

Forgot Password Instructions

1. On the main page, select 'Forgot Password'.



WASHBURN ACCOUNT MANAGEMENT

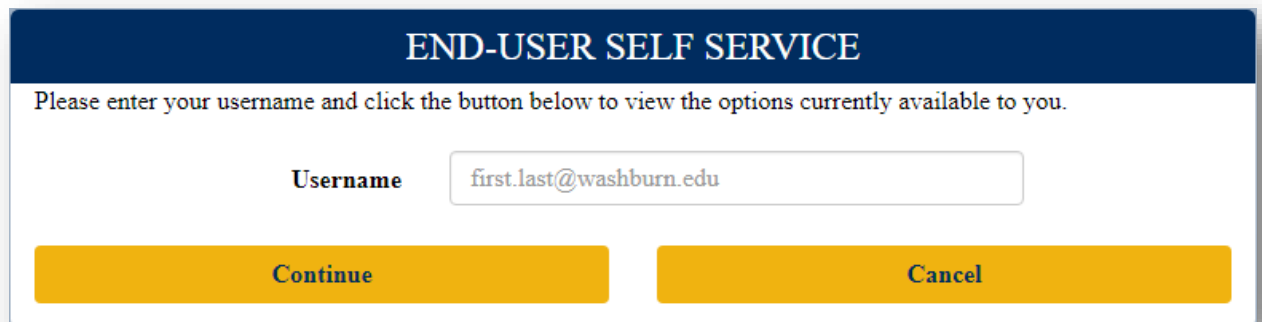
Username
first.last@washburn.edu

Password

WASHBURN UNIVERSITY

Login Set New Password **Forgot Password?**

2. Enter your username (first.last@washburn.edu) and select 'Continue'.



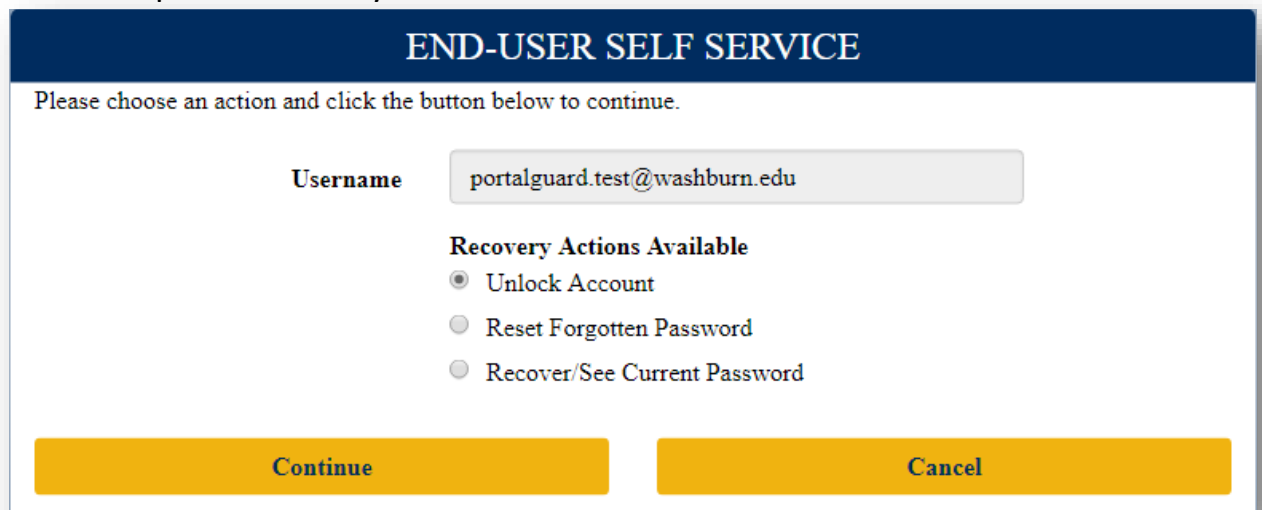
END-USER SELF SERVICE

Please enter your username and click the button below to view the options currently available to you.

Username first.last@washburn.edu

Continue Cancel

3. Select the option that fits your needs and select 'Continue'.



END-USER SELF SERVICE

Please choose an action and click the button below to continue.

Username portalguard.test@washburn.edu

Recovery Actions Available

- Unlock Account
- Reset Forgotten Password
- Recover/See Current Password

Continue Cancel

- To unlock a locked account, select an authentication type and select 'Continue'. Follow the instructions provided on the next window and select 'Continue' again to finish.

The screenshot shows a web interface titled "END-USER SELF SERVICE" with a dark blue header. Below the header, a message reads: "Please choose an authentication type and click the button below to continue." The form contains the following elements:

- Username:** A text input field containing "portalguard.test@washburn.edu".
- Requested Action:** The text "Unlock Account".
- Authentication Types Available:** Two radio button options: "2 Challenge Answers" (which is selected) and "One Time Passcode".
- Buttons:** Two yellow buttons at the bottom, labeled "Continue" and "Cancel".

- To reset a forgotten password, select an authentication type and select 'Continue'. Follow the instructions provided on the next window and select 'Continue' again to finish.

The screenshot shows a web interface titled "END-USER SELF SERVICE" with a dark blue header. Below the header, a message reads: "Please choose an authentication type and click the button below to continue." The form contains the following elements:

- Username:** A text input field containing "portalguard.test@washburn.edu".
- Requested Action:** The text "Reset Forgotten Password".
- Authentication Types Available:** Two radio button options: "2 Challenge Answers" (which is selected) and "One Time Passcode".
- Buttons:** Two yellow buttons at the bottom, labeled "Continue" and "Cancel".

6. To display a forgotten password, answer a challenge question and select 'Continue'. Your password will be displayed, and you can continue logging in.

END-USER SELF SERVICE

Please answer any 1 of the 3 questions below

Username

Requested Action Recover/See Current Password

Answers remaining: **1 optional**