

# Washburn Password Self-Service

1. At the main page, enter your username ([first.last@washburn.edu](mailto:first.last@washburn.edu)) and password. Select 'Login'.



**WASHBURN PASSWORD MANAGEMENT**

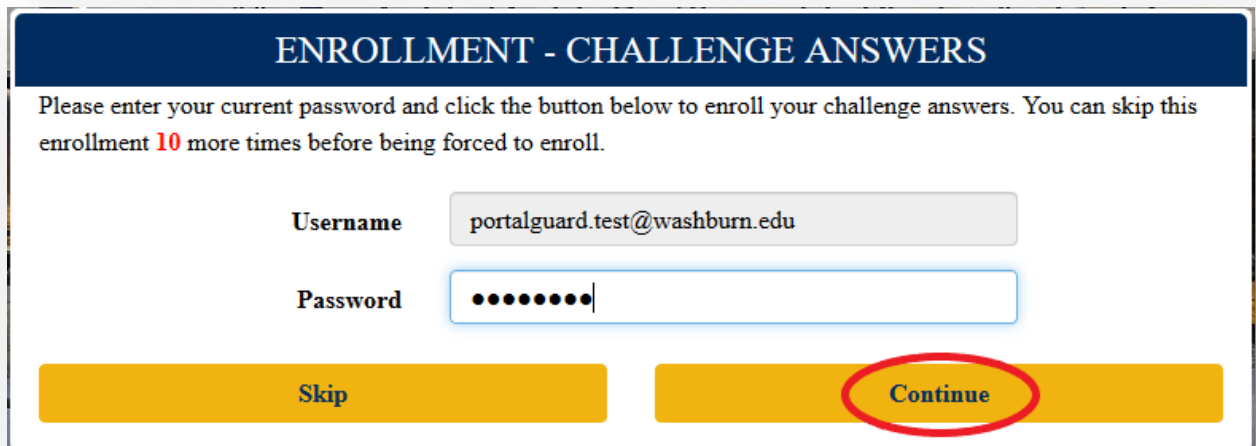
Username

Password

**WASHBURN UNIVERSITY**

**Login** **Set New Password** **Forgot Password?**

2. For security reasons, you will be asked to re-enter your current password. Re-enter your current password and select 'Continue'.



**ENROLLMENT - CHALLENGE ANSWERS**

Please enter your current password and click the button below to enroll your challenge answers. You can skip this enrollment **10** more times before being forced to enroll.

Username

Password

**Skip** **Continue**

- Choose three (3) challenge questions to answer. These are used in case you forget your password or need to reset your password. Once answered, click 'Continue'.

### END-USER SELF SERVICE

Please answer at least 3 of the 11 questions below.  
NOTE: Answers must be at least 4 characters long.

**Username** portalguard.test@washburn.edu

1) What city were you born in?

2) What is your mother's maiden name?

3) What is your father's middle name?

4. You will now be prompted to enroll a mobile phone for One-Time Passcode (OTP) delivery. This step may be skipped, but may be more convenient for some individuals. To permanently skip, check the 'Don't remind me again' box and select 'Skip'. To enroll a mobile phone, enter your cell phone number (with area code), choose your cell phone provider, and select 'Continue'.

### ENROLLMENT - MOBILE PHONE

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Username	<input type="text" value="portalguard.test@washburn.edu"/>
Password	<input type="password" value="••••••••"/>
Country	<input type="text" value="United States"/>
Cell Phone Number	<input type="text" value="Cell Phone Number"/> <input type="checkbox"/> Enable Multi-Factor Login
Cell Phone Provider	<input type="text" value="Verizon"/>

Don't remind me again

5. If you chose to enroll a mobile device, you should receive a text message with your One-Time Passcode (OTP) shortly. Enter the One-Time Passcode (OTP) and select 'Continue'.

**END-USER SELF SERVICE**

A One Time Passcode (OTP) has been sent to your phone. It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

**Username**

**One Time Passcode**

**Cancel** **Continue**

6. You will now be prompted to enter a third-party email address (**NOT** a washburn.edu email address) in case you need to reset or recover a password. Enter your third-party email address and select 'Continue'.

**ENROLLMENT - EMAIL ADDRESS**

Please enter your current password and an alternative email address to enroll. You may not use your Washburn email address. A test message will be sent immediately for confirmation. You can skip this enrollment 10 more times before being forced to enroll.

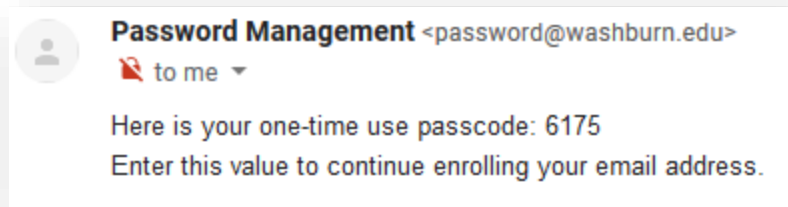
**Username**

**Password**

**Email Address**

**Skip** **Continue**

7. You should receive an email shortly that contains your One-Time Passcode (OTP). Enter the One-Time Passcode (OTP) and select 'Continue'.



**END-USER SELF SERVICE**

A One Time Passcode (OTP) has been emailed. It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

**Username**

**One Time Passcode**