

FAQ – HOW DO I COMPLETE FIRST TIME ACCOUNT RECOVERY CONFIGURATION?

Purpose

- This guide outlines the steps necessary to complete first time account recovery in the Wilkes Portal

Requirements

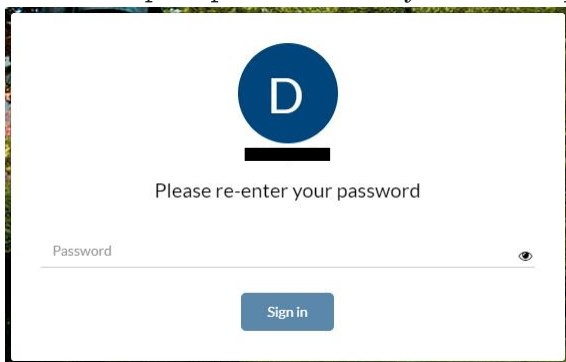
- Active Wilkes Account

Notes

- You must know your current Wilkes username and password

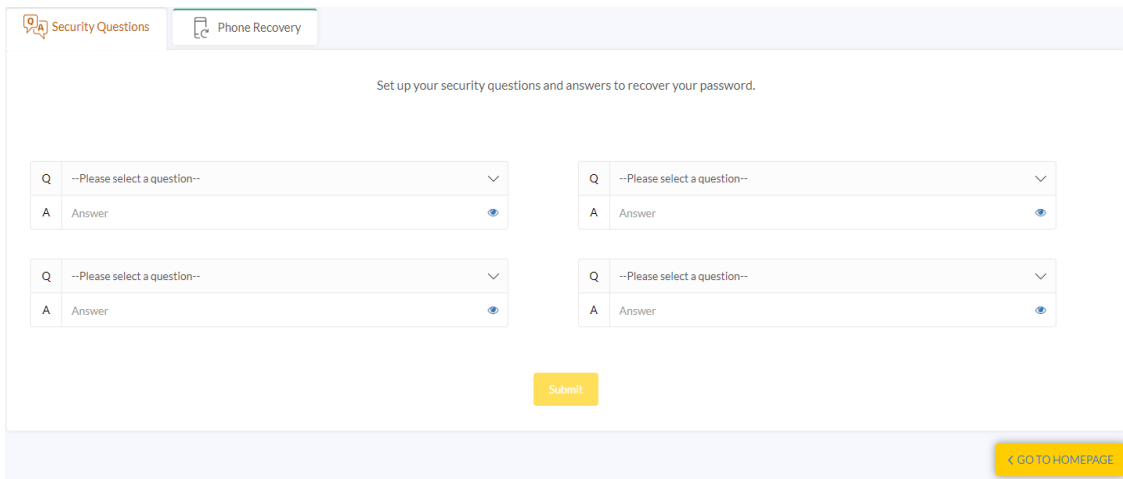
Process

1. Sign in to <https://portal.wilkes.edu>
2. You will be prompted to re-enter your current password and click **Sign in**

A screenshot of a web portal interface. At the top center is a blue circle containing a white letter 'D'. Below this is a black horizontal bar. Underneath the bar, the text 'Please re-enter your password' is displayed. Below the text is a password input field with the label 'Password' on the left and a small eye icon on the right. At the bottom center of the form is a blue button with the text 'Sign in' in white.

