

## FAQ – HOW DO I CHANGE MY WILKES ACCOUNT PASSWORD?

### Purpose

- This guide outlines the steps necessary to change a Wilkes Portal account password

### Requirements

- Active Wilkes Portal account

### Notes

- You must be able to login to the Wilkes Portal. If you are unable to login, see the “How do I reset a forgotten password?” guide on the ITS FAQ page

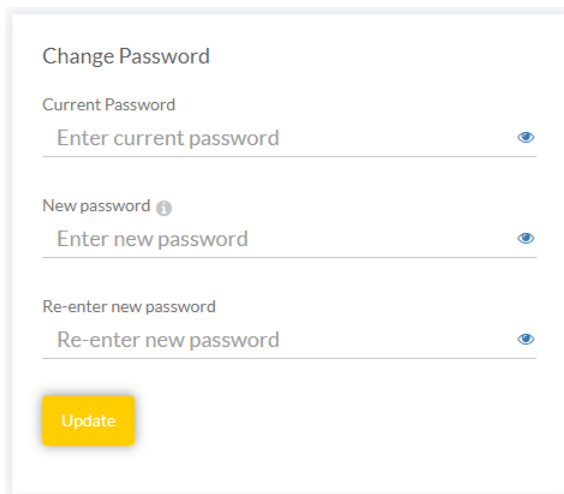
### Process

1. Log in to <https://portal.wilkes.edu>
2. In the **Wilkes Quick Links** section on the left, click the link for **Password Manager**



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3. When prompted to re-enter your password, type in your current password and click **Sign In**
4. In **Account Recovery Settings**, click the **Change Password** button
5. In the **Change Password** box, enter your current password, create and confirm a new password and click **Update**



The screenshot shows a 'Change Password' form with three input fields and an 'Update' button. The first field is labeled 'Current Password' with the placeholder text 'Enter current password'. The second field is labeled 'New password' with a help icon and the placeholder text 'Enter new password'. The third field is labeled 'Re-enter new password' with the placeholder text 'Re-enter new password'. Each field has a blue eye icon to its right, indicating a toggle for password visibility. A yellow 'Update' button is located at the bottom left of the form.

6. You will see a notice that the password was changed successfully
7. Once done, to return to the Portal, click the **Go to Homepage** button