

FAQ – HOW DO I

Purpose

- x Through this link, it is necessary to complete first time account recovery in the Wilkes Portal

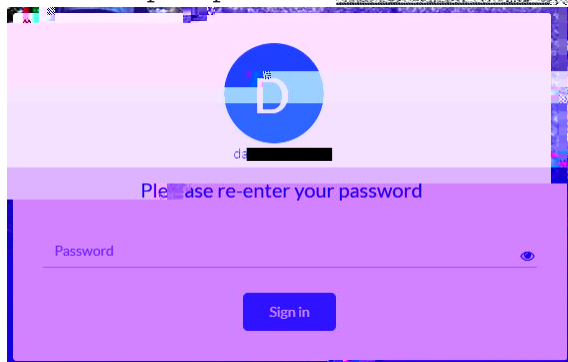
Requirements

- x Active Wilkes Account

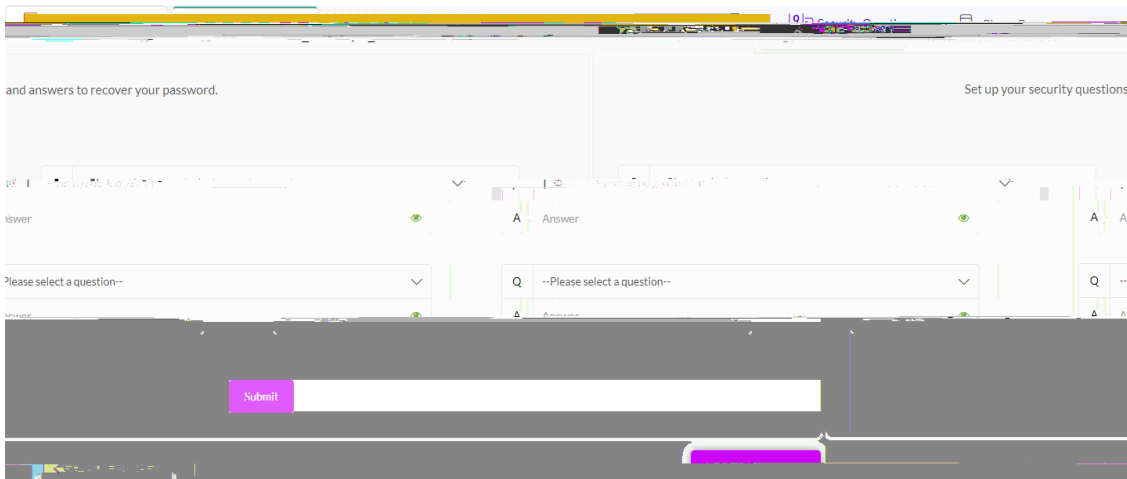
- x You must know your current Wilkes username and password

Process

1. Sign in to _____
2. You will be prompted to re-enter your current password and click **Sign in**

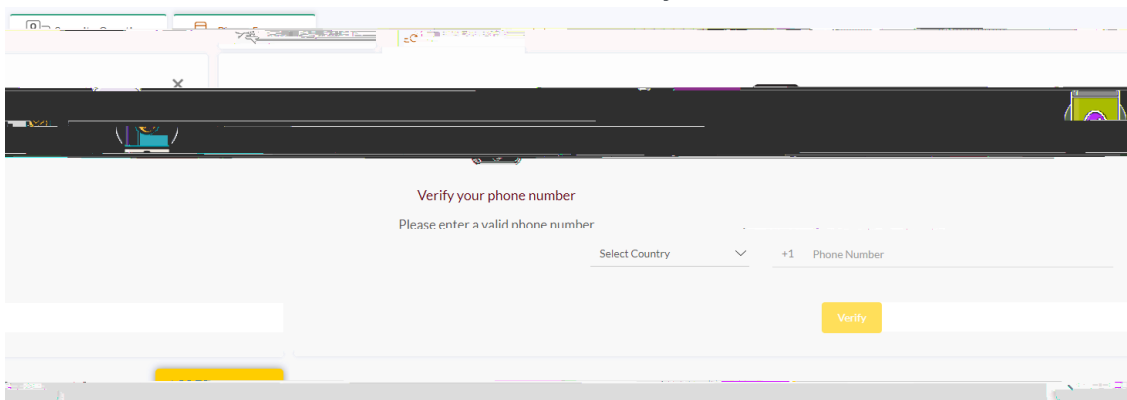


3. On the **Account Recovery Settings** page, in the **Questions** tab, enter questions and answers. Click **Submit** when done.

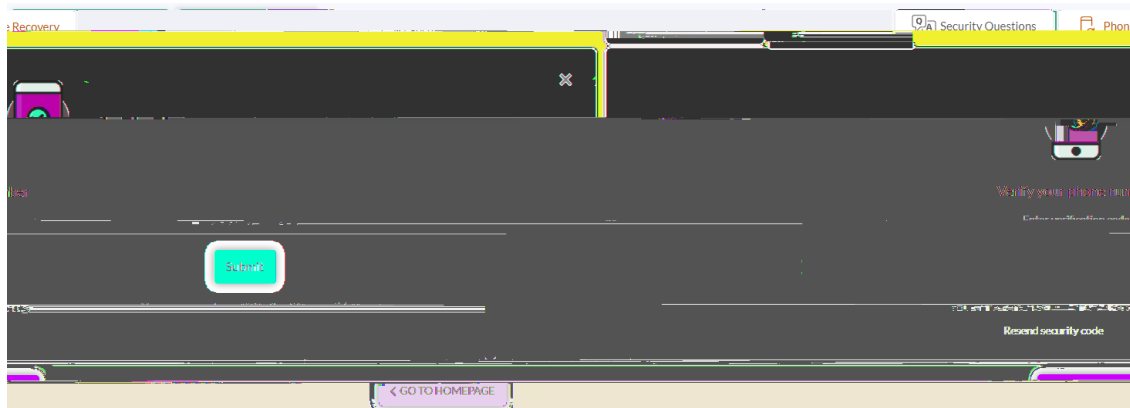


4. To set up phone recovery, on the **Account Recovery Settings** page, click on the **Phone Recovery** tab.

5. Inside **Verify**, select the country your mobile phone is from, enter your mobile number inside **Phone Number**, and click **Verify**.



6. Enter verification code box and click **Submit**



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