



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

You must be able to login successfully with your username, security questions, and/or password verification

Process

1. From the device, sign in to [https://portal.wilkes.edu](#)
2. You will be asked to
3. If you selected Use Security Questions:
 - I. In the verification pop up, check the **Trust this device** checkbox.

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II. On the **Enter verification code** box, enter the code that was sent to your phone in the **Enter verification code** box, and click **Submit**.

III. The device you used is now trusted and will login without a **Two-step verification** prompt.