

FAQ – HOW DO I RESET A FORGOTTEN WILKES ACCOUNT PASSWORD?

Purpose

- This guide outlines the steps necessary to reset a forgotten Wilkes Portal password

Requirements

- Active Wilkes Portal account

Notes

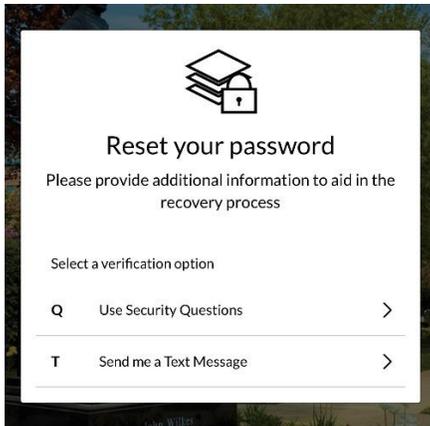
- Your old password is not needed. If you are able to login and would like to know how to change your password from within the Wilkes Portal, see the guide titled “How do I change my password?” on the ITS FAQ page

Process

1. Browse to <https://portal.wilkes.edu>
2. Click the **Forgot Password** link
3. In the **Reset your password** pop up box, enter your username and click **Submit**

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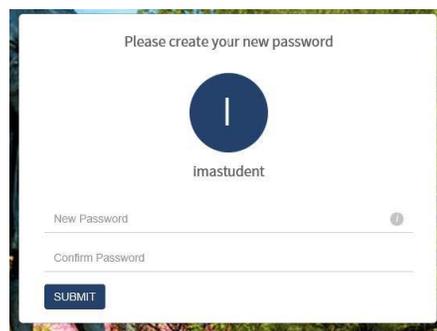
4. In the **Reset your password** pop up box, select your desired method for resetting:



- a. Use Security Questions
 - b. Send me a Text Message
5. If you selected **Use Security Questions**:
 - I. Answer the first question and click **Next**
 - II. Answer the second question and click **Submit**

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

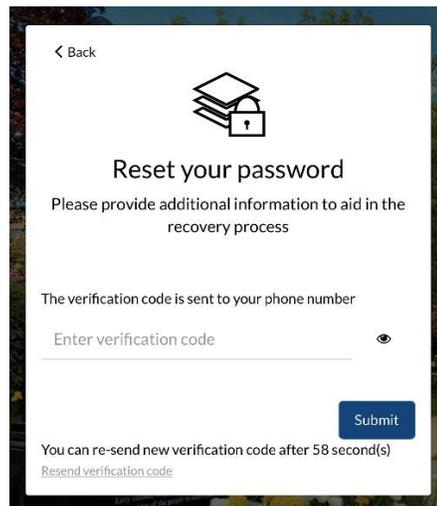
- III. After successfully answering two questions, you may create and confirm a new password



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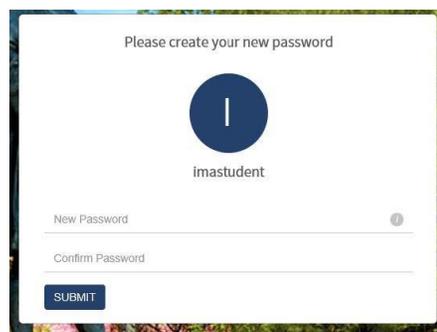
If you selected **Send me a Text Message**:

- I. Click the arrow to the right of your phone number to send a verification code to the phone
- II. Enter the verification code into the **Reset your password** pop up box and click **Submit**



The screenshot shows a mobile application interface for resetting a password. At the top left is a '< Back' button. In the center is an icon of a stack of books with a padlock. Below the icon is the heading 'Reset your password' and the instruction 'Please provide additional information to aid in the recovery process'. A message states 'The verification code is sent to your phone number'. There is a text input field labeled 'Enter verification code' with an eye icon to its right. A blue 'Submit' button is located at the bottom right. At the bottom, it says 'You can re-send new verification code after 58 second(s)' with a link for 'Resend verification code'.

- III. After successfully entering the code sent to your phone, you may create and confirm a new password



The screenshot shows a mobile application interface for creating a new password. At the top is the heading 'Please create your new password'. In the center is a circular profile picture placeholder with a vertical line and the username 'imastudent' below it. There are two text input fields: 'New Password' and 'Confirm Password', each with an eye icon to its right. A blue 'SUBMIT' button is located at the bottom left.