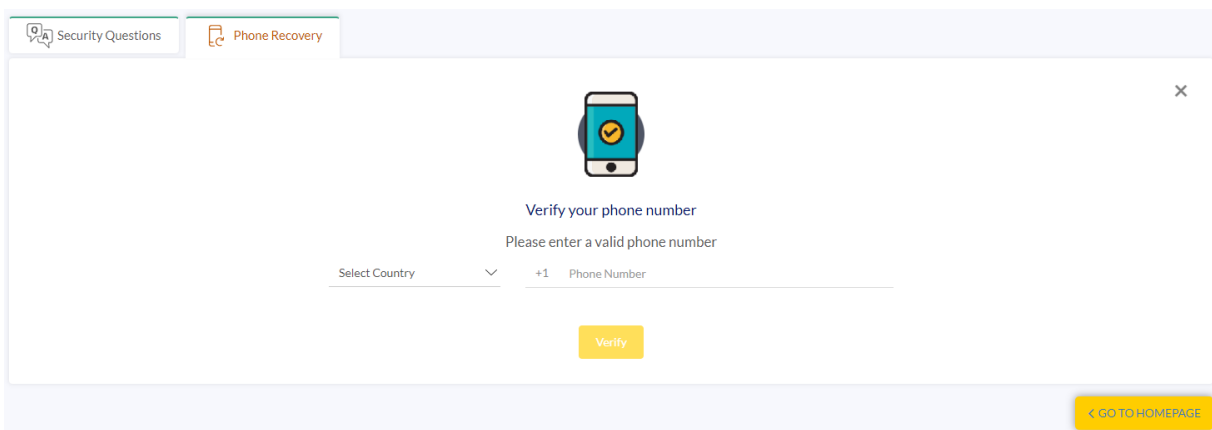
1. Log in to <https://portal.wilkes.edu>
2. In the **Wilkes Quick Links** section on the left, click the **Password Manager** link
3. When prompted, re-enter your password and click **Sign in**
4. On the **Account Recovery Settings** page, in the **Security Questions** section, set up all four questions and answers. Click **Submit** when done

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The screenshot shows a web interface with two tabs: "Security Questions" (active) and "Phone Recovery". The main heading reads "Set up your security questions and answers to recover your password." Below this, there are four question-answer pairs in a 2x2 grid. Each question is in a dropdown menu, and the answer is in a text field with a masked password (dots) and a toggle eye icon. The questions are: "What city were you born in?", "What is your favorite sport?", "Which is your favorite movie?", and "Which is your favorite sports team?". A yellow "Submit" button is centered below the questions. At the bottom right, there is a yellow button labeled "< GO TO HOMEPAGE".

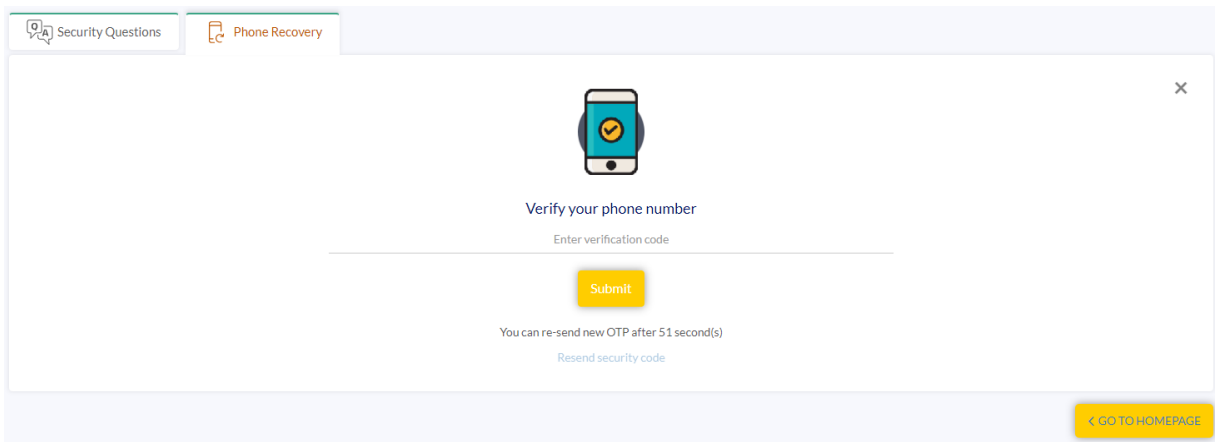
5. To change the current saved phone number, open the **Phone Recovery** section, and select **Update**
6. Inside **Verify your phone number**, select the country your mobile phone is from, enter your mobile number inside **Phone Number**, and click **Verify**



The screenshot shows a web interface with two tabs: "Security Questions" and "Phone Recovery" (active). The main heading reads "Verify your phone number" with a sub-heading "Please enter a valid phone number". Above the heading is a smartphone icon with a checkmark. Below the heading, there is a "Select Country" dropdown menu and a "Phone Number" input field with a "+1" prefix. A yellow "Verify" button is centered below the input fields. At the bottom right, there is a yellow button labeled "< GO TO HOMEPAGE".

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



The screenshot shows a web interface with two tabs: 'Security Questions' and 'Phone Recovery'. The 'Phone Recovery' tab is active. The main content area is a white box with a blue border. At the top center is an icon of a smartphone with a checkmark. Below the icon is the text 'Verify your phone number'. Underneath that is a text input field labeled 'Enter verification code'. Below the input field is a yellow 'Submit' button. At the bottom of the box, there is a message: 'You can re-send new OTP after 51 second(s)' followed by a blue link 'Resend security code'. In the bottom right corner of the white box is a close button 'X'. Below the white box, in the bottom right corner of the overall interface, is a yellow button labeled '< GO TO HOMEPAGE'.

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