Wilkes University

FAQ – HOW DO I ADD A TRUSTED DEVICE TO THE PORTAL?

Purpose

• This guide outlines the steps necessary to add a trusted device to 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. From the device, sign in to <u>https://portal.wilkes.edu</u>
- 2. You will be asked to choose between answering security questions or to be sent a text message
- 3. If you selected Use Security Questions:
 - I. In the Security Questions verification pop up, check the Trust this device checkbox

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A State of the second sec	
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?	
Security Questions verification	
This is an extra layer of security to ensure that only you can access your account	
Q What city were you born in?	
Answer 💿	
Skip	
Trust this device	

II. Answer the first security question and click **Next**

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

- III. Answer the second security question and click Submit
- IV. The device you used is now trusted and will login without a question prompt

If you selected Send Me a Text Message:

I. Select your phone number from the **Text Message security verification** box and check **Trust this device**.

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II. On the Text Message security verification box, enter the code that was sent to your

phone in the ${\bf Enter\,verification\,code\,}{\rm box,\,and\,click\,}{\rm Submit}$

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Text Message security verification	on
This is an extra layer of security to ensure that you can access your account	only
Please verify your phone number (****** (*****)) by entering the verification code which is sent to your ph number	ione
Enter verification code	۲
You can re-send new verification code after 44 second(s) Resend verification code	omit
✓ Trust this c	levice

III. The device you used is now trusted and will login without a text message code prompt