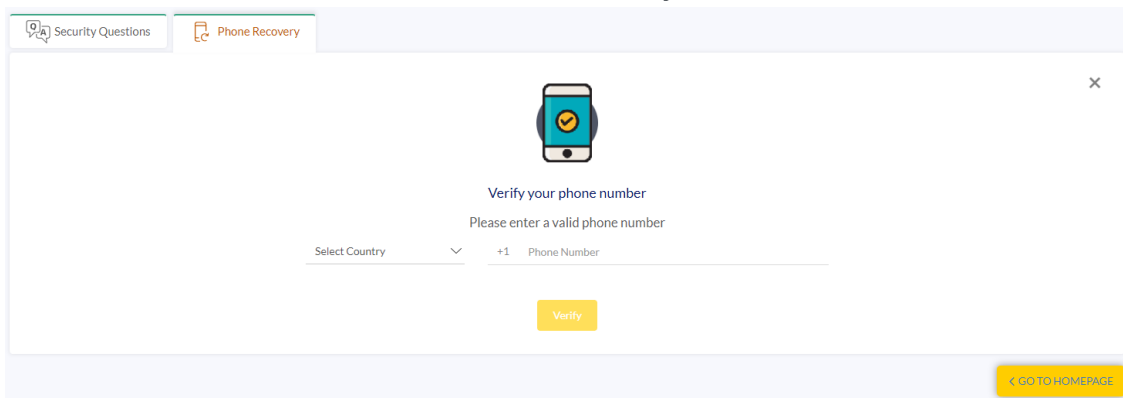
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3. On the **Account Recovery Settings** page, in the **Security Questions** tab, set up all four questions and answers. Click **Submit** when done



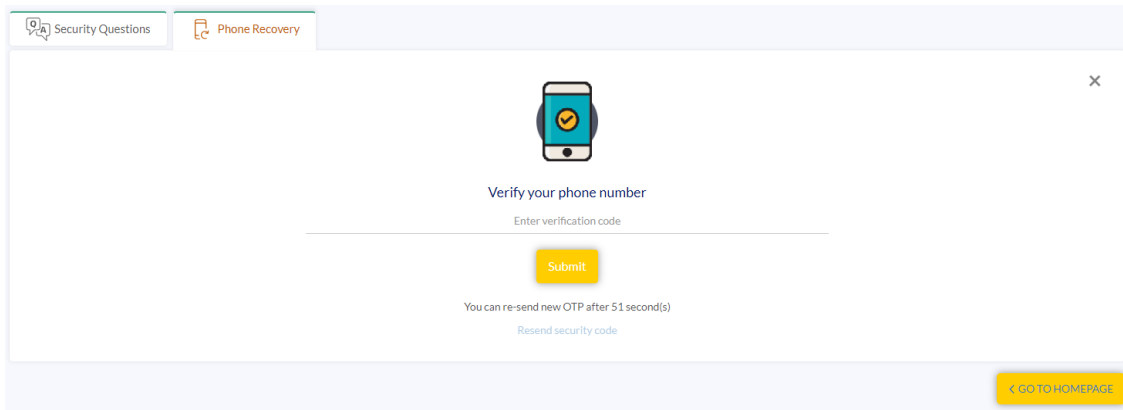
The screenshot shows the 'Security Questions' tab in the account recovery settings. The page title is 'Set up your security questions and answers to recover your password.' There are four question-answer pairs, each with a dropdown menu for the question and a text input for the answer. A yellow 'Submit' button is centered at the bottom. A yellow button labeled '< GO TO HOMEPAGE' is in the bottom right corner.

4. To set up phone recovery, on the **Account Recovery Settings** page, click on the **Phone Recovery** tab
5. 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 the 'Phone Recovery' tab in the account recovery settings. The page title is 'Verify your phone number'. There is a mobile phone icon with a checkmark. Below it, the text says 'Please enter a valid phone number'. There is a dropdown menu for 'Select Country' and a text input for '+1 Phone Number'. A yellow 'Verify' button is centered at the bottom. A yellow button labeled '< GO TO HOMEPAGE' is in the bottom right corner.

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



The screenshot shows a web interface for account recovery. At the top, there are two tabs: "Security Questions" and "Phone Recovery". The "Phone Recovery" tab is active. The main content area features a central illustration of a smartphone with a checkmark on its screen. Below the illustration, the text reads "Verify your phone number" followed by "Enter verification code" and a text input field. A yellow "Submit" button is positioned below the input field. At the bottom of the main area, it states "You can re-send new OTP after 51 second(s)" with a "Resend security code" link. In the bottom right corner of the interface, there is a yellow button labeled "< GO TO HOMEPAGE".

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