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FAQ – How do I reset a forgotten Wilkes account password?

Process

1. Browse to https://portal.wilkes.edu
2. Click the link for **Forgot Password**.
3. In the **Reset your password** pop up box, enter your username and click **Submit**.
4. In the **Reset your password** pop up box, select your desired method for resetting: **Use Security Questions** or **Send me an SMS**.
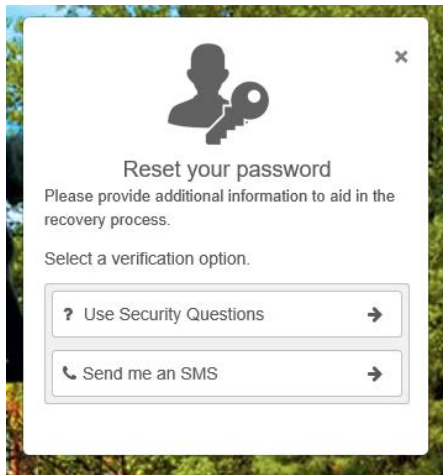
   a. If you selected **Use Security Questions**, answer the first question and click **Next**. Answer the second question and click **Submit**.
       i. Note: You may click **Skip** to cycle through a list of several different questions.
      ii. After successfully answering two questions, you may create and confirm a new password.

b. If you selected **Send me an SMS**, click the arrow to the right of your phone number to send a verification code to the phone.

    i. Enter the verification code into the **Reset your password** pop up box and click **Submit**.

    ii. Create and Confirm and new password and click **Submit**.