

Reset Forgotten Password

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



WASHBURN PASSWORD MANAGEMENT

Username
first.last@washburn.edu

Password
[Empty field]

WASHBURN UNIVERSITY

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

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



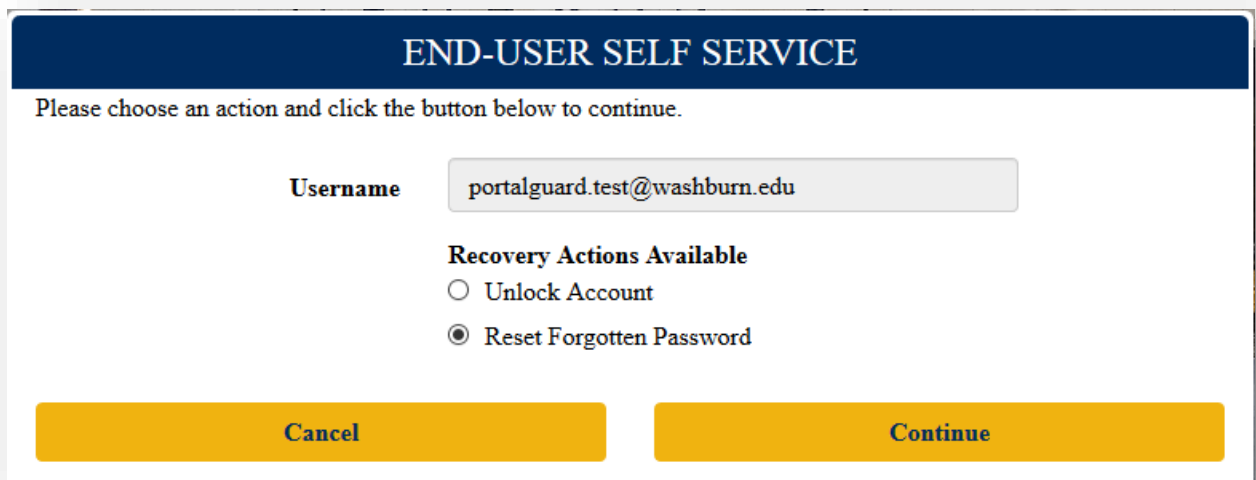
END-USER SELF SERVICE

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

Username first.last@washburn.edu

Cancel **Continue**

3. Choose whether you want to unlock your account or reset your password 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

Cancel **Continue**

4. If you entered enrolled with a secondary email address or mobile phone in addition to Challenge Answers, you will be asked which you would prefer. If you haven't enrolled a mobile phone or secondary email address, you will be asked to answer challenge questions. If given the option to choose, make your selection and select 'Continue'.

END-USER SELF SERVICE

Please choose an authentication type and click the button below to continue.

Username portalguard.test@washburn.edu

Requested Action Reset Forgotten Password

Authentication Types Available

2 Challenge Answers

One Time Passcode

Cancel **Continue**

5. Answer the Challenge Answers or enter your One-Time Passcode (OTP) and select 'Continue'.

END-USER SELF SERVICE

Please answer any 2 of the 3 questions below

Username portalguard.test@washburn.edu

Requested Action Reset Forgotten Password

1) What city were you born in?

.....

2) What is your mother's maiden name?

.....

Cancel **Continue**

END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed to:
xxxxxxxxxxxx@gmail.com

It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username portalguard.test@washburn.edu

Requested Action Reset Forgotten Password

One Time Passcode

Cancel **Continue**

6. Create a new password that meets Washburn University's password guidelines. Note that in addition to the requirements in the green box, your new password **cannot** contain your name. Once the requirements have been satisfied, click 'Continue'.

END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least **10** characters long
- Must have at least **1** uppercase character (A - Z)
- Must have at least **1** numeric character (0 - 9)
- Must have at least **1** special character (!, \$, #, or %)

Username	<input type="text" value="portalguard.test@washburn.edu"/>
Requested Action	Reset Forgotten Password
New Password	<input type="password"/>
Confirm Password	<input type="password"/